

TITLE

Visual Intercept 4.0 FAQ

This tech tip provides answers to technical and feature questions about Visual Intercept 4.0. If you are planning to upgrade or are simply interested in the new product, this tech tip should answer many of your questions.

1. [Does Visual Intercept 4.0 provide easy customization of form and fields per project or group?](#)
2. [Does Visual Intercept 4.0 include more custom fields?](#)
3. [Has form customization changed?](#)
4. [Are there any changes to reporting? Will Crystal Reports still be used as the reporting technology?](#)
5. [Are the new workflow features similar to Status Promotion in the current version?](#)
6. [Will Visual Intercept 4.0 include a new version of Web Relay?](#)
7. [Will there still be a web and a desktop client?](#)
8. [Will Visual Intercept 4.0 feature a software developer's kit?](#)
9. [Will there be changes to the database? How will I migrate my existing data?](#)
10. [Will using Visual Intercept 4.0 require any training?](#)
11. [Are the system requirements for Visual Intercept 4.0 significantly different than the current version?](#)

Q: Does Visual Intercept 4.0 provide easy customization of form and fields per project or group?

A: Yes, Intercept 4.0 allows you to create conditions which determine form and field definition based on almost any criteria. Typically you would use conditions based on properties such as project, group, state, or user.

Q: Does Visual Intercept 4.0 include more custom fields?

A: Yes, Visual Intercept 4.0 not only supports unlimited custom fields, it also allows you to define your own custom item types and relationships.

Q: Has form customization changed?

A: Yes, Visual Intercept 4.0 features a new drag and drop forms designer and a full toolbox of new controls you can use to customize how you present information to your users.

Q: Are there any changes to reporting? Will Crystal Reports still be used as the reporting technology?

A: Visual Intercept 4.0 features new embedded report and chart designers based on different reporting technologies. In addition to the same out of the box reports, users will be able to easily create several new types of custom reports our customers have requested.

Q: Are the new workflow features similar to Status Promotion in the current version?

A: Designing of workflows in Visual Intercept 4.0 is very similar to Status Promotion. However, the states and transitions you configure can be linked to various types of Actions, Conditions, and Triggers that define and enforce more robust business rules.

Q: Will Visual Intercept 4.0 include a new version of Web Relay?

A: Yes, Visual Intercept 4.0 will include a new ASP .NET version of Web Relay.

Q: Will there still be a web and a desktop client?

A: Visual Intercept 4.0 consolidates both the web and the desktop into a single client that accesses the server via web services. As a result users can have the advantages of internet accessibility, and single user interface, and a rich client experience. Visual Intercept Relay will remain as a browser based client.

Q: Will Visual Intercept 4.0 feature a software developer's kit?

A: Yes, Visual Intercept 4.0 will feature a web services SDK. The exposed web services methods will provide more robust integration capabilities to replace the current COM based model.

Q: *Will there be changes to the database? How will I migrate my existing data?*

A: Visual Intercept 4.0 will introduce a new schema; however, the upgrade will include a utility to import your existing data into the new schema.

Q: *Will using Visual Intercept 4.0 require any training?*

A: Although this new version of Visual Intercept includes many significant new features it, maintains an ease of use and a look and feel similar to the current version. Users should be able to become familiar with the new features in a few minutes, and the need for formal training is not expected.

Q: *Are the system requirements for Visual Intercept 4.0 significantly different that the current version?*

A: There are some differences in the requirements but they are fairly minor. The new requirements are mostly limited to those necessary to support .NET web services and a MSMQ based notification queue. For more details on the requirements, consider attending November's brown bag webinar.

If you have other questions about issues not included in or beyond the scope of this Tech Tip, please contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.