

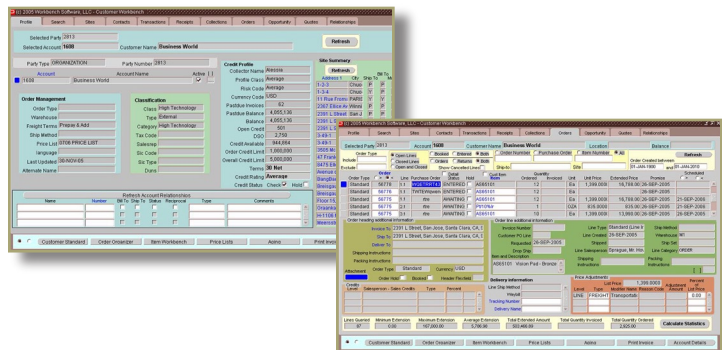
# Customer Workbench

**Perfect for busy sales, customer service,  
and accounts receivable associates.**

Harness the power of the eBusiness suite applications with the Customer Workbench. The Customer Workbench combines multiple applications and screens into a single comprehensive workspace. Use the workbench to quickly find customers and related information. Control eBusiness navigation and maintenance through the revolutionary Workbench interface. Reduce the learning curve for new users of the eBusiness suite.

### Instantly Access:

- Customer Credit Profile
- Customer Model and Relationships (full TCA support)
- Addresses, Locations, Use, Account Site Level Credit Profile
- Contacts, and Contact details
- All Transactions: Invoice, Credits, Debits
- Cash Receipts and Payment Histories
- Collection and Dunning Letter Histories
- Customer Orders, Order History, Shipping Details
- Customer Attachments and Flexfields
- Sales Opportunities, Leads, and Quotes



**REQUEST A FREE TRIAL TODAY**

**sales@workbenchsoftware.com**

**Need a custom workbench?  
Contact us. We can help.**

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# Frequently Asked Questions

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## WHAT IS A WORKBENCH?

A Workbench is a combination query and navigation user interface for the eBusiness suite. Workbench views span applications and organizations to bring together what you need to see, quickly and easily, all in one place.

## HOW DOES IT WORK?

Use a Workbench to find information and applications in record time. Workbench views span applications and responsibilities to bring together what you need to see, quickly and easily.

## DO I NEED THE ORACLE BUSINESS SUITE TO USE WORKBENCH PRODUCTS?

Yes. Workbench products are completely dependent on proper Oracle 11i Business Suite application licensing. Workbench products are specifically designed work directly with Oracle's 11i Business Suite.

## DOES IT REQUIRE MODIFICATION TO THE BUSINESS SUITE?

No. Workbench products require no modification to any part of the Business Suite.

## WILL INSTALLING OR USING A WORKBENCH EFFECT CURRENT SUPPORT OR MAINTENANCE AGREEMENTS?

No. Installing or using Workbench products have no effect on current Support or Maintenance agreements. The workbench itself does not modify existing Applications or Data in any way. All data maintenance is accomplished using Business Suite programs.

## WHAT BUSINESS SUITE VERSIONS ARE SUPPORTED?

Workbench products are compatible with Business Suite 11i versions 11.5.3 through 11.5.10. Inquire about other versions.

## HOW IS SECURITY CONTROLLED USING A WORKBENCH?

Assign a Workbench to a responsibility and the Workbench will automatically inherit that responsibilities security. It's that easy.

## DOES THE WORKBENCH SUPPORT FLEX-FIELDS?

Yes. Flex-fields are fully supported by the Workbench.

## DOES THE WORKBENCH SUPPORT ATTACHMENTS?

Yes. Attachments are fully supported by the Workbench.

## WHO BENEFITS FROM A WORKBENCH?

The following positions typically notice a 10% to 40% increase in productivity using Workbench products:

- Customer Service Representatives
- Inside Sales People
- Field Sales People
- Purchasing Managers
- Procurement Specialists & Buyers
- Production Planners
- Inventory Control People
- Inventory Managers
- Quality Control people
- Accounts Receivable

## HOW LONG DOES IT TAKE TO IMPLEMENT A WORKBENCH PRODUCT?

A typical implementation can be done in 5 to 10 days. Including installation, configuration, and training.

## HOW MUCH TRAINING IS REQUIRED TO USE A WORKBENCH?

Depending on responsibility and experience, training for efficient use of a Workbench takes less than one day.

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