B&L NEWS

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FROM THE DESK OF Doug Hinman
Senior Vice-President – Research & Development

Odyssey 4.7

January 2015 is the general availability of Odyssey Release 4.7. This includes GA for the new Web User Interface (UI) versions of both Shop Floor Manager (SFM) and Quick Clock.

The Shop Floor Manager now has the ability to color code its buttons. This gives your shop floor workers a clearer understanding how to use the SFM, as illustrated by the following example.

You might also note the system time is now displayed next to the employee's picture. Another very important enhancement is the ability to indicate on a Job On that the Quality Viewer should automatically be displayed. This means you can make sure the shop floor worker is always presented with the latest quality specs instead of relying on the worker to go look for the specs by clicking a button.

Another notable 4.7 enhancement is the ability to track inventory by date for selected products. Turn this feature "on" for problem parts and you'll be able to see a snapshot of inventory buckets each time a transaction affects them. You can then drill down to see the actual transaction that caused the change – production, scrap, cycle count, etc.

Release 4.7 also includes the new Native Label feature which lets you design inventory, shipping, material receipt, etc. labels that print directly to Zebra printers. Native Labels print in 1 to 2 seconds so they give you a huge time-savings over labels printed using Crystal Reports.

The latest version of the Progress database is also part of 4.7, which means you will be using the most up-to-date **POWERED BY PROGRESS** features available from B&L's key technology partner.

Quarter 1, 2015 R&D Updates

Big news for you and B&L is that the new Web User Interface (Web UI) will start beta testing in the first quarter of 2015. You may have already heard of the Web UI in past R&D announcements and Spectrum presentations. You may even already be using Web UI technology if you use Intelligent Views, the Quality Viewer, Supplier Portal, or the Shop Floor Manager. The Web UI I'm referring to for beta is the entire Odyssey user interface. It is browser-based, which means zero administration for you on the desktop. It's also a major step forward in appearance, usability, and features.

B&L will keep you posted on the status of the Web UI and, more importantly, what it means to you. Training documents and videos will be forthcoming, including a summary of the differences between the existing Windows UI and the new Web UI.

(Sample Visual of Accounts Payable Dashboard)

One of the new Web UI features is showing dashboards on module level menus. The dashboards will include summary information important to each specific module, as illustrated above for A/P. You can also plug in your own dashboards that you create using Intelligent Views, as well as either show or hide them on a user-by-user basis.

FROM THE DESK OF Joe Harmon
Vice-President - Technology & Client Support

If you walk through the B&L office, "**How can I help you today?**" is a phrase you will hear most as B&L's Technology and Support group answers the phone for client support questions about Odyssey or BLIS software. Sometimes clients have "easy" questions, and quick answers can be given. Other times, more difficult questions take time to research - some questions might even need assistance from 2nd level support (project consultant, R&D, etc.) to get to the correct answer for the client.

The challenge for B&L's Technology and Support is "How do we consistently give the same, accurate, easy-to-follow answer – in a reasonable amount of time – to client questions, no matter who is handling the phones?"

Welcome to *Rapid Support*

Rapid Support **is B&L's new web-based, knowledge-sharing platform that answers Odyssey-related questions.** Rapid Support features questions asked by actual B&L clients and answered by B&L's dedicated product support professionals. All accessible 24/7 via the B&L website!

Rapid Support was developed by B&L staff. The heart of Rapid Support is the interaction between B&L clients and the Technology and Support group. Every question from our clients and every response given has been logged into a database for the last few years. We have gathered what module the question pertains to, which client asked the question, the frequency of the question, and other pertinent information. Now, that information is being compiled into *Rapid Support*, an on-line access point to B&L software and procedure knowledge - complete with step-by-step instructions and screenshots through FAQs.

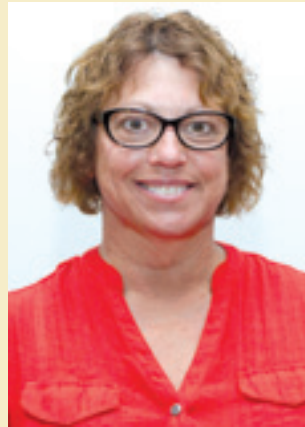The Technology and Support group invites you to see how Rapid Support works by going on-line to the B&L Customer Portal http://www.blinfo.com/customer-login

We suspect *Rapid Support* will become your favorite support tool!

Welcoming New B&L Staff

February 2014
Taylor Holm joins the Client Support Desk

May 2014
Sharon Webb joins the Finance Team

July 2014
Connie Lesch joins the Professional Services Department

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The next on-site educational opportunity will be the Odyssey Boot Camp, hosted February 18th and 19th at the B&L office in Bridgman, MI.

To see a complete list of all B&L educational sessions, visit www.BLInfo.com/Events