

FastInfo Access

Public Access

- All users can freely access the public web site <http://fastinfo.unm.edu>.
- All users can create a FastInfo profile by going to the website. This allows them to log in and check the status of their submitted questions.
- Users who have been added to a user group can access private content through the FastInfo website, by first logging in to their FastInfo Profile

Licensing

Agent License

Licenses are required to access the back office components of the system. For any level of access, you must at least have an agent license. This license gives you a logon to the system, and access to the various product consoles.

Chat License

Additionally, you may be allocated a chat license. This gives you access to the chat console.

You cannot have a chat license without an agent license.

Roles

Each agent license is assigned to a default role. The role determines your level of access to the system. For example, you may be assigned a limited role that allows you to read but not update incidents; or an administrative role that gives you permission to add/delete/update records.

Roles are defined for each department using FastInfo. They are individually designed based on the number of licenses allocated to the department, and the job definitions of the FastInfo team.

Private Groups

RightNow uses the term SLA to describe levels of special access to content in the knowledge base. With an SLA, a department can create content that can only be viewed by the users who are members of the SLA.