

# E-Services

**“New Way of Doing Familiar Things”**



## **India Office :**

Kvaliteta Systems and Solutions  
Thejaswini Building ,  
Techno Park Campus ,  
Trivandrum , India .

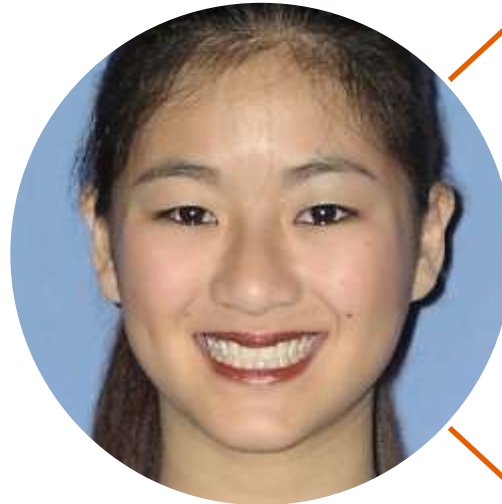
## **Africa and Middle East :**

Kvaliteta Systems and Solutions FZC  
Business Park 2, P O Box 17191,  
RAK Free Trade Zone,  
Ras Al Khaima , UAE.

# E-Services Overview

## Citizen Register

- Location Information
- Services Consumed
- Linked Relationship
- Business Ownership
- Contact Details



## Revenue Collections

- Utility Payments
- Statutory Payments

## Service Automation

- Citizen Services
- Business Services

## Communication Management

- Campaigns
- Emergency Communications

# What is E-Services Framework ?

**Mombasa Water Authority**  
*Accounting for every drop*

Home About Us Documents Tenders Help

Welcome to the online portal of Mombasa Water

**Water Bills Online**

- Bill Payment
- Services
- Schemes
- Documents
- Grievances

Register Pay Bill

Payment Status Print Receipt

airtel money  
now, just pay with your mobile.

Back to Home Back to Services

Information Portal provides all services provided by the Government Agency

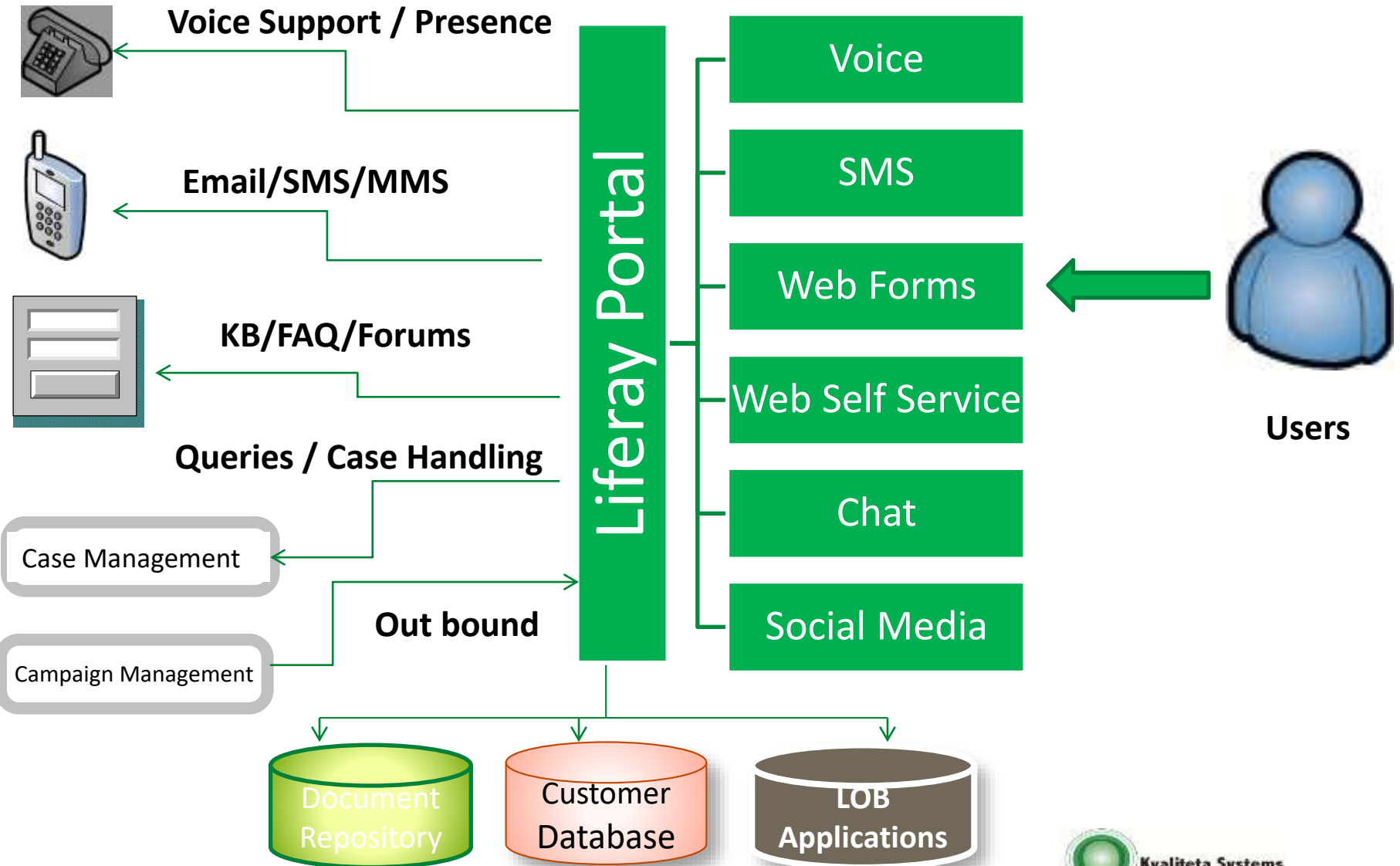
❖ Information Portal

❖ Transaction Portal

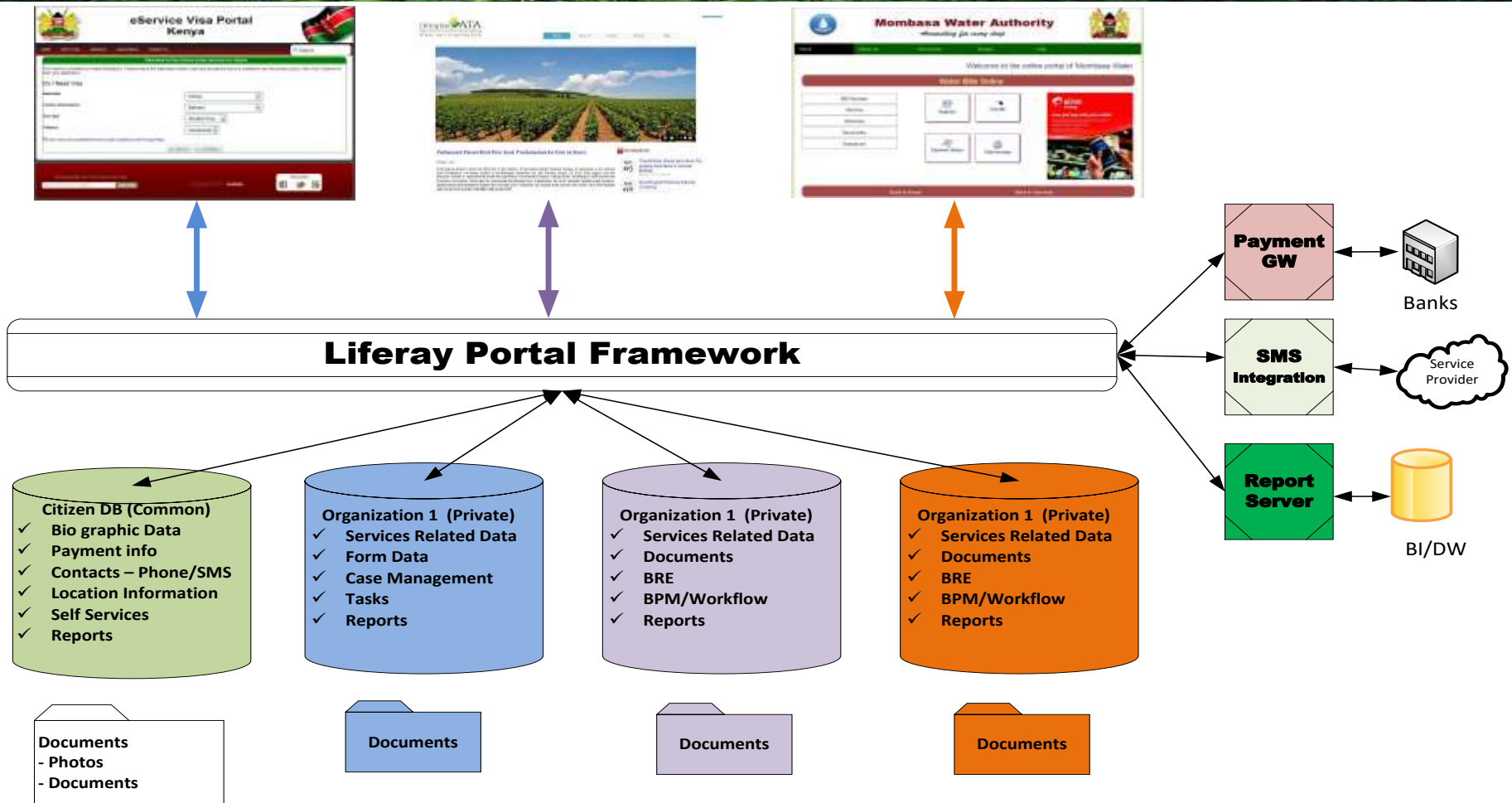
❖ Citizen Communication

❖ Planning and Resource Management

# Multi Channel E-Services framework



# E-Services framework – Multi Tenancy



- Multiple Organisation or Department use on a single instance
- Organization / Community have Own rules
- Virtual host, Role, Users, Content as well as Look-and-feel

# E-Services framework – Easy Provisioning (1)

External Integrations

Top Level Organization

Sub - organizations and Department

Users and Organizations

Users are individuals who perform tasks using the portal. Administrators can create new users or deactivate existing users. Users can join sites, be placed into organization hierarchies, be delegated permissions in roles, or be collected into user groups. User groups can cross organizational boundaries, and can be used to assign all members to other collections, such as sites or roles. User groups may also be used to customize personal site templates for members.

View All Add Export All Users

Utopia

User  
Immigration  
Embassy

3 Suborganizations

Name	Type	Actions
India-Mumbai 1 User	Embassy	Actions
India-Chennai 1 User	Embassy	Actions
India-Delhi 1 User	Embassy	Actions

Showing 3 results.

This organization does not have any users.

Utopia

Edit  
Manage Site  
Assign Organization Roles  
Assign Users  
Add User  
Add Immigration  
Add Embassy  
Delete

Manage Users and Roles

# E-Services framework – Easy Provisioning (2)

The screenshot displays the 'Users and Organizations' section of the E-Services framework. The left sidebar contains navigation options: Test Test, Visalon, Portal, Users and Organizations (selected), Jasper Report Server, Sites, Site Templates, Page Templates, User Groups, Roles, Password Policies, Portal Settings, Custom Fields, Monitoring, Plugins Configuration, and Mobile Device Rules, and Server.

The main content area is titled 'India-Delhi' and includes a 'View All' button, an 'Add' button with a dropdown arrow, and an 'Export All Users' button. A descriptive text box at the top explains that users are individuals who perform tasks using the portal and can be managed through various organizational structures.

Below the title, there are four facility configuration sections, each with radio buttons for 'Available' and 'Not Available':

- Parking Facility:**  Available,  Not Available
- Canteen Facility:**  Available,  Not Available
- Internet And Photocopy Facility:**  Available,  Not Available
- Services For Physically Challenged:**  Available,  Not Available

On the right side, a panel titled 'India-Delhi' provides further configuration options under several categories:

- Organization Information:** [Details](#), [Organization Site](#), [Categorization](#)
- Identification:** [Addresses](#), [Phone Numbers](#), [Additional Email Addresses](#), [Websites](#)
- Additional Services:** [Service Timings](#)
- Miscellaneous:** [Comments](#), [Reminder Queries](#)

At the bottom of this panel are 'Save' and 'Cancel' buttons. A callout box with an arrow points to the 'Services For Physically Challenged' radio buttons.

Configure Services by Individual Organization , Sub organization or Department

# E-Services framework –Provisioning (3)

Control Panel > India-Chennai > Appointment Management

## Appointment Management

Add Time Slot | Add block Time | Add Holiday | Add Special Working Day

**From Time:** 9 :21 AM  
**To Time:** 9 :21 AM  
**Slot size:**

Save

From Time	To Time	Slotsize	CreatedDate	ModifiedDate	Action
10:12:AM	11:12:AM	15	17/07/2013	17/07/2013	<a href="#">Delete</a>
12:13:AM	1:13:PM	15	17/07/2013	17/07/2013	<a href="#">Delete</a>

Set working Hours, Number of Appointments per day, Holiday ,  
Special working day per organization



# E-Services framework –Provisioning (4)

The screenshot displays a web-based provisioning interface for an E-Services framework. On the left, a sidebar menu lists various site management options, with 'Services' currently selected. The main content area features a form for adding a new service. The form includes a 'visatype' input field, an 'Upload PDF Docs' section with a 'Browse...' button, and a 'Webcontent Title' dropdown menu. A 'Save' button is located at the bottom of the form. Below the form, a table lists existing services with columns for 'Type', 'ArticleID', and 'Action' (containing an 'Edit' link for each row). The table shows five entries: Student Visa (ArticleID 30827), Business Visa (ArticleID 32316), Tourist Visa (ArticleID 32316), Work Visa (ArticleID 30827), and Transit Visa (ArticleID 32379). A callout box with a pointer highlights the 'Webcontent Title' field, containing text that explains the purpose of the service management interface.

Type	ArticleID	Action
Student Visa	30827	<a href="#">Edit</a>
Business Visa	32316	<a href="#">Edit</a>
Tourist Visa	32316	<a href="#">Edit</a>
Work Visa	30827	<a href="#">Edit</a>
Transit Visa	32379	<a href="#">Edit</a>

Showing 5 results.

Manage Services Provided by the organization – Name of Service, Services Fees, Service Description (html or PDF ) and Application form Link

# E-Services framework –Provisioning (5)

The Menus and Sub-Menu's are Available in the Site Automatically

The image displays a screenshot of the eService Visa Portal Kenya website. At the top, there is a header with the Kenyan coat of arms on the left, the text "eService Visa Portal Kenya" in the center, and the Kenyan flag on the right. Below the header is a navigation menu with links for HOME, APPLY VISA, SERVICES, CHECKSTATUS, and CONTACT US. A search bar is located on the right side of the menu. The main content area is titled "Applying for a Transit Visa" and contains text explaining the process of transiting through the UK. A sidebar menu on the left lists various visa types: Student Visa, Business Visa, Tourist Visa, Work Visa, and Transit Visa. The "Transit Visa" option is highlighted. An inset window shows a form for applying for a transit visa, with fields for "visatype", "Upload PDF Docs", and "Webcontent Title". The "visatype" field is empty, and the "Webcontent Title" field has a dropdown arrow. The "Save" button is visible at the bottom of the form. Three orange arrows point from the inset window to the corresponding fields in the sidebar menu: one from "visatype" to "Student Visa", one from "Upload PDF Docs" to "Business Visa", and one from "Webcontent Title" to "Transit Visa".

visatype

Enter Visa Type

Upload PDF Docs  Browse...

Webcontent Title

Save

HOME APPLY VISA SERVICES CHECKSTATUS CONTACT US

Search...

Student Visa

Business Visa

Tourist Visa

Work Visa

Transit Visa

## Applying for a Transit Visa

This section explains how you can transit through the UK when travelling to another country. It also explains the documents that you will need to bring with you.  
If you pass through the UK without staying here on the way to another country, this is called 'transiting'.  
There are two types of transit through the UK.

You will transit airside if you arrive on a flight, remain in the arrival lounge of the airport without passing through immigration control, and then depart on another flight from the same airport.  
You will transit landside if you arrive on a flight, pass through immigration control and then leave the UK within 48 hours (or 24 hours if you are travelling under the 'travel without visa' concession).

If you want to spend longer than 48 hours in the UK before continuing your journey, you must come to the UK as a visitor. The Visiting the UK section contains more information.

Whether you are transiting airside or landside, you may need to obtain a UK visa before you begin your journey.

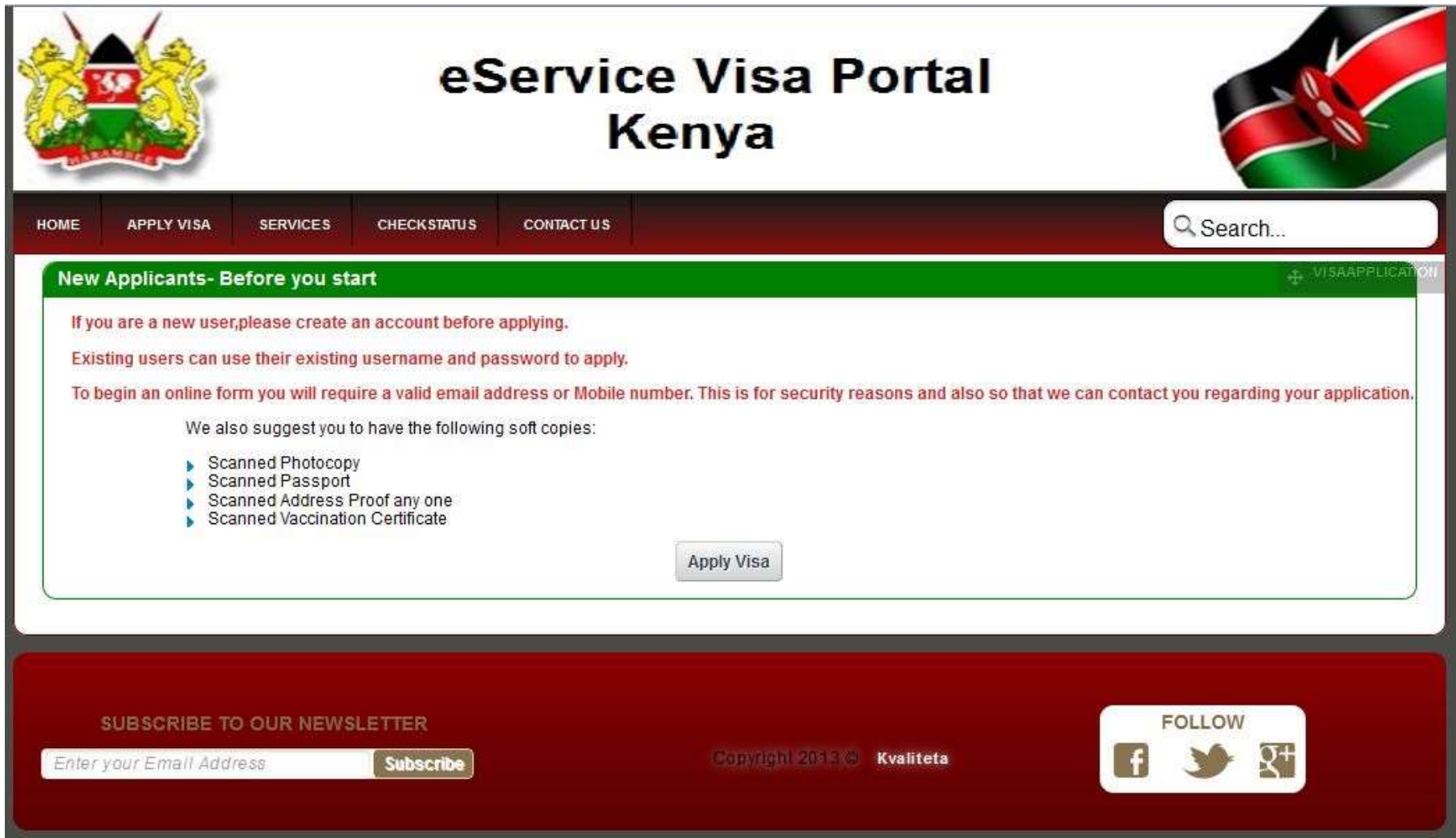
Find out whether you need a visa to transit airside  
Find out whether you need a visa to transit landside

There are special requirements if you are transiting the UK on your way to or from the Republic of Ireland, the Channel Islands or the Isle of Man. The Travelling through the Common Travel Area page contains more information.

[Click here to Apply online](#)  
[click here to get more details about Transit Visa](#)

# E-Services framework –Provisioning (7)

Services is ready for use



The screenshot displays the eService Visa Portal Kenya website. At the top left is the Kenyan coat of arms, and at the top right is a stylized Kenyan flag. The main heading reads "eService Visa Portal Kenya". Below this is a navigation menu with links for HOME, APPLY VISA, SERVICES, CHECKSTATUS, and CONTACT US. A search bar is located on the right side of the navigation bar. The main content area features a green header for "New Applicants- Before you start" with a "+ VISAAPPLICATION" link. The text instructs new users to create an account and existing users to use their login details. It also lists required documents: Scanned Photocopy, Scanned Passport, Scanned Address Proof, and Scanned Vaccination Certificate. An "Apply Visa" button is positioned at the bottom of the instructions. The footer contains a newsletter subscription form, social media icons for Facebook, Twitter, and Google+, and copyright information for 2013 Kvaliteta.

**eService Visa Portal Kenya**

HOME APPLY VISA SERVICES CHECKSTATUS CONTACT US Search...

**New Applicants- Before you start** + VISAAPPLICATION

If you are a new user, please create an account before applying.

Existing users can use their existing username and password to apply.

To begin an online form you will require a valid email address or Mobile number. This is for security reasons and also so that we can contact you regarding your application.

We also suggest you to have the following soft copies:

- ▶ Scanned Photocopy
- ▶ Scanned Passport
- ▶ Scanned Address Proof any one
- ▶ Scanned Vaccination Certificate




Apply Visa

SUBSCRIBE TO OUR NEWSLETTER

Enter your Email Address

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FOLLOW

# Multi Channel Citizen Service Framework

- ✓ Citizen Register – Profiles, History
- ✓ Resources Management – Location tracking, Asset Management, Employee Management
- ✓ Citizen Services – Revenue generating on-Line services
- ✓ Service Delivery - Online Applications , Appointment , Scheduling , Online Payment Service History , Social , Status Check
- ✓ Activity Auditing
- ✓ Campaign and Promotions management – Promotional programs, Preventive Health etc.
- ✓ Content and Document Management - Archiving , registry services
- ✓ Workflow / Business Process Management – Case Management , Approvals
- ✓ Communication Management - Email, SMS , Emergency Communication

# E-Services – Common Integration

- ❖ Payment Gateway
- ❖ BPM Integration
- ❖ Case working tools
- ❖ Document Repository
- ❖ SMS/MMS Integration
- ❖ Security
- ❖ Web Services Integration
- ❖ Reports and Dash Boards

# Payment Suite Features

- **Comprehensive Payment Suite**
  - **Social Payment Integration , Entitlements from City Government**
  - **Mobile Integration / Mobile Wallet**
  - **Credits (Collection, Monitoring, Bank Linkage, Budget Link )**
  - **Account Management System**
  - **Usage**
    - **Advance Payments for City Government Services**
    - **Parking**
    - **Transport**
    - **Social Payments**
  - **Payments Collected in Advance**



# Self Service



HOME  WATERA

Your request completed successfully.

### Bill Details

BillNo	Area	Division	Consumer No	Name	Current reading	Usage	Amount	BillDate	Due Date without fine	Due Date with fine
1	a	a1	12345	benny	1204.3	200.0	800.0	29-APR-2013	12-MAY-2013	25-MAY-2013

Showing 1 result.

- **Check Bill Status on Line**
- **Set Scheduled payments**
- **Get Advance Payments**
- **Multiple Payment Channels**



### Print Receipt

No. Pay Date.	Bill No. 1 Bill Date. 29-APR-2013
Consumer No. 12345 Name. benny	
Amount. Sh 800.0	
Payment Mode. Transaction No.	

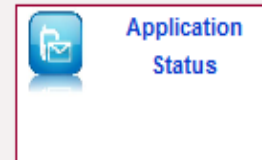
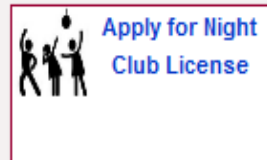
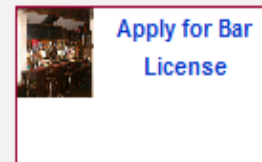
Print

# Licenses / Application Management

## Online Application for Entertainment License

### Entertainment License

Entertainment Licenses of Mombasa is pioneer in using Information Technology for providing citizen centric services. Gradually all the processes of Entertainment Licenses have been computerised and data has been made available through internet and SMS for access by citizens. Mombasa is the first state to provide online services in Kenya. Mombasa's E-Sewa is a unique service in this direction. Records all the licenses have been made accessible through Internet and SMS for the benefit of citizens and for improving the services.



### More Online Services

[Transport Department](#)

[Online Tax Payment](#)

[Registration Department](#)

[Agricultural Services](#)

[Utility charges online](#)

[Energy Department](#)

[Home](#)

[Services](#)



# Application Data and Document Upload

**Online Filling of Restaurant License Application Form**

First Name	<input type="text"/>	Email	<input type="text"/>
Middle Name	<input type="text"/>	<b>Permanent Address</b>	
Last Name	<input type="text"/>	Door number	<input type="text"/>
Sex	<input type="text"/>	Street	<input type="text"/>
Restaurant Type	<input type="text"/>	Village/Town	<input type="text"/>
Restaurant Subtype	<input type="text"/>	City	<input type="text"/>
Relation	<input type="radio"/> S/O <input type="radio"/> D/O <input type="radio"/> W/O	Zip	<input type="text"/>
Father/Husband Name	<input type="text"/>	Phone number	<input type="text"/>
<b>Current Address</b>		Date Of Birth	June <input type="text"/> 17 <input type="text"/> 2013 <input type="text"/>
Door number	<input type="text"/>	Blood Group	<input type="text"/>
Street	<input type="text"/>	Date Of Appointment	June <input type="text"/> 17 <input type="text"/> 2013 <input type="text"/>
Village/Town	<input type="text"/>	county	<input type="text"/>
Zip	<input type="text"/>		

[Home](#) [Services](#)

Photo

Drainageconnection certificate

Waterconnection certificate

Land certificate

→

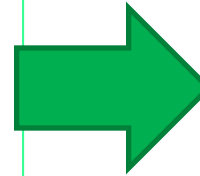
[Home](#) [Services](#)

# Queue - Management

DATE OF APPOINTMENT	DAY	TOTAL SLOTS REMAINING	AVAILABLE TIME	
18/06/2013	Tue	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
19/06/2013	Wed	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
20/06/2013	Thu	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
21/06/2013	Fri	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
22/06/2013	Sat	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
23/06/2013	Sun	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
24/06/2013	Mon	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>
25/06/2013	Tue	10	2:0:PM-4:0:PM	<input type="button" value="Book Now"/>

[Next](#)

[Home](#)   [Services](#)



# Case Management Tools

Complaint Number	Name	Email	Complaint Status	View
63711	Thawan	thawan@gmail.com		<a href="#">63711</a>

Showing 1 result.

Show/Hide Applications

Complaintsfolder

- + x

Complaintsdisplay

- + x

Case Info

Complaint no: **10153**

Name: **Thawan**

Status: **Notverified**

Activity Log

Last Viewed: **63711**

Viewed By: **10153**

Name: **Thawan**      Complaint Number: **63711**  
Complaint Type:

Complaint Details

Complaint Number      **63711**  
Name                      **Thawan**  
Address                  **Middle east**  
Complaint                **Your services are not faster.**

[Print Preview](#)   [Completed](#)   [Reject](#)   [Refer](#)

- Create Customized Case tools
- Linked to Workflow , Documents, Payments
- Reports
- Audit and activity monitoring

# Citizen Care – Case Management

- ✓ Handles Complex Customer queries
- ✓ Linked to Workflow , Business Rules
- ✓ Parallel or sequential workflows
- ✓ Scores, Voting, Yes/No Approvals
- ✓ Audit and activity monitoring

ApplicationNumber	Name	Visatype	CreatedDate	ModifiedDate	Status	View
158739808	AlanJohnson	Student	12/12/2012	12/12/2012	Completed	<a href="#">158739808</a>
486156145	KalaT	Tourist Visa	02/04/2013	02/04/2013	Completed	<a href="#">486156145</a>
111629022	AlbertRajan	Student	02/04/2013	02/04/2013	Completed	<a href="#">111629022</a>
113192918	RaviChand	Student	02/04/2013	02/04/2013	Completed	<a href="#">113192918</a>
484411091	KarmanG krishnan	Tourist Visa	14/04/2013	14/04/2013	Completed	<a href="#">484411091</a>

Showing 5 results.

Show/Hide Applications

✓ Your request completed successfully. Applicant Name: **Ravi Chand** Visa Type: **Student** Application Number: **113192918**

**ApplicantInfo**

Applicationno: 113192918  
Name: Ravi  
Status: Notverified

**Documents Submitted**

Passport Copy  
Photo  
Address ID Proof

**Documents Review**

Passport copy  
Address ID proof  
Photo

Print Preview

# Citizen Registration

## Citizen Registration

First Name (Required)



Middle Name

Last Name

Screen Name (Required)

Email Address (Required)

Father/spouse Name

Door Number

Street Name

Town/city Of Birth

Zip

County

Educational Qualification

Birthday

January  1  1970

Gender

Male



Text Verification (Required)

Register



[Sign In](#)




[OpenID](#)



[Forgot Password](#)

# Citizen – Dash Boards

## User – Dashboard

 **Louis Lee**


Update your status...


Glad to hear that you got a some good ideas from the lunch meeting!  
6/19/12 9:48 AM


### Activities

Connections | Following | My Sites | Me

13 Jun 2012

 Julie Jagão wrote a new wiki page, [FrontPage](#), in [Employee Site](#).  
12:54 PM

 Nate Nickolson added a new task.  
12:32 PM Social Media Pipeline.

 Full from lunch, and the great ideas. Glad we're making some progress.  
12:05 PM Mika Malnsalo

**Dashboard**

Contacts Center

Microblogs

Messages

Tasks

Sites

All Sites

Favorite some sites to customize this list. [Hide](#)

Content Strategy & Creation

Employee Site

Upcoming Tasks  
[View All Tasks](#)

Events  
There are no more events today.

## Team – Dashboard

### Welcome

Welcome to the TTBS Engineering group.

There are no restrictions in this group and its main purpose is to facilitate growth for the TTBS software.

If there are any issues contact Joe (jblugg@example.com).

### Announcements

**Next Release of TTBS Software** Mark as Read

**ENGINEERING** Its coming up soon guys. I heard from the support team that they'll give it the go ahead at the end of the week. Be sure to close out any last tickets from them as we can progress.

### Activities

Today

- Craig updated a wiki page, [TTBS Software Roadmap](#). 10:37 AM
- Bruno Adrien wrote a new wiki page, [TTBS Software Roadmap](#). 10:37 AM
- Bruno Adrien wrote a new wiki page, [History of TTBS Software](#). 12:32 AM
- Joe Blugga wrote a new forum post, [History of TTBS](#). 10:35 AM - See in Category
- Bruno Adrien wrote a new wiki page, [FrontPage](#). 10:35 AM
- Bruno Adrien wrote a new blog entry, [The History of TTBS Soft](#). 10:35 AM

### Bookmarks

[TTBS Website](#) [Add Entry](#)

### Feeds

- An electoral test 11/3/09 3:27 AM  
"Mid mid term" elections get under way in America, with Democrats braced for bad news.
- VOTERS were at the polls to elect governors in New Jersey and Virginia on Tuesday.

### Recent Documents

- TTBS 2.7 Release Party Budget.xls
- Engineering Form Template.doc
- 2009 SoftCost Budget.xls
- Work Request Form.doc
- Roadmap for TTBS.doc
- Software Patch Procedure.doc
- TTBS Usability Guideline.doc
- Feature Request Form.doc

### Today's Events

Upcoming

BP Meeting	11:00 AM
Anniversary	
SQA Meeting	2:00 PM
Meeting	

Settings | Online Friends [1]

# Citizen Service – Contacts

The screenshot displays a web application interface for managing contacts. On the left, a sidebar shows the user's profile (Nate Nickolson) and navigation options: Dashboard, Contacts Center (highlighted), Microblogs, Messages, Tasks, and Sites. The 'My Sites' section includes a search bar and a list of sites, with 'liferay.com' selected. The main content area is divided into two sections. The top section shows a search bar and a list of contacts, including Intern, Christine; Jagão, Julie; Lee, Louis; Matinsalo, Mika; and Nickolson, Nate. The bottom section displays the profile of Julie Jagão, including her photo, name, email address (jule@liferay.com), and various communication details such as AIM, Skype, and a business website.

**Contacts List:**

- Intern, Christine (christine@liferay.com)
- Jagão, Julie (jule@liferay.com)
- Lee, Louis (louis@liferay.com)
- Matinsalo, Mika (mika@liferay.com)
- Nickolson, Nate (nate@liferay.com)

**Profile: Julie Jagão (jule@liferay.com)**

**About**

**Introduction:** Marketing professional focusing on content creation and strategy, and outbound communications. Talk to me about your content needs!

**Additional Email:** Email Address [jule@liferay.com](mailto:jule@liferay.com)

**Addresses:**

**Instant:** AIM [julefish](#)

**Messenger:** Skype [editorjule](#)

**Websites:** Business <http://www.liferay.com>

# Customer Care – Query Management

- ▶ Tasks
- ▼ Student

- ▼ Acamedic

- [Applications \(2\)](#)

- [Approved \(0\)](#)

- [Rejected \(0\)](#)

- ▶ Single (1 year)

- ▶ Business Visa

- ▶ Transit Visa

- ▶ Tourist Visa

- ▼ Audit Log

- [Viewlogs](#)

Application no: 111629022

Name: AlbertRajan

Visatype: Student

- ▶ Applicant Details
- ▶ Applicant Documents
- ▶ Payment Details
- ▼ Applicant History

No of Times Applied for Visa:4

Applicant's Name	Visa Type	Category	Status	Entry Date	Visa Approver	Action
Kalai	Tourist Visa	Long Term (120 days)	0	07/01/2015		<a href="#">View</a>
Albert	Student	Acamedic	0	11/04/2013		<a href="#">View</a>
Ravi	Student	Acamedic	0	18/04/2013		<a href="#">View</a>
Kannan	Tourist Visa	Long Term (120 days)	0	24/4/2013		<a href="#">View</a>

- ▶ Audit Log

[Comment](#)

[Approve](#)

[Reject](#)

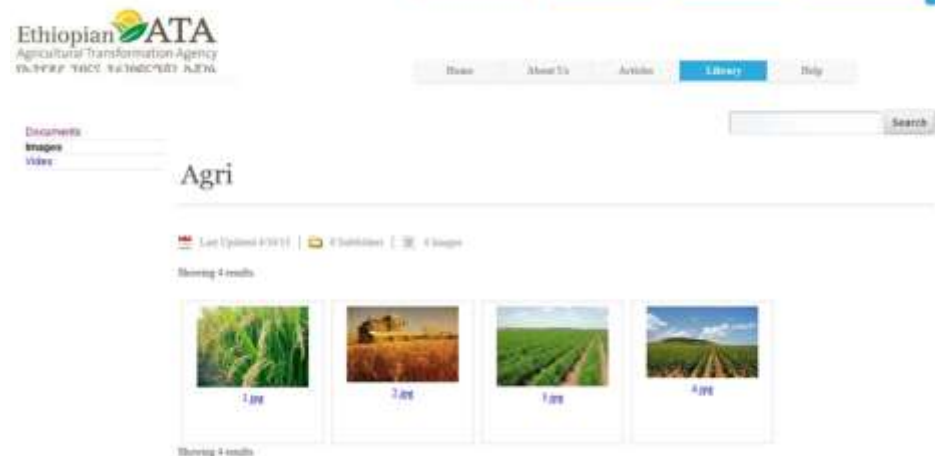
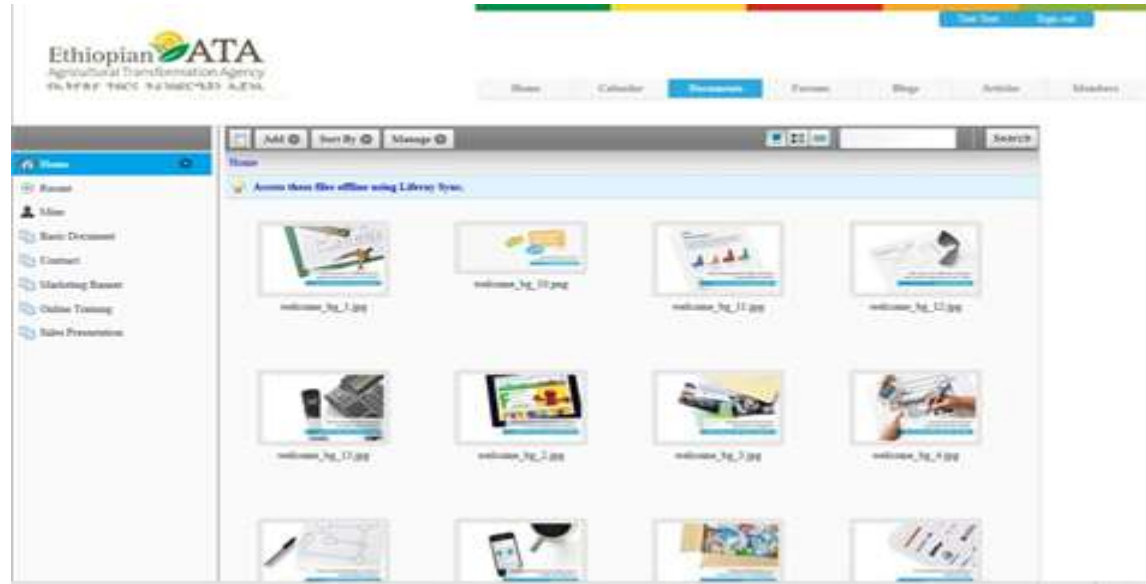
[Cancel](#)

[Refer](#)



# Citizen Care – Document & Media

- ✓ All your documents, images, videos and other media types into an unified library
- ✓ Automatic Previews
- ✓ Business Defined Document Types
- ✓ Desktop like Experience
- ✓ Mount additional repositories without any modification to your user interface
  - ✓ CMIS (e.g.: Alfresco)
  - ✓ SharePoint
  - ✓ Document



# Customer Care – Voice/ Video

Convenient click-to-call

Know the availability of key people

Seamlessly transfer call to another device

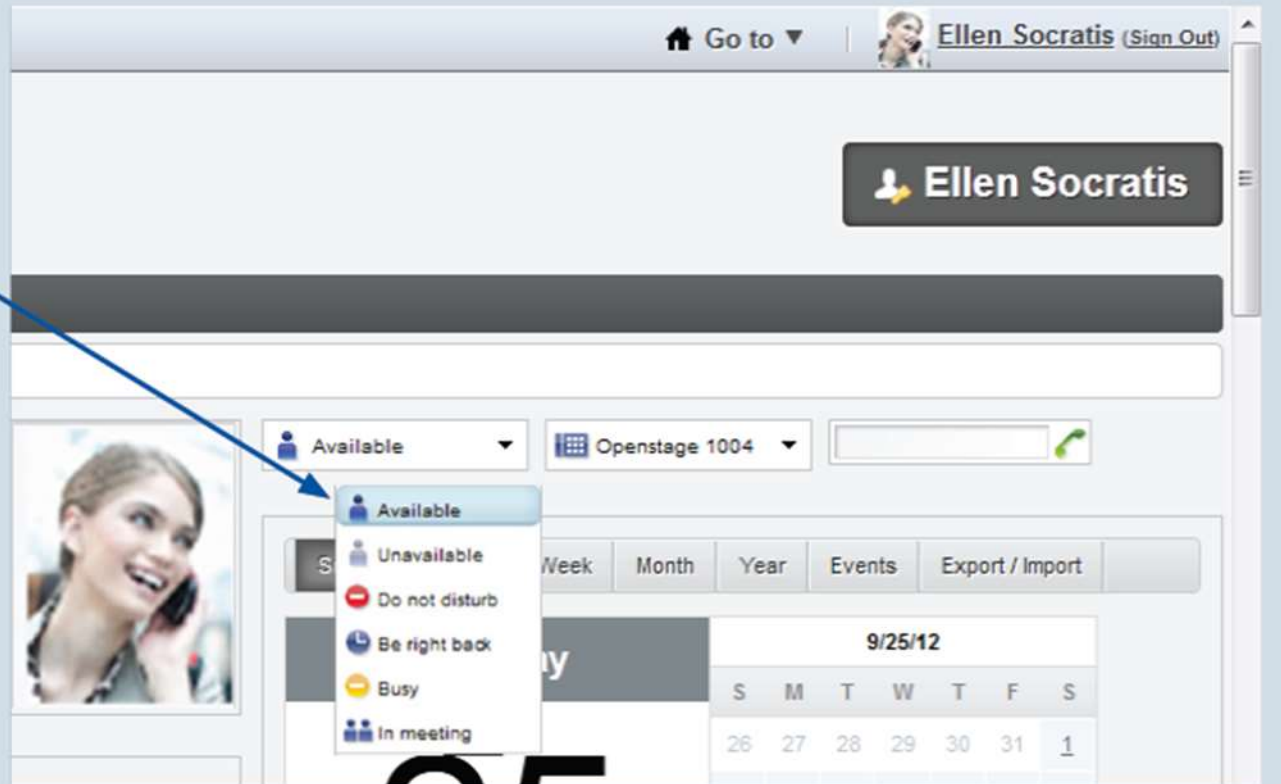
The screenshot displays a web-based customer care interface. At the top, there are navigation tabs for 'Home', 'Wiki', and 'Forum'. Below this, a breadcrumb trail shows 'Cumulus > Cooper Inc. > Home > Home'. A section titled 'This site has 4 members.' lists four users: Mark Cooper, Ellen Socrates, Tony Mayer, and Robert Taylor. Each user has a profile picture and a status indicator (e.g., a green checkmark for 'Available'). A 'Call Control' window is overlaid on the interface, showing a 'New Call' field, a 'Waiting Call' from '495251331110', and an 'Active Call' with 'Tony Mayer'. A context menu is open over the 'Active Call', listing options: 'Alternate Call', 'Transfer Call', 'Hold Call', 'Add conference', and 'Retrieve holding call'. A 'Contact Card' for 'Tony Mayer' is also visible, showing his name, status as 'Available', and icons for call, video, and chat. The interface also shows a 'Sort By' and 'Manage' dropdown menu.

Launch a conference call

View their availability and click-to- collaborate via Contact Card

# Citizen Care – Presence

Set your Presence availability and preferred device



The screenshot shows a user interface for setting presence availability. At the top right, the user is identified as "Ellen Socratis (Sign Out)". Below this, there is a profile card for "Ellen Socratis". The main area shows a profile picture of a woman on the left. To the right of the profile picture is a dropdown menu currently set to "Available". A blue arrow points from the text box on the left to this dropdown menu. The dropdown menu is open, showing the following options: "Available", "Unavailable", "Do not disturb", "Be right back", "Busy", and "In meeting". To the right of the dropdown menu is a calendar view for "Openstage 1004" with a date of "9/25/12". The calendar shows a grid with days of the week (S, M, T, W, T, F, S) and dates (26, 27, 28, 29, 30, 31, 1).

# Citizen Care – Chat

## The History of TTBS Soft

11/3/09 10:26 AM

TTBS is an awesome game and productivity software developed by BBal Software and licensed for distribution in the U.S. by TS Software, first released in Japan on May 22, 1980. Immensely popular in the United States from its original release to the present day, TTBS is universally considered as one of the classics of the medium, virtually synonymous with video games, and an icon of the 1980s. Upon its release, the game—and, subsequently, its derivatives—became a cultural phenomenon that sold a bevy of merchandise and also inspired an animated television series and a top-ten hit single.

When TTBS was released, most arcade video games in North America were primarily space shooters such as Space Invaders, Defender, or Asteroids. A visible minority were sports games that were mostly derivative of existing titles. TTBS succeeded by creating a new genre and appealing to both genders. It is credited with being a landmark in video game history, and is arguably the most successful. Well I'm starting to think TTBS is a huge joke.

Add Blog Entry

### Blogs

 [The History of TTBS Soft](#)

### Threads

 [History of TTBS!](#)

**Joe Bloggs**

Hey Craig

**Craig Barton** 10:40 am

Hey Joe, I'm just reading up on the history of TTBS

**Joe Bloggs** 10:41 am

I just read that too, Bruno has a way with words doesn't he?

Joe Bloggs

Settings

Online Friends (1)

# Citizen Care – Self Service - KB



[Test Test](#) [Sign out](#)



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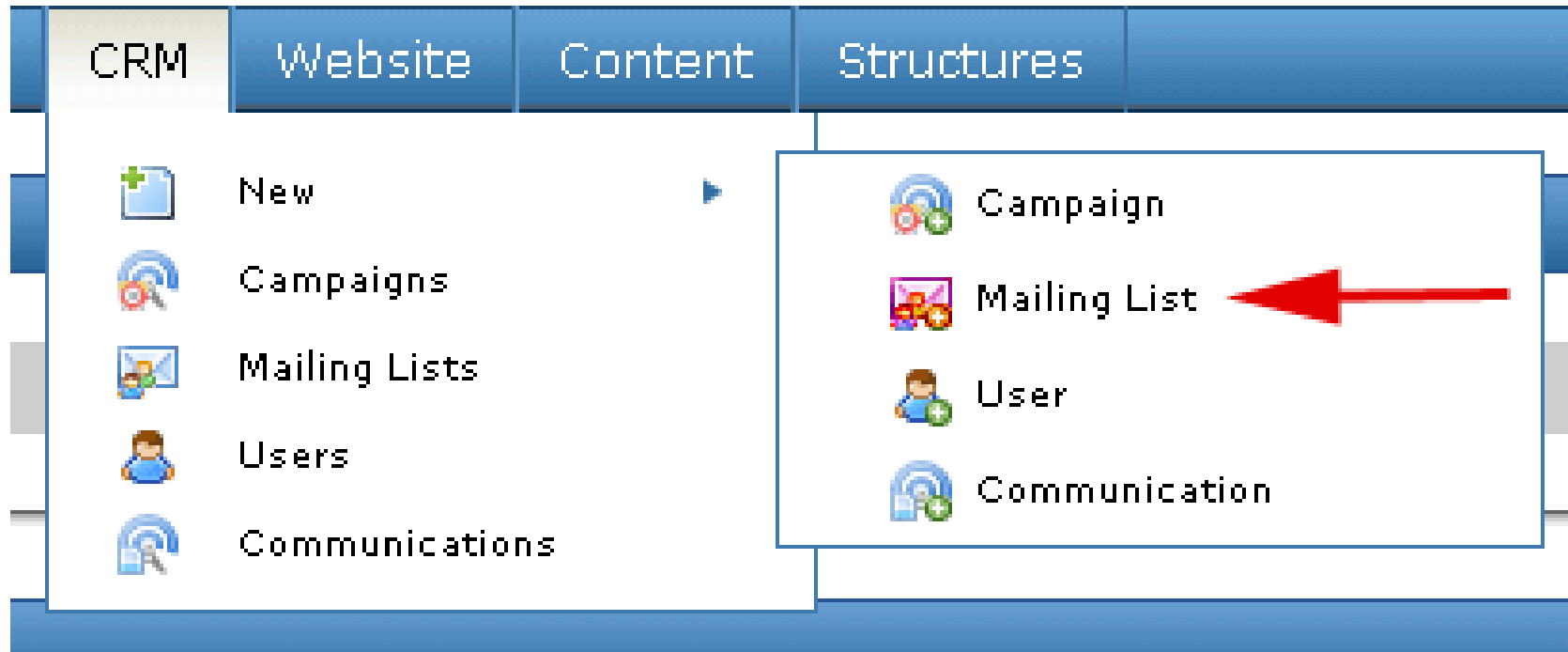
## ▼ Categories

Category	Categories	Threads	Posts	
<a href="#">Ethiopian Soil Information System</a> Ethiopian Soil Information System	0	0	0	<a href="#">← Actions</a>
<a href="#">Financial Inclusion</a>	0	0	0	<a href="#">← Actions</a>
<a href="#">Public Private Partnerships</a> Public Private Partnerships	0	0	0	<a href="#">← Actions</a>

Showing 3 results.

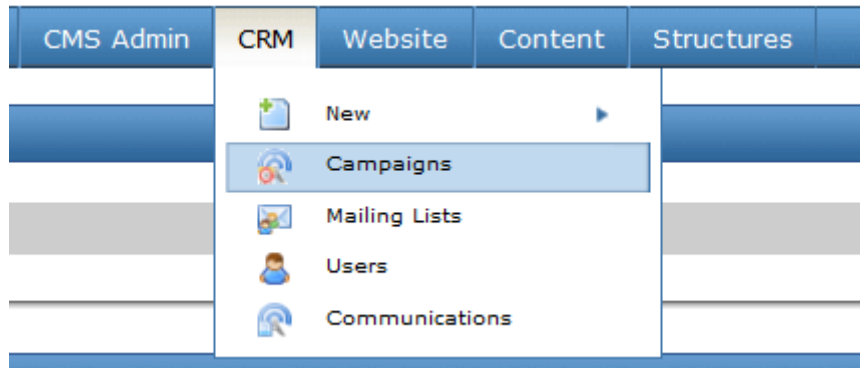
# Citizen Care – Mailing List Management

**Mailing lists are usually created once for each type of recurring communication, and are updated regularly afterwards**



# Citizen Care – Campaign Management

**Campaign is a scheduled task to send out a specific communication to a particular mailing list**



Status
done: 9/17/08 10:45 PM
Pending
done: 12/5/07 3:46 PM
Inactive

Subject:	dotCMS User Conference 2008	
Sent on:	9/28/07 2:45 PM	
From:	Dotmarketing, Inc. (Dotmarketing, Inc.)	
Total Recipients:	45	
Total Opened:	18 (40%)	
Total Unopened:	27 (60%)	
Total Errors/Bounces:	0 (0%)	
<b># clicks</b>	<b>link</b>	<b>report</b>
42	<a href="http://www.dotcms.org/conference">http://www.dotcms.org/conference</a>	view
15	<a href="http://www.dotcms.org/conference/2008/rsvp.dot">http://www.dotcms.org/conference/2008/rsvp.dot</a>	view
6	<a href="http://www.dotcms.org/conference/2008/vote.dot">http://www.dotcms.org/conference/2008/vote.dot</a>	view

↑  
BASIC  
↓

send again    delete campaign

# Citizen Care – Communication Management

## Communication Manager Helps organise outbound Communication Preferences to Each Citizen in the System

COMMUNICATION MANAGER

[View All Communications](#) | [Create New Communication](#)

Properties Permissions

**Type Of Communication:**  Email  External  Alert

◆ **Communication Title:**

◆ **From Name / Email:**

◆ **Email Subject:**

**Type Of Content:**  HTML Page  Alternate Email Text

◆ **HTML Page:**

[Browse for Page](#) [Clear Page](#)




# Citizen Care – Team Collaboration

## Health care case study

Threads [ Previous | Next ] [+ Back](#)

[Post New Thread](#) [Subscribe](#) [Lock Thread](#) [Move Thread](#)

 **Mika Matinsalo**  
Health care case study  
6/13/12 12:20 PM

[Reply](#) [Reply with Quote](#) [Quick Reply](#)

I have a client in Germany asking for any health care use cases for our product. Anyone know of any health care case studies, particularly regarding electronic record keeping?

0 (0 Votes) [Flag](#)

[Top](#) [Edit](#) [Permissions](#) [Delete](#)

Team Site Pages – Allows working group to share Information across the group Members

Summary Day Week Month Year Events Export / Import

**Tuesday**  
**13**

6/13/12

S M T W T F S  
27 28 29 30 31 1 2  
3 4 5 6 7 8 9  
10 11 12 13 14 15 16  
17 18 19 20 21 22 23  
24 25 26 27 28 29 30

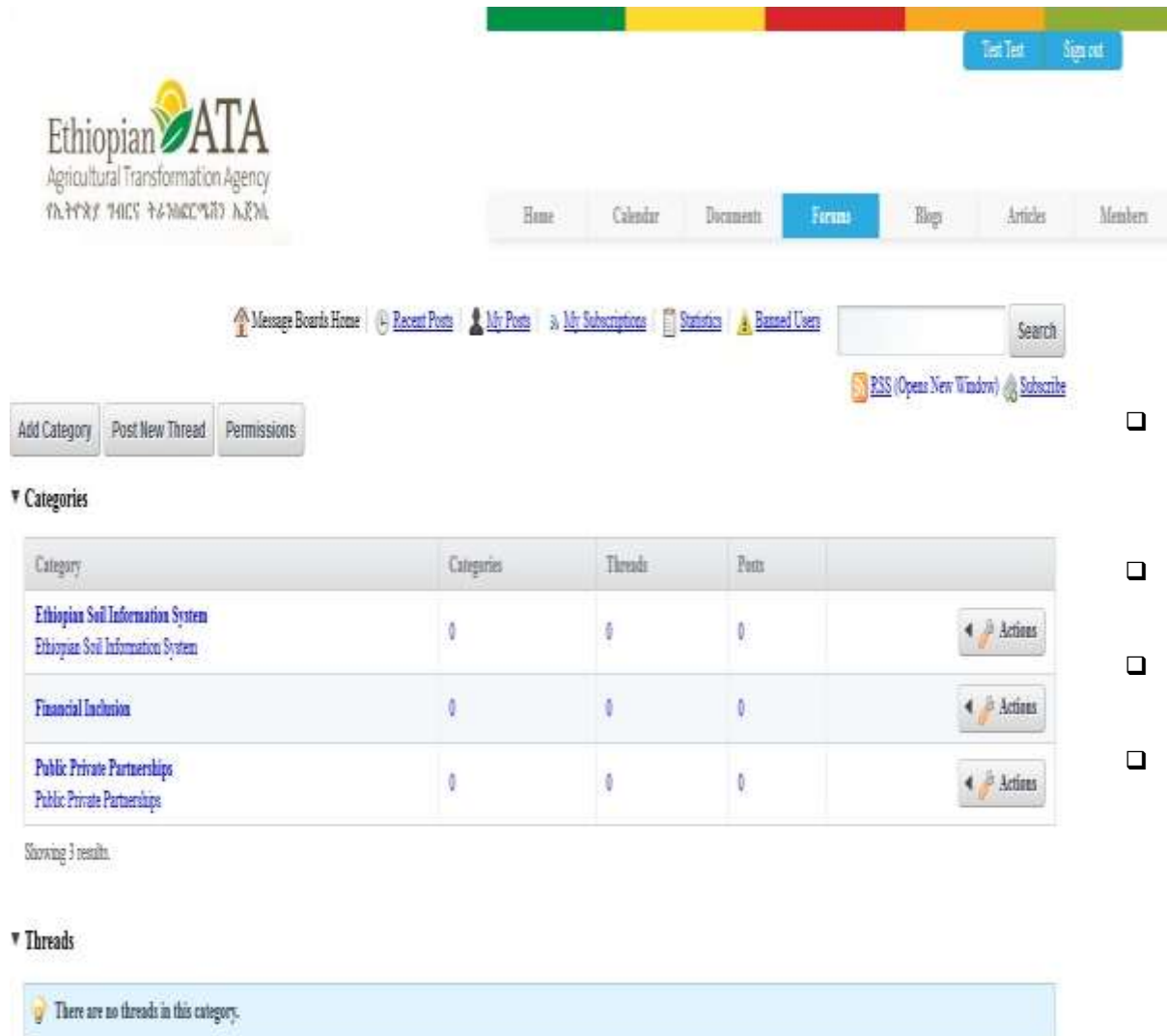
Add Event Permissions

Time	Title	Type	Actions
11:30 AM – 12:00 PM	Call with PR Team	Meeting	Actions
1:00 PM – 2:00 PM	Web Team Lunch	Lunch	Actions
4:00 PM – 5:00 PM	Review Whitepaper Pipeline with Sales	Meeting	Actions

Showing 3 results.

Team Schedulers – Allows working group to keep a Common Calendar of Events

# Customer Care – Message Boards



Ethiopian ATA  
Agricultural Transformation Agency  
የኢትዮጵያ ግብርና ጥሬ-ግብርማ ለጋራ

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[RSS \(Opens New Window\)](#) [Subscribe](#)

▼ Categories

Category	Categories	Threads	Posts	
<a href="#">Ethiopian Soil Information System</a> Ethiopian Soil Information System	0	0	0	<input type="button" value="Actions"/>
<a href="#">Financial Inclusion</a>	0	0	0	<input type="button" value="Actions"/>
<a href="#">Public Private Partnerships</a> Public Private Partnerships	0	0	0	<input type="button" value="Actions"/>

Showing 3 results.

▼ Threads

- ❑ RSS and email-based subscriptions
- ❑ Threads management
- ❑ Support for sticky posts
- ❑ Statistics and recent posts

# Citizen Care – Blogs

- ❑ Easy text editor
- ❑ RSS support and email notifications of blog replies
- ❑ Threaded user and guest comments
- ❑ Tags and labels
- ❑ An entry rating system
- ❑ Social bookmarking links



## Value Chain Programs

5/1/13 12:30 PM  
The Agriculture Transformation Agency's Value Chains work focuses on strengthening the functioning of the entire product cycle for the crops and livestock that are most important to Ethiopia's farmers. The ATA will focus on the specific value chains that comprise the highest share of smallholder production and consumption.

According to the 2009/2011 forecasts from Ethiopia's Central Statistics Authority, of the 12.0 million hectares under cultivation by smallholder farmers, cereal production accounts for 9.9 million hectares or 83% of the total. The remaining 17% is made up by pulses (1.3 million hectares) and oilseeds (781 thousand hectares). In addition, livestock also play a crucial role in the agricultural sector, in both highland and lowland production systems.

Given that cereals account for the largest share of smallholder agriculture production, in the initial stages, the ATA focused much of its effort within this area. Among cereal crops, Tef (27%), maize (21%) and wheat (16%) account for the largest segment of the land under food production and were the primary area of the Agency's initial crop focus. Cereals also comprise the value-chains that involve the greatest number of smallholders in production. Currently, the Agency also works on Beans, Pulses and Oilseeds.

Over time the Agency also expects to begin working on rice and livestock, as these are sizable areas of opportunity and also provide additional benefits from a nutritional, soil nutrient replenishment, and household asset perspective.



### Value Chain Programs



[Read More >](#)

Showing 1 result

# Citizen Care – Wiki



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Forum

## Wiki

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## FrontPage

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Welcome to the Liferay Wiki Guide, an online collection of Liferay knowledge and know-how compiled by both our own staff and those in our community. The 900+ articles that currently reside in this wiki are the result of an organic free volunteer effort and we invite you to participate as well. Improve existing articles or create new ones or just browse the information to help you along with your Liferay project. Read the [Wiki Guidelines](#) for some hints about how to create useful pages.

You can also visit our [Official Documentation](#) pages for detailed information on versions [6.1](#) and [5.0](#) [5.2](#).

[Starting with Liferay](#)

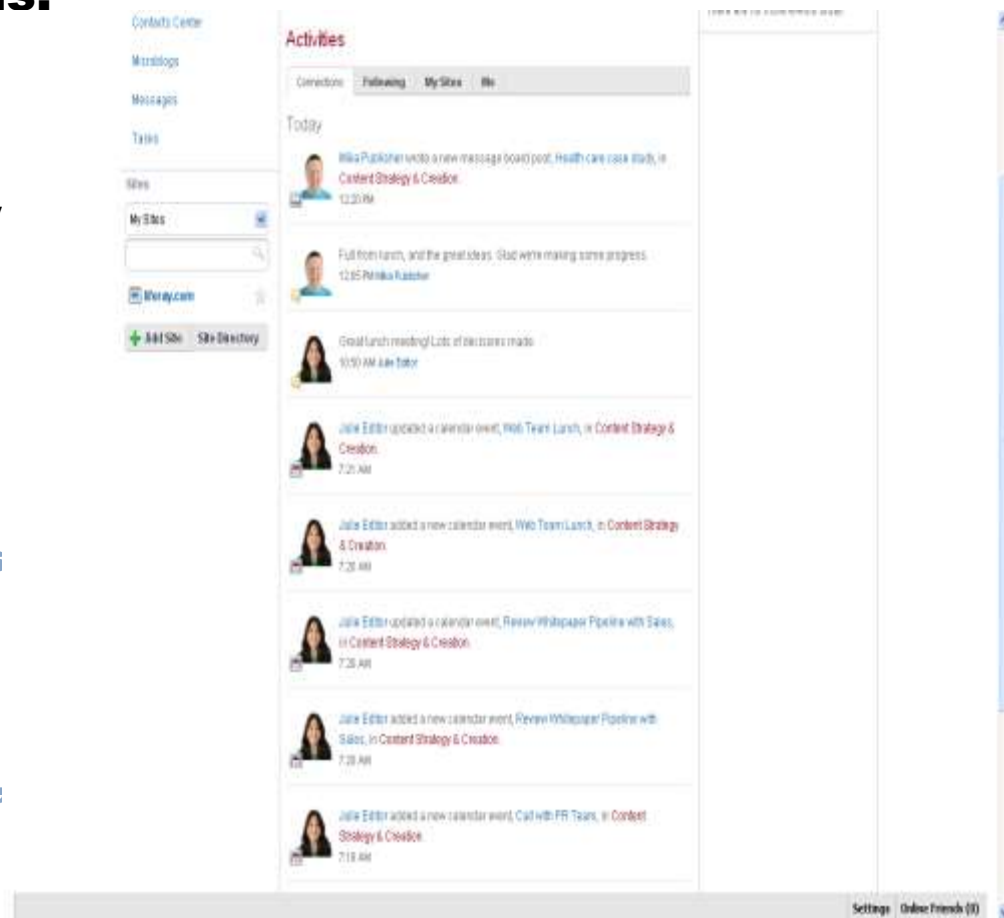
Introductory articles for newcomers to the Liferay world.

- ❑ Built-in user management
- ❑ Versioning and reversion capabi
- ❑ Multiple Wikis per deployment

# Citizen Care – Social Collaboration

**Social Networking provides Seamless integration to popular Social networking sites thus create functional social networks suited to meet business needs.**

- **Build a social network for your enterprise with a [single plugin](#).**
- **Configure features to reflect activity for a sales team or departmental workflow.**
- **Familiar social features: Friend List, Facebook-style Wall, and Activity Tracker.**
- **The Activity Tracker API makes it easy to [integrate third party portlets](#) and applications.**
- **Integrated Chat persists across all pages**
- **Publish Liferay portlets to [Facebook](#), [MySpace](#), [twitter](#) or any website**





Thank You...

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+919500872638