

Easy Operator Overview

Easy Operator is a sales tool that enables employees to share sales information, even when they are working from different locations.

The sales information is stored in a *database* on a main server computer. When Easy Operator is installed on your computer or laptop, you can access the database from a remote location.

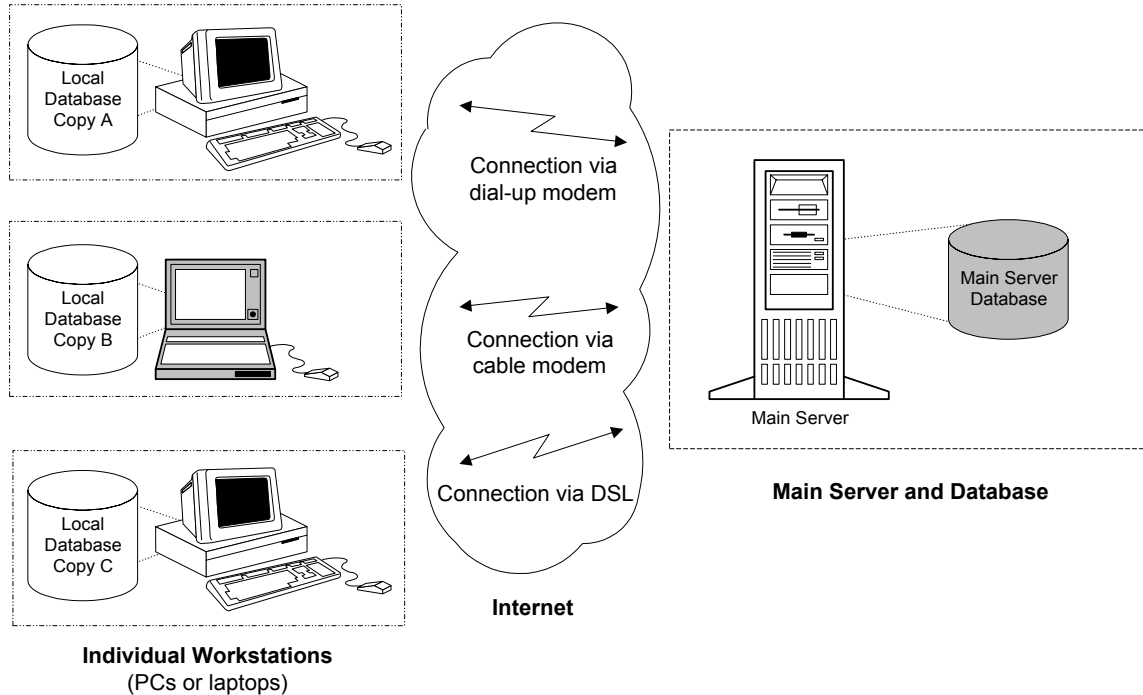


Figure 1. Easy Operator Workstations Communicating with the Main Server

Figure 1 shows how three different computers, each with Easy Operator installed, are communicating with the main server. If each computer copies the database to their workstation, there will be three different copies of the database. Each sales representative has his or her own copy of the database.

A sales rep (user) does not have unlimited access to the database. The Web Administrator controls who can log in to Easy Operator, as well as how much of the database he or she can see.

Using the Database in Local Mode and Remote Mode

You can use the Easy Operator database in two ways:

- **Local mode**—When you make additions or changes in Easy Operator, they are saved to a local database stored on your computer. To ensure your copy of the database is up-to-date, you must regularly connect to the main server via the Internet and *replicate* the database. When you replicate the database, Easy Operator sends the changes you have made to the database on your computer to the main server database. In addition, information that is different on the main server is sent to the local database. An Internet connection is necessary to replicate the database, but you can disconnect from the Internet after the process is complete.

Replicating the database on a regular basis is also important because the longer you wait between replicating, the longer the process will take.

- **Remote mode**—When you make additions or changes in Easy Operator, they are saved to the database stored on the main server. An Internet connection (via dial-up modem, cable modem, or DSL) is required to access the database remotely the entire time you work in Easy Operator. If you are using a dial-up modem, this method is not recommended because of your computer's slowed response time.

Using Easy Operator with Multiple Databases

Another feature of Easy Operator is *multiple databases*. Easy Operator enables you to maintain different copies of the database on one computer. This is useful if one person at your company is entering sales information for many sales representatives, or if multiple sales representatives are using the same computer.

The number of databases you can have is only limited by the size of your hard drive. Each database is at least 100 megabytes.

Easy Operator keeps track of the databases by the user ID. For example, if you are entering sales information for Samuel, Katrina, and Lisa, you can have three different databases on your computer. When you want to enter sales information for Samuel, you log in using Samuel's user ID (for example, "SamB"). When you want to enter sales information for Katrina, you log in using Katrina's user ID (for example, Kat123). Easy Operator indicates which database you are using in the title bar of Easy Operator. See the screen capture of the main window on page 8 for an example.