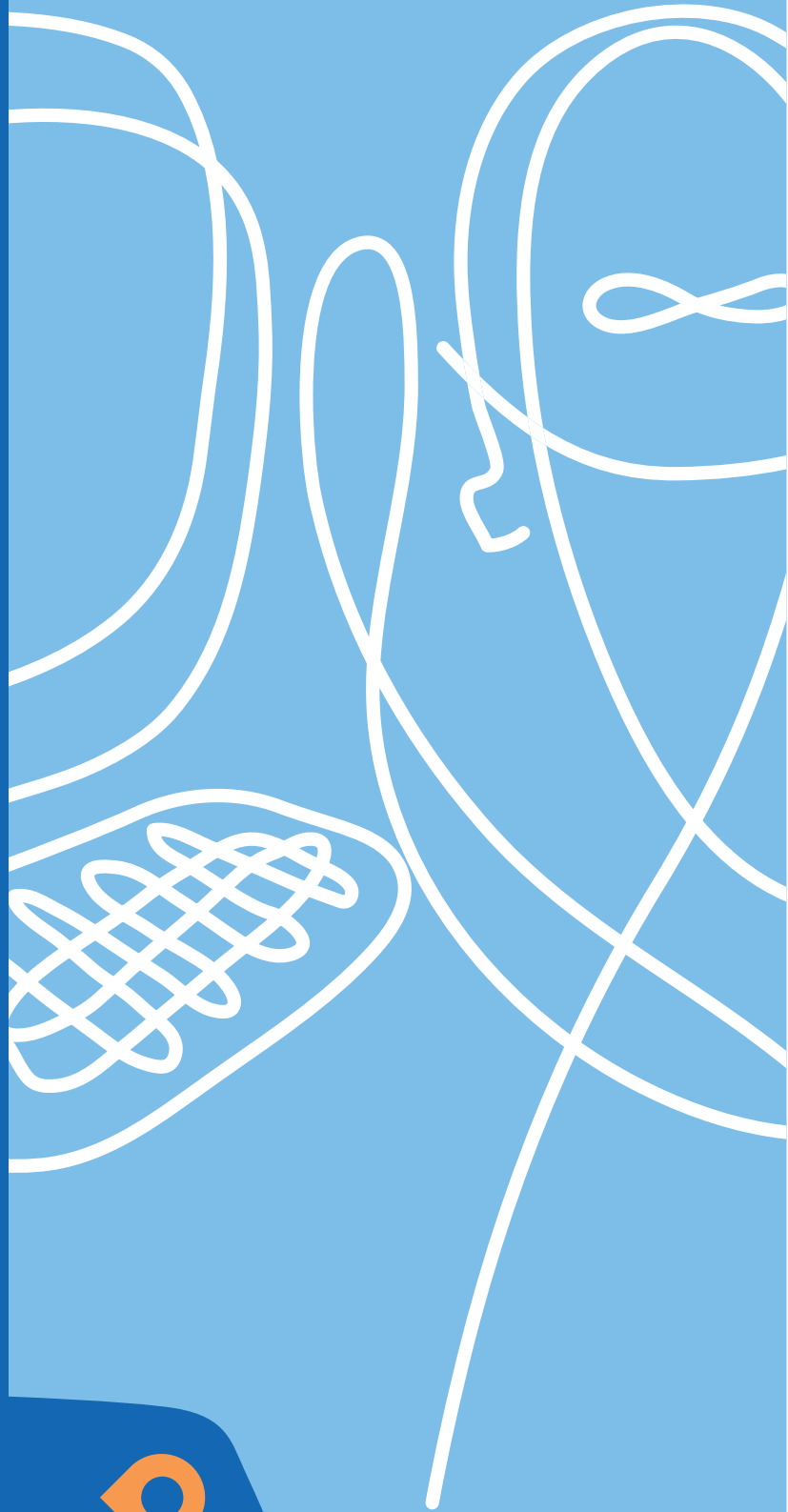


RTI WEBFIRST®

V.4.2



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knowledge friendly

WEBFIRST® HIGHLIGHTS

WEB-BASED CUSTOMER CONTACT OPTION

CENTRAL DATABASE ACCESS

- Dynamically access customer information right over the web.

KNOWLEDGEBASE

- Allows users to query against a Common Problems Database and find resolutions.

OPEN INCIDENT STATUS

- See recent Incidents by site and check progress on previously reported incidents.

ON-LINE REPORTING

- Report new Incidents to customer support without a call.

24 HOUR OPERATION

- Provides access during non-business hours.
- Appropriate Permissions (e.g., User ID and Password) allow authorized customers controlled access to a subset of the information that is available to internal personnel.

