FirstClass Contact Management

FirstClass provides an easy-to-use set of contact management tools that enable users to effectively manage their personal contacts as well as create shared contact databases for use within teams. In addition, FirstClass provides a powerful central user directory system that automatically makes contact information and a rich set of supplementary information available for all users on the FirstClass system.
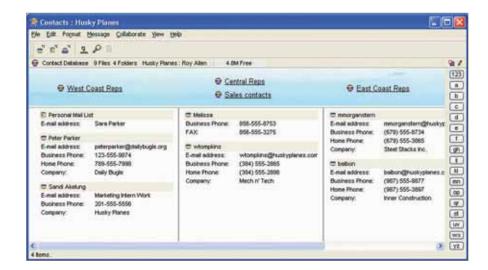
- **Manage and maintain unlimited personal contacts**

- **Share contacts with peers or groups**

- **Access FirstClass users and their personal details with a single click**

- **Import and export contact information**

PERSONAL CONTACTS

FirstClass users can manage a virtually unlimited number of personal contacts, and track a wide range of information for each contact record. FirstClass provides a number of built-in options for popular contact formats and provides an easy-to-use interface for managing access to contact information. Users can easily set up mail lists making sending messages to groups of users quick and convenient. Multiple contact databases can be created to further simplify complex contact management requirements.

SHARED CONTACTS

FirstClass enables users to share contact databases with other users while utilizing customizable permissions controls to manage who can access or edit the contact details. This powerful feature enables organizations to create and effortlessly share common contact information such as customer lists, supplier lists, parental contact information, and so on.
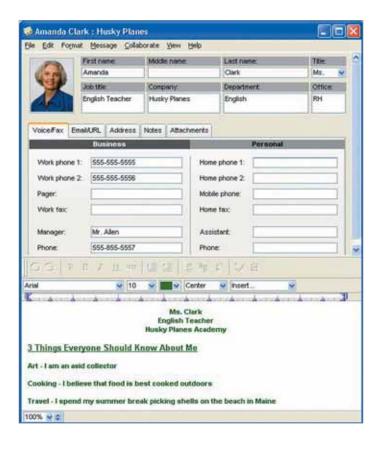
FIRSTCLASS DIRECTORY

The FirstClass Directory is a centralized list of contact information for all users within the FirstClass system. This provides all users with a powerful tool for interacting with other users on the system including addressing mail, launching Instant Messaging sessions, and accessing calendars. The FirstClass permissions system can be used to quickly check what level of functionality and information access has been given to each group of users on the system.

FIRSTCLASS RÉSUMÉS

Résumés provide personal information that users create to inform others about themselves and their role in the organization. Résumés can be opened from a number of locations, such as the "From" field of a message, enabling users to browse someone's background before responding to their message.

IMPORTING AND EXPORTING CONTACT INFORMATION

Users can import and export contact information between FirstClass and wide variety of external software applications. FirstClass supports the most popular standards for doing this including vCard and CSV formats.

ABOUT FIRSTCLASS

FirstClass is a feature-rich, platform-independent, and cost-effective communications and collaboration software solution that enables businesses and learning organizations to create collaborative online communities that securely connect people and resources via any Internet-accessible device. FirstClass delivers a broad range of capabilities including e-mail, instant messaging, calendars, contact management, collaboration, document sharing, file storage, web publishing and voice and fax messaging. Thousands of organizations and millions of users around the world are currently connecting via online communities powered by FirstClass. For more information on FirstClass, please visit **www.firstclass.com**.

FirstClass is a division of Open Text™ Corporation, the leading independent provider of Enterprise Content Management (ECM) solutions that bring together people, processes, and information in global organizations. Today, the company supports almost 20 million seats across 13,000 deployments in 114 countries and 12 languages worldwide. For more information on Open Text, please visit: www.opentext.com

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