FirstClass Collaboration

FirstClass is successfully used by organizations around the world to build dynamic, thriving online communities. The foundation for this success lies in the extensive and unique collaboration capabilities within FirstClass. These include the email, instant messaging, calendaring, and contact features described in other documents. The most powerful tools for collaboration within the product are FirstClass Conferences.

Realize the benefits of a collaborative online community.

- **Online Discussion Forums**

- **Shared Email, Calendars, Files**

- **Permissions-based Access**

- **Virtual Meetings**

- **Centralized Knowledge Repository**

CONFERENCES

FirstClass Conferences are used to provide a wide variety of shared virtual spaces. A conference enables groups of users with shared interests to securely exchange information such as messages, files, forms, documents, calendars, contacts, bookmarks, and other digital resources. Conferences have permission-based controls to ensure that only appropriate people have access to each conference, and that the role each person can play within the conference is well defined.

A key to the success of FirstClass Conferencing is its unique system of flags. Each member of a conference has a personal set of "flags" that they can use to easily identify which information they need to read, even if others have already viewed it. If there are any unread items waiting for a user within a particular conference, a "red flag" is displayed with the conference icon. This simple but elegant approach enables users to quickly scan lists and identify messages and threads of interest that have new or unread items. Once a conference is accessed, any unread items within that conference are clearly marked and easily recognizable.

CUSTOMIZING CONFERENCES

Conferences can be easily customized in a wide variety of ways including the addition of graphical background images, flexible fonts, user supplied icon images, and customized column layouts, headings, and data. In addition, conferences can be configured with vertical and horizontal split bars enabling more flexibility in grouping different types of information.

The flexibility for visual layout and types of digital content enables FirstClass Conferences to be used for a broad scope of collaborative applications, including:

- bulletin board style threaded discussion groups
- digital resource sharing facilities
- team project workspaces
- knowledge base repositories
- virtual classrooms
- announcement forums
- customer interaction workspaces
- peer group collaboration forums

FIRSTCLASS®
The way to connect.

This image shows a sample of a FirstClass desktop that includes multiple conferences relevant to a school teacher.
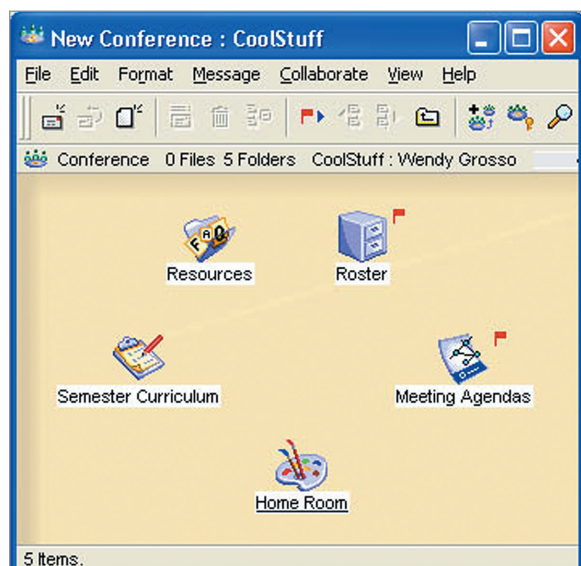
This image shows a sample view of a Homeroom Assignments conference, including multiple folders for course specific content storage and unread (flagged) and read email messages.
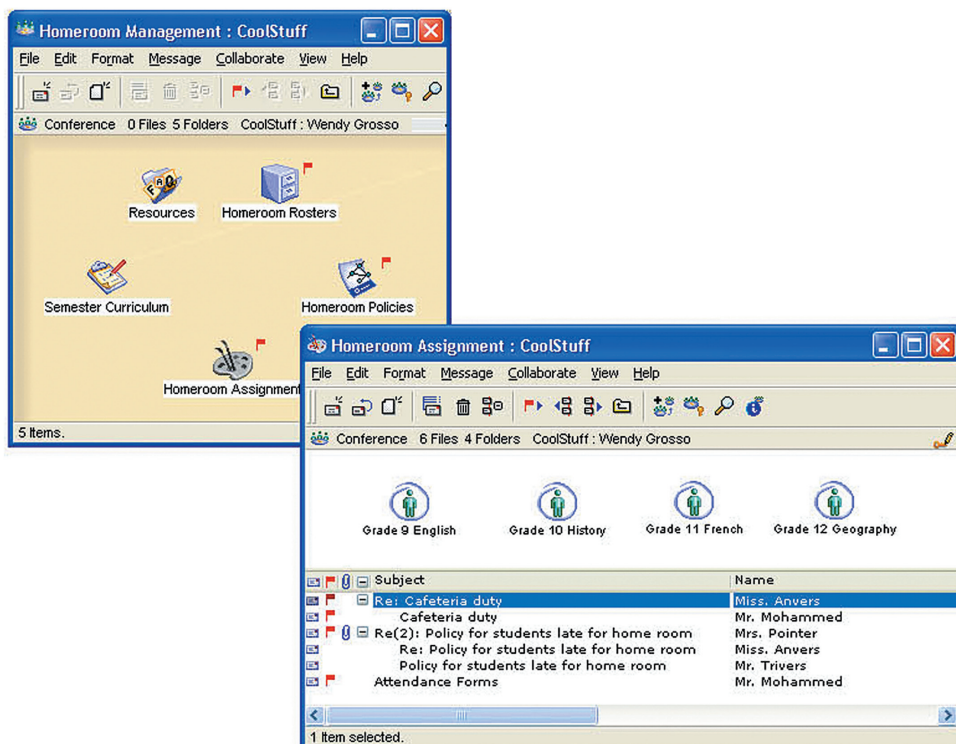
FirstClass offers powerful Wizards that enable administrators and application developers to create customized conferences, place them into a Wizard, and then enable end users to create new conferences using the new customized conferences as templates. This gives end users all of the flexibility of customized templates while minimizing training and overhead.

ABOUT FIRSTCLASS

FirstClass is a feature-rich, platform-independent, and cost-effective communications and collaboration software solution that enables businesses and learning organizations to create collaborative online communities that securely connect people and resources via any Internet-accessible device. FirstClass delivers a broad range of capabilities including e-mail, instant messaging, calendars, contact management, collaboration, document sharing, file storage, web publishing and voice and fax messaging. Thousands of organizations and millions of users around the world are currently connecting via online communities powered by FirstClass. For more information on FirstClass, please visit **www.firstclass.com**.

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