

Web Forms

General Survey Creator Application

Alerant WebForms provides a simple way to create dynamic forms used for conducting online surveys. It is a complex solution for creating and displaying surveys, and it also provides support for filling the related forms and tabulating results. It makes handling a large number of surveys and tabulating results simple.

Forms for Corporate Communications

Enterprises are more and more relying on the possibilities provided by the Internet for their external and internal processes. Self-service customer portals are more and more prevalent, and their employees use intranet portals to communicate with each other. Online surveys form an important element of processes, and their use provides cost effectiveness in several areas for the enterprise and convenience for the user. They might play an important role in supporting standardized processes.

Typical uses for surveys include:

- customer or employee satisfaction survey
- registration (for administering official matters, medical examination)
- providing preliminary data for administrative purposes
- event organizing (sign-up and registration)
- participation in special offers and contests
- surveying level of knowledge, conducting examination
- cross-selling
- surveying demand
- market research
- equests for contact
- data verification
- online education
- research projects

WebForms: High Standard Solution

WebForms consists of two main elements. The survey module is accessible in an Internet and intranet pop-up window. The sites can be published for universal access, and customized access might be provided to certain individuals. The administrative module is accessible in the company only, on its intranet. The form administrators can use this for processing incoming information. WebForms provides content for the site and processes the filled-out forms, and saves the data in an Oracle database.

Main Features of the WebForms

Roles and Rights

There are several separate roles available in the tool. Those who fill the form would see and fill the finalized surveys. The form administrator creates and manages the surveys, a viewer might have a look at the results, and the administrator configures the application settings. Groups can be defined when creating forms, which might be – for example – certain departments of the company. All roles are available in the groups.

No registration is required for users coming through the Internet to fill the survey; if they want to be contacted, they can provide their contact information, which will be saved in the database. Filtering automatic mass filling of surveys is aided by a CAPTCHA-technology (Completely Automated Public Turing test to tell Computers and Humans Apart). It requires the user to type in a series of characters visible in a distorted form, which validates human (and not computer) use.

Users and administrators coming through the intranet are authenticated, i.e. preliminary registration is required.

Operations and Processes

Form administrations might execute the following basic operations: create, activate, deactivate, delete, copy. A preview of the survey is available when editing, and they can return to the editor or finalize the changes after the preview. The form can be saved as draft and the later on continued.

The Send function allows the administrators to send the surveys to certain individuals, setting an expiration time. Before the survey expires, the user will get a notification from the system. A tracking function is available for surveys sent.

Creating Forms

Several layouts and styles can be defined in the editing interface when creating the form, and new style sheets might be added to the existing ones.

All the usual form elements can be used when creating a survey – eg. single- or multiple-line fields of custom size without content restrictions, combo box, radio button, checkbox, point distributing or scaling question, list allowing for multiple choices. Comments might be added to the answer by using a tooltip, and the words entered will become free-text metadata that can be searched. The forms contain a privacy policy declaration, appearing in a pop-up window that has to be accepted before the form might be filled.

Visibility can be defined for each field when editing, and otherwise hidden contact fields appear on the form when choosing the process support option.

Checking Entries

Several verification functions might be running when the survey is filled. Entry and mandatory field verifications are such functions. The tool checks text fields using regular expressions, and notifies the user if invalid values were entered. A preliminary filter solution allows for defining criteria questions on the first page of the form, and the answers provided for these questions determine the questions appearing on the second pages. The number of correct answers required for advancing to the next page can also be set here. This function might be useful for product offerings. The system uses several filters (Javascript, SQL, HQL) for filtering malicious data.

Orientation

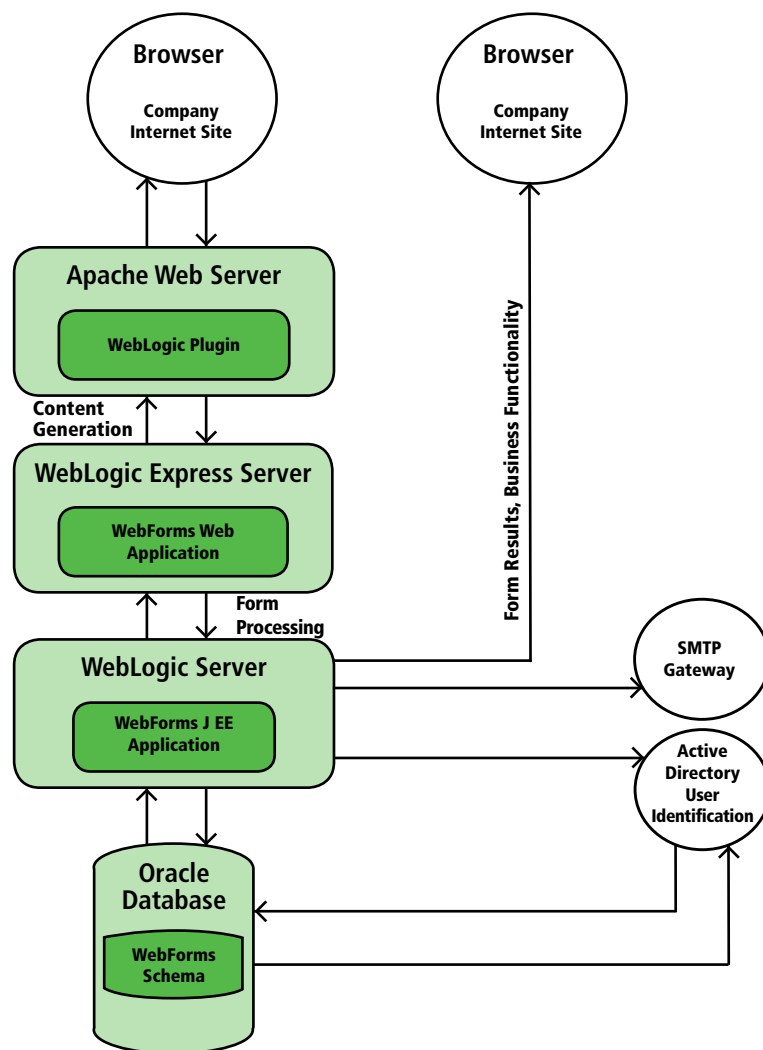
Orientation of form administrators is assisted by various filters. A pre-filtering menu element can be selected in the menu system, and additional search or filtering conditions can be added to the list of results generated. In addition to content searching, it can be filtered for metadata as well.

Further conditions can be defined in the list of filled-out surveys, like date or correct answer. Selecting the latter will display the form where the number of correct answers reached the defined minimum.

Full or shortened content of the lists of hits can be exported in CSV format.

Technical Features

The optimum environment of WebForms-based solutions is Oracle-based and built on WebLogic Server and Oracle Database. The form is accessible on the Internet site of a company through a link. The link is generated by the editing system. The content of the site is provided by the WebForms web application installed on the WebLogic Express Server. This module processes the online forms as well. Active Directory is used for identify users logging on to the WebLogic Server on the intranet. WebLogic Server runs the WebForms J EE application containing the business logic, which processes the results of the filled-out form, and provides business functionality for the administration presentation layer. The solution stores the replies to the form and the system parameters in the Oracle database, in a scheme dedicated for the application.



Implementation Support

Alerant Inc. provides comprehensive support for implementing the survey creator – encompassing everything from surveying the needs until supporting the implementation and general support, including any and all customization.

About Alerant

Alerant Information Technologies Inc. is the recognized expert of telecommunication technology based infrastructure solutions. The scope of its activities mainly covers the development, integration, implementation and support of JEE-based individual applications. Alerant Inc. is strategic partner of the Oracle Hungary, the provider of IT infrastructure to large enterprises. Alerant's customers are large enterprises, mainly telecommunication companies, financial institutions, industrial companies and public administration organizations. A Central European market survey – Fast 50 – conducted by Deloitte put Alerant on the fourth place, and in 2006 the first place was reached in the 'Rising Star' category. On the 2008 EMEA survey of Deloitte – Fast 500 – Alerant was 27th.



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