Wordware Bits & Bytes

Our quarterly newsletter

IMPORTANT INFORMATION

Highlights and things to know

Our newsletter will be sent quarterly: February, May, August and November
We hope you enjoy and find it informative!

Meet Our Staff

Most of our customers know our phone voices but now you can put a face to a name! We had our holiday party where we all enjoyed a night with our co-workers.

From left to right back row: Harrison Defries, Karen Volinkaty, Sam Cole, David Belford, Jon Bondhus, Andrey Vasilyev and Ryan Mergen. Bottom row left to right: Julie Lindem, Matt Hohmann, Gemma Garcia, Siva Rambothu, and Adele Ishler

Upcoming Webinar for Upgrades

Watch your email for an important announcement regarding an upcoming webinar that will demonstrate the newest upgrades to your Wordware software. These free upgrades will be released soon and we know you will be pleased. Many of our software enhancements come from suggestions we have received from our customers. Thank you!
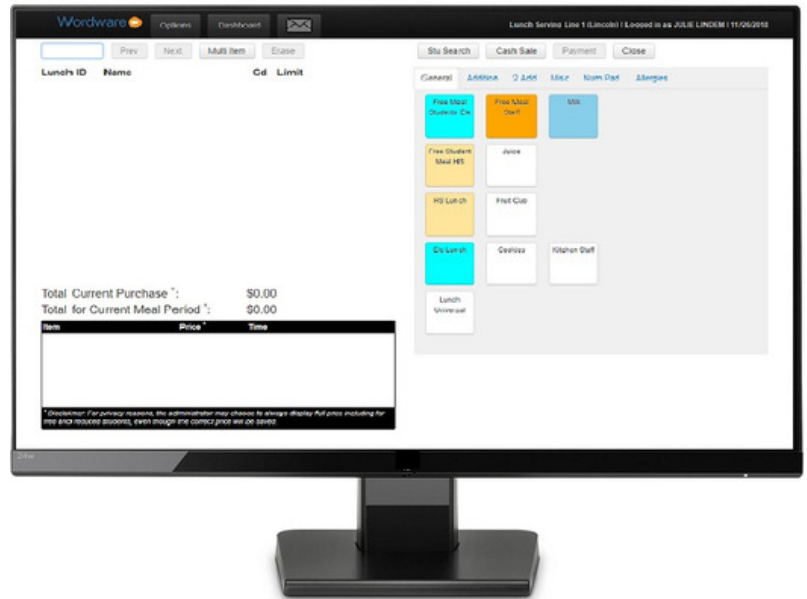
We Support You!

Our support team is ready to help you resolve any issues that come up. You may contact us by creating a ticket in the District Site under Support>Contact Support>Create a New Ticket. Be sure to include as much information as possible, including your phone number (with extension, if applicable) and the best time to reach you. If you prefer for us to reply through the ticket, rather than with a phone call, please let us know that, too. You may also call us at 1.800.934.2621. Our phone support hours are 8:00 am – 5:00 pm Central Time, Monday through Friday. It is very helpful if you have your TeamViewer remote support tool up and ready when you call.

For Windows/PC users, the TeamViewer remote support tool link is located on both the District Site and the LCS1000 Mayflower Admin site. You will find it in the upper right-hand corner of the screen. If you are an Apple/Macintosh user, you will find a link to the TeamViewer by going to www.wordwareinc.com/support.

TeamViewer

We're Moving

Wordware is thrilled to announce we are moving locations. We will now be located near the airport and Mall of America; we will also be on the train line. With this newly acquired space, we will now be able to hold events and User Groups. We're excited for what the future holds!

Referral Program

Did you know that Wordware offers 50% off your annual base support for 1 year if you refer a school that becomes a Wordware customer? We would love to hear from you!

Find out more today by calling Julie Lindem at 651-964-2224 or by emailing: julie@wordwareinc.com

Tech Bytes with Julie Lindem

Introduction of the Consumer Front End interview with David Belford

I understand you have a new enhancement called the Consumer Front End or CFE. What is your expectation with this addition?

"I am excited to provide a tool that food service directors and departments can utilize to publish information online for parents, potential employees and community members to view. Currently, our product is restricted to logged in users, where parents log in to check balances, make a payment or control food service settings. But we had nothing that food service departments could easily utilize to publish information publicly. I am assuming a good portion of our customers will want to take advantage of that."

Tell me a little bit about what benefit the CFE could have for school districts and food service departments?

"I think so much information is available online and for a food service department to publish payment policies, hours of operations, contact information can be difficult because they need to work through a web development team and they don't always have them readily accessible. Our product allows any one of our customers to create their Consumer Front End and make any changes, update or additions, such as PDFs, lunch schedules, meal costs, at any time."

Is there a cost for implementation?

"No, this module is 100% included in all our products. Even if they are using our scaled-down model, they have full access to the Consumer Front End."

Is it customizable for school district to add their own logo or branding?

"We are going with a very basic design. The reason we are doing that is it allows pages to load very quickly on multiple devices; tablet, phone, standard or large screen computer. Because of that, we try to keep a simplistic layout. However, schools will have the complete ability to change logo and branding. Color selection, logo, banners, pictures of your school cafeteria are totally customizable to how you would like it to look."

Do any of your competitors have a portal like this?

"I don't know that any of our competitors have that. I know there are companies in the world of technology that do Content Management Systems, but I don't believe any POS systems have an integration like this. That may be what sets us apart; we are always looking to provide that extra level of features to our customers. Now, why would it matter? Again, its easy for the food service department to control their own online public space without having to go to other departments to assist with changing contact information can pull right out of your system."

Tech Bytes with Julie Lindem continued

Ideally, how do you see schools utilizing this portal?

"Well, the consumer front end can be used to publish any type of information on the food service department. But there is expandability if they would like to use it on a more district-wide level and support information from other departments such as athletics, childcare or just top-level parent information. We have a lot of small school districts that don't have a large budget to run an online presence and this would give the option to utilize that to set up any number of pages they would want to create."

What hurdles did you face with the CFE, if any?

"It's very difficult to build something that is going to work in all these different environments such as iPads and phones and keeping it easy to manage. We really did trim down to try and make it simple. There are logos that need to be uploaded and to fit a certain size profile, banners need to be uploaded. And getting all of that to work seamlessly was a challenge, but we got there. It's something that anyone who can use a keyboard and mouse, can be their own web publisher and get information out to parents or community members of their school district."

You must have a great team of developers to create such a user-friendly program. Tell me a bit about the process of creating a new addition like this and the length of time something like this can take.

"We have an excellent team of developers in house. We do a lot of brainstorming and we get a lot of ideas from our own customers. Then we have to look at those ideas and put them in a queue, organizing them with our development cycle. We have to look and see if these requests will benefit the whole product. Sometimes we get requests that are very specific to one school, and it's not something that will enhance the overall product and we can't make those changes, unless there is a really specific reason. Often, we get ideas from customers that are great and that is how this idea was born. Basically, we have schools that need to publish information, and they don't want to restrict that to only logged in users. So any parent that wants to visit and find out about the catering program, or how to register for school, can find that information easily without having to go through a registration process. We talked about that and came up with the Consumer Front End."

How do schools that are interested start using the CFE portal?

"Well as of right now it's only available to our beta school districts. They have special access to our newer features and enhancements. Once we are done with the beta round, we generally publish a notice to do a webinar with our newest releases. We release documents and show everyone what is coming and give it a full release. it will be available to everyone at that point. If you don't want to utilize it, you don't have to. Some schools have a very robust web development department and can control their web experience without any problems. However, some school districts don't have those resources or people in place, so we are giving them those tools."

I hope you enjoyed Tech Bytes with Julie Lindem, Volume 1. Stay tuned for more in upcoming interviews. Our next issue of Tech Bytes will feature our new Developer's API. Don't miss it!