



NCR eCommerce Solutions

INFORMATION PRODUCTS UPDATE

***** FOR INTERNAL NCR DISTRIBUTION ONLY *****

May-June, 2008

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Welcome to our eCommerce Solutions Information Products Update for May-June, 2008! This internal communiqué is designed to keep you, our eCommerce professionals, informed regarding recent documentation changes that affect our technical, end-user, business continuity, contractual, and marketing-oriented information products.

So far, the feedback from this newsletter has been quite favorable. In an effort to serve our teams in the best possible manner, please feel free to [contact me](#) with your questions, suggestions for future updates, and any other information needs. In addition to this eCommerce update, please be sure to refer to our monthly [eCommerce Newsletter](#) for compelling news on our ongoing customer wins!

Information Products Survey Coming

Next issue, we plan to launch a brief survey to get a pulse on what eCommerce documentation issues we might need to address now and in the future. I ask that everyone be candid and I look forward to your participation. Your input will enable us to improve the quality of our documentation and the processes we use to deliver it.

Again, thanks for your ongoing feedback!

Steve Wicinski, Managing Editor at Your Service

DOCUMENTATION HIGHLIGHTS, ENHANCEMENTS, AND ONGOING DEVELOPMENT



- **Bank Options** - New options include:
 - ▶ [CBS TYPE NOT 0](#)
 - ▶ [MAT NOT X](#)
- **Business Continuity Plan** - Updated the New Server Installation Guide, Appendix Z.
- **Internet Banking End-User Help Files**
 - ▶ The first draft of [customized help files](#) for [Sharjah Islamic Bank](#) is now completed and integrated into the test site. As this project continues, the files will be fine-tuned as necessary to accommodate any required changes, additions, and deletions.
 - ▶ An updated [Customer Support Menu](#) help file provides administrators with new information about retrieving customer information by Email ID.
 - ▶ The [Notifications](#) help file now addresses the **CD Approaching Maturity** notice option.
- **Internet Banking End-User Guides**

eCOM INFORMATION PRODUCTS IN THE NEWS



- [eCom Intranet Site Outage Under Investigation](#)
- [Using End-User Internet Banking Booklets as a Sales Tool](#)
- [eCommerce Information Products Team Represented at Doctrain Life Sciences Conference](#)
- [Global Compensation & Benefits Uses Customer Power to Notify Employees of 2008 Bonus Plan Details](#)

ONGOING ECOMMERCE METRICS RESULTS

- ▶ [Tier 1 Call Resolution](#)
- ▶ [Customer Value Measure](#)

USEFUL LINKS

GET

- ▶ [Overcoming Objections: Price vs Value](#)
- ▶ [MShift Mobile Banking Newsletter](#)
- ▶ [Tips for Sales Professionals](#)
- ▶ [TechCom Manager](#)
- ▶ [Banking Glossary](#)

Recently, we updated each of the following user guides to bring them in line with various changes in the online help systems.

- ▶ [Consumer Banking End User](#)
- ▶ [Consumer Banking Administrator](#)
- ▶ [Business Banking End User](#)
- ▶ [Business Banking Administrator](#)

New/Updated Sales Tools

- ▶ An updated version of our [eCommerce White Paper](#) is now available on our Intranet site.
- ▶ [MShift Mobile Banking Newsletter](#) - Consider referring to this newsletter for up-to-date detail on what's available in the Mobile Banking space.

eCommerce Documentation Sites

- ▶ [ncrecommerce.com](#)
- ▶ [ncr.com](#)
- ▶ [Intranet Site](#)
- ▶ [eCom Wiki](#)

NOTE: Although available, the following internal, sales-oriented sites are undergoing extensive changes.

- ▶ [eCommerce Solutions Sales Kit](#)
- ▶ [eCommerce Solutions Delivery Kit](#)