Nexans

Welcome to Nexans e-service

E-Service v3 release
User Guide

Version	Date	Author	Comments
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Contents

1 Objectives of the new e-service v3 release

The objective of this guide is to present in details the new features of the e-service v3 release. This user guide is to be delivered to :
- all Local E-service Administrators
- and all Central Customer Coordinators

They must then forward this information and train the Product Managers and the Local Marketing and communication team.

1.1 Migration : why, what and when

Why ? à
- Improve the quality of service (Change of internet provider)
- Common platform with the internet application
- The global architecture grouped by the same provider (DB, Application and Web server)
- A specialized hot-line center
- Costs reduction

What ? à
- Hardware migration
    o Web Server, from Sun Solaris to Linux (Intel)
    o Application and DB Server from HPUX to Linux (Intel)
- Software migration
    o Oracle 8 to Oracle 9i
    o Broadvision to open source Tomcat
- Application migration
    o Redesign of the database structure previously fixed by Broadvision to facilitate the cross commercial zones communication

When ?
- 15th of October, midday. All the rights of internal users will be removed from the production platform. The application will be in read only mode
- 16th – 17th of October. The application will be installed on the new ATT production platform.
- 18th – 22nd of October. The new ATT application will be accessible for internal users only. Tests and missing translations should be made.
  See Translations of new fields and texts
- 22nd of October evening. If a global acceptance is given to the Competence Center from the various LEA, the old application is stopped and the new platform is open to all users.

Deadline
- End of October, the old application is stopped. The new platform should be available to all users.

1.2 E-service new features

This new e-service release will :
- include the tasks, request and bugs listed in the Issue tracking List with status *Delivered* and *Done* on October 15th
- propose an easier, faster and more self-understanding search tool
- open the catalogue to guest users : they will now be able access to the product reference datasheets and the file library
- introduce the Customer Account extranet
- propose to Spain and Switzerland as pilot countries the online order status information
- make this function available to all countries provided that the customer Accounts are created in e-service.

Some Did you know in e-service ? user guides will be available soon in English language. They will be published on e-service every two weeks. The following topics will be addressed :
- new search tool
- homepage selection
- product status information
- favorite list
- send bookmark
- customer account extranet
- online order status information

2   Site usage (all users)

2.1 New search tool

There have been some remarks and concerns about the speed, easiness and user-friendliness of the e-service search tool.
We have grasped the opportunity of this new release to improve the search tool in order to ease the users finding of products and information within e-service.

The new search tool has 3 major enhancements :

1. first of all , there is no need anymore to select between "Text in catalogue", "Names in catalogue", "Reference number" and "Text in portal" when searching.
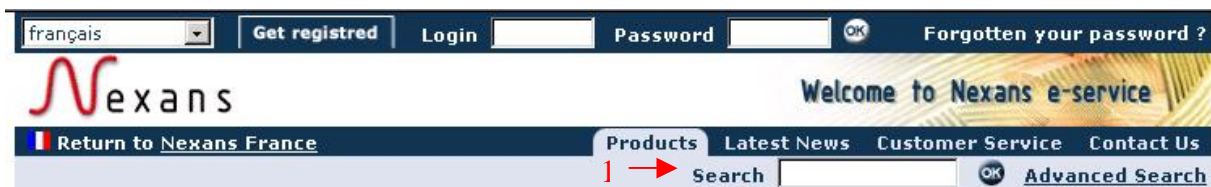
There is only one search field. When the user clicks on Ok, the search will be performed in all the catalogue
Note :
- you can define at country level which search will be performed at homepage level :
    o in the full catalogue (names, descriptions, synonyms, attached document titles and summary, including brand, standards, …, and all the product references),
    o or in the family names (names, synonyms, and all the product references).
- the search is performed by default in full catalogue
- if you want to perform the search in the family names at homepage level, go to paragraph 5 for more details.

2. Search result fastness
You will experience how the search tool is fast with this new release.

3. Search result display

Return to Nexans France | **Products** | **Latest News** | **Customer Service** | **Contact Us**

Search "NF C 33-220" OK **Advanced Search**

Search Results ← 3

Search Scope ⦿ Catalog (full) ○ Catalog (families names) ○ Portal

Search [_____] OK **Advanced Search**

You Search for "NF C 33-220"
Commercial Zone France
N° of items found 15

Outdoor terminations (MV accessories/Outdoor sealing ends)

Synthetic/paper cable joints (MV accessories/Transition joints)

IEC 60502-2 / NF C 33-220 12/20 (24) kV (Power cables & conductors/MV underground power cables)

IEC 60502-2 / NF C 33-220 18/30 (36) kV (Power cables & conductors/MV underground power cables)

In the search result page :
- reminder of what has been searched for (You search for), in which e-service country site (Commercial Zone)
- the matching families are displayed without product references underneath to ease the reading
- direct access to the search tool, and to the advanced search tool from the result page.

At this stage the user could choose to search :
- at family names level only
- in the portal (news, help items, FAQ, file library, events)

Moreover, in case when there is no result found, the user is given the possibility to directly contact he customer coordinator :

Search Results

Search Scope ⦿ Catalog (full) ○ Catalog (families names) ○ Portal

Search [nok 606_____] OK **Advanced Search**

You Search for nok 606
Commercial Zone France
N° of items found 0

No result was found for your search criteria. Don't hesitate to contact us for additional informations.

✉ 📖
Contact Us **Help**

If he clicks on Contact us link, the user will be able to send a mail to the Customer coordinator in relation with the search he performed.

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2.2 New look and feel

As a first step to e-service – internet integration on term of look and feel, the Customer Service, Contact us, FAQ and Help sections have been redesigned.

2.3 Homepage selection for registered users

All registered users (Nexans internal users, Self Registered users, Full registered users) can now define in their personal profile what is their homepage when logging in e-service.

⇒ Go to Customer Service / Profile management :

Personal Profile screen :

A new field is available : Default HomePage

In the following example, the e-service homepage after registration will be the current e-service homepage, the Products tab:

Default HomePage | Product Page

In the following example, the e-service homepage after registration will be the File Library section:

Default HomePage | File Library

Note : the Full registered users will be able to select their customer extranet as e-service homepage.

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2.4 Products status information

With this new version, a mouse over text is displayed for the following product status information :

- customized product : ©

Your selection 1/1   Installation cables / Standard /

Nexans ref.		Name	Sheath colour
© 🚫	customer reference	alcatel	Black

Customised product

- make to order product : ⚡

Your selection 3/3   Installation cables / Standard /

	Nexans ref.	Country ref.	Name	Sheath colour
⚡	10033771	01231626	H03VVH2-F 2x0.75 Blanc en couronne de 25 m (conditionnement 20 couronnes)	White
Make to order product		01231625	H03VVH2-F 2x0.75 Noir en couronne de 25 m (conditionnement 20 couronnes)	Black
	10053853	01231623	H03VVH2-F 2x0.75 Vieil or en couronne de 25 m (conditionnement 20 couronnes)	Old gold

- offline product, family or group : 🚫

Nexans

Your selection 1/1   Installation cables / Standard /

	Nexans ref.		Name	Sheath colour
© ✏	customer reference		alcatel	Black

Offline product

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2.5 Favourite list

Until now, the Add to favourite function has only been visible to registered users.
With the new e-service release, the function is visible to all users including guests. If a guest user select a product reference and click on Add to favourite button, he will be asked to register to access this feature.
The goal is to open the catalogue tools to all users at the maximum.

Moreover , it is now possible to select and deselect all the product references at product list level in order to include them in the favourite list by clicking on the [icon] icon in the Product List :

Your selection 30/30   Installation wires / Standard installation wires /

	Nexans ref.	Country ref.	Name	Conductor cross-section (mm²)	Length (m)	Sheath colour
	Select all Products 4	01225015	H07V-U 1.5 Black coil of 100 m	1.5	100	Black
☐	10043635	01225035	H07V-U 1.5 Black coil of 500 m	1.5	500	Black

For the products already included in a favourite list, the registered user will see a new icon [icon] at product list level in the family view with a mouse over text giving him the name of his related favourite list :

		Nexans ref.	Country ref.	Name		Length	Sheath
☐	⭐	10043841	01225052	H07V-U 2.5 Violet en couronne de 100 m	2,5	100	Violet
☐	Abu Dhabi project		01225072	H07V-U 2.5 Violet en couronne de 500 m	2,5	500	Violet

Add to Requisition   Add to favorites   Print table

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2.6 Send bookmark

The *Send bookmark* function is now available at any group or family level.

The *Send bookmark* function is now available even for guest users in all the e-service site.

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2.7 Contact Nexans within the catalogue

When the user will click on Contact us link, he will now see the contact name, address, telephone and e-mail directly in the contact form :

Contact Nexans

* Company	
* Last Name	
* First Name	
Postal Box	
Address	
Zip Code	
City	
Country	
Business Phone	
* Your e-mail	

To Nexans - Building activity
4-10 rue Mozart
92587 Clichy Cedex France
filscablesbt-pc.fr@nexans.com

Subject H03VVH2-F
Body

2.8 Display of the Contact List

For some countries the Product Contact list is very long : this list is now displayed in 2 columns under the Contact us tab.

Customer Support

Nexans Customer Service Belgium
Alsembergsesteenweg
1501 Buizingen
Belgium
Business Phone: 02/363.17.21.
Email: info.be@nexans.com

Product services

Automotive harnesses
Vohenstrausser Strasse 20
D-92685 Floss
Germany
Business Phone: +49 96 03 / 20-0
Email: info@autoelectric.de

Cabling Solutions
Alsembergsesteenweg 2, b3
B-1501 Buizingen
Belgium
Business Phone: +32 2 363 38 00
Email: info.ncs@nexans.com

Conductors
36, rue de Londres
62301 Lens
France
Business Phone: +33 3 21 77 30 30
Email: Wolfgang.Placke@nexans.com

Drums and reels
10, Noiregoutte
88230 Plainfaing
Postal Box: P.O Box 4
France
Business Phone: +33 (0)3 29 52 30 30
Email: EUROCABLE@eurocable.fr

2.9 Customer account extranet

The customer account extranet is under development with Alcatel as a pilot Key Customer.
This extranet will be accessible under Customer Service tab, for Customer account and
Customer coordinator members only.

Pre-requisite : create a customer account in e-service
à cf. eservice-customermanagement-guide_v1.doc

Specifications of this customer extranet (first version) :
à cf. customer_extranet_20040602_V1.doc

All the documentation is available in the e-service File library.
Contact Sandrine Bataille to get more information on this subject.

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2.10 Online order status information

Will be available for Switzerland and Spain.
All the countries willing to implement this functionality must contact directly the Competence
Center (cc.eservice@nexans.com) to get the detailed procedure.

The online order status information will be accessible under Customer Service tab, for
Customer account and Customer coordinator members only.

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3   Catalogue management (role : Product Managers)

3.1 Display order of the family within a group

Until now, the families within a group have been displayed by default by alphabetical order,
and it has only been possible to modify this display order by using the Catalogue display
function under Nexans Only tab.

It is now possible to modify this display order directly by editing the family in the catalogue.

⇒ Edit the family :

Family Creation View edit screen :

A new field is available : Display order

Display order	0

Enter the display order of the family (numeric value), then click on "Save" button.

Note : if all the families have "*Display order* = 0" , they are displayed by alphabetical order.

3.2 Display order of the product references within a family

Until now, the display order of the product references in a family has been the alphabetical
order of the product reference names.

It is now possible to choose the display order of the product references in the Product List and
in the PDF datasheet at family level.
- by *Product name* : alphabetical order on the product reference name
- by *Product reference* : alphanumeric ascending order on the Nexans reference
  number
- by any variable characteristics' order

⇒ Edit the family :

Family Creation View edit screen :

A new field is available : Default Search Order Field

In the following example, the products will be sorted by product name order:

Default Search Order Field | Product Name ▼ |

In the following example, the products will be sorted by cross-section ascending order:

Default Search Order Field | Conductor cross-section ▼ |

Note :
- this feature is interesting when there are less than 25 product references in the family.
- For the already created families, the default display order remains the alphabetical order on the product reference name (*Product name*) but can be updated

3.3 Hide the product name in the product list

It is now possible to choose whether to display or not the product name in the Product List and in the PDF datasheet at family level.

⇒ Edit the family :

Family Creation View edit screen :

A new field is available : Hide Product Name

Hide Product Name ☐

If this box is not ticked, the product names are displayed in the Product List at family page level and in the PDF datasheet.
Example :

Your selection 16/16   Installation cables / Standard /

Nexans ref.	Country ref.	Name	Conductor cross-section (mm²)	Number of cores	Permissible current rating in open air (A)	Voltage drop, single phase (V/A.km)
10046621	01232204	H05RR-F 2x0.75 en couronne de 50 m	0.75	2	14	50.0
10046658	01232254	H05RR-F 3G0.75 en couronne de 50 m	0.75	3	14	50.0
10046699	01232304	H05RR-F 4G0.75 en couronne de 50 m	0.75	4	12	43.4
10046739	01232354	H05RR-F 5G0.75 en couronne de 50 m	0.75	5	12	43.4
10046627	01232214	H05RR-F 2x1 en couronne de 50 m	1	2	15	37.5

If this box is ticked, the product names are not displayed in the Product List at family page level and in the PDF datasheet.
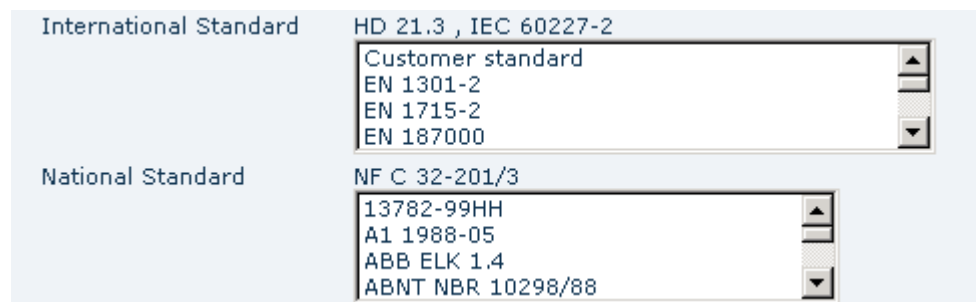Example :

Note : this feature is interesting when the product designation does not give any additional information than the product characteristics do in the Product List.

3.4 Display of the standards at family level

Until now, when editing a family, the only possibility to know which standards are already selected is to scroll down the combo box to see which ones are underlined (=selected) in blue.

It is now possible to see the already selected standards out of the combo box when editing a family or product reference.
The goal is not to forget to press Ctrl key if we need to select another, otherwise all the previously selected ones are lost ...

In the above example, the standards HD 21.3, IEC 60227-2, NF C 32-201/3 are already selected ….

Moreover, if the family has been transferred from another e-service country site (either using the IMPORT or TRADING mode) :
- all the standards (national and international) are also transferred
- if those standards are modified in the source e-service country site, they are automatically updated in the destination e-service country site
- the field "International standards" is not editable in the destination e-service country site
- the field "National standards" is editable in the destination e-service country site : the local Product Manager can add any additional local national standards, but cannot

delete the national standards that have been defined in the source e-service country site

With this new version, it is now possible to defined whether or not to display in the destination e-service country site the national standards coming from the source e-service country site.

⇒ Edit the family :

Family Creation View edit screen :

A new field is available : <u>Hide master National Standards</u>

<u>If this box is ticked</u>, the national standards from the source e-service country site <u>are not</u> displayed.
<u>If this box is not ticked</u>, the national standards from the source e-service country site <u>are</u> displayed.

3.5 <u>Translation of product names of TRADING or IMPORT family</u>

Until now, the only possibility to translate the product names for transferred family (either TRADING or IMPORT modes) has been to edit each product reference.

It is now possible to export all the product references in an excel file directly from the family edition view.

⇒ Edit the family :

Family Creation View edit screen :

A new button is available : <u>Import/Export</u>

Import / Export Products screen :

You then just have to click on the *Export* button :

You can now directly translate and save the product commercial designation (=name) and short description translations in the excel file, then import your updates by selecting the file and clicking on the *Import* button.

3.6 <u>Related links to the File library and to external URL</u>

It is now possible to define links from :
- a product reference
- a family
- a group

to one or several :
- files in the Library
- external URL
- product references, families and/or groups
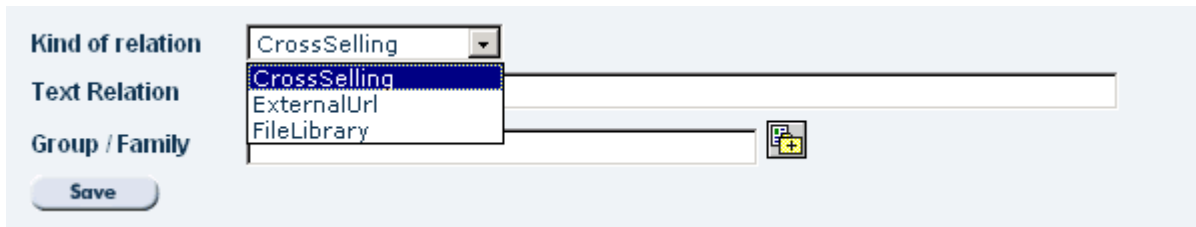
⇒ Edit the product reference or family or group :

Family Creation View edit screen

Click on [**Related Links**] button :

Related links screen
You can now create any kind of related links just by selecting the relevant *Kind of relation*

CrossSelling : define a link to a group or family in the catalogue
ExternalUrl : define a link to an external internet site page
FileLibrary : will enable you to browse the file library defined in your e-service country site to make a link to any files in it .

Note :
- that means a document has only to be updated once in the File Library, and all the groups and families related to it still keep the link to the updated document.
- the *Text relation* that will be displayed on the site is :
  o the Product name, family designation or group designation for *CrossSelling*
  o the typed URL for *ExternalUrl*
  o the selected file name for *FileLibrary* with file type and corresponding icon and size. The files are displayed together with the attached documentation at family view.

This text relation cannot be modified.

3.7 <u>Site usage statistics at any group or family level</u>

Until now, it was only possible to export site usage statistics for the last 3 months plus the current month maximum, and for the whole catalogue without details on specific groups or families in the catalogue.

It is now possible to export in an Excel file the site usage statistics :
- at any group / Family level in the catalogue.
- choosing any starting and ending dates,
- one year period having been stored.

Nonetheless, all the statistics from your country e-service go-live date have been archived. Should you need to get them, contact the Competence Centre.

⇒ Go to *Nexans only / Site information / Site Statistics*

Export Site Statistics screen

Site Statistics
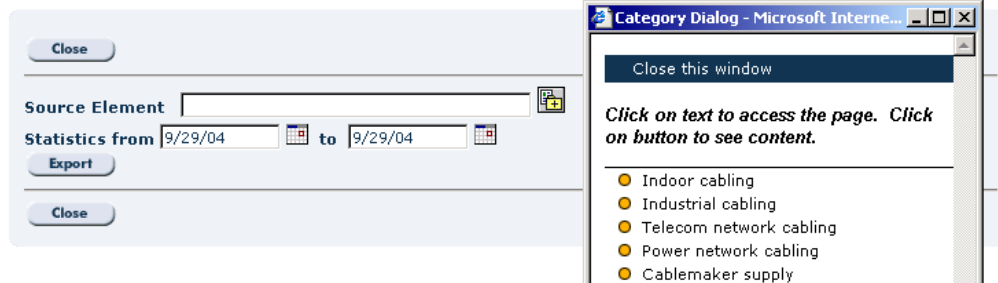
- *Source Element* : select the group or family you are interested in by clicking on
and browsing in the Nexans Tree.
- *Period between* : statistics period. Change the date by clicking on the calendar icon.
- Click on *Export* button

Note :
The online statistics report (with graphs, charts, per market segment, customer segment, ..),
and the monthly statistics report (with Key Performance Indicators) will be available by
November 2004. You will be informed with a detailed user guide.

4 Marketing Communication items (role : Local Marketing and communication team)

4.1 File Library

Until now, the File Library has only been created and managed locally.
Moreover, it has only been accessible to registered users.
That could lead to :
- lack of relevant information for some countries (for instance the corporate market segment brochures and leaflets were not centralized and shared by all)
- duplication of files with update issues
- no possibility for the local marketing and communication team to have a complete overview of all the documentation created by Nexans.
- No possibility for users that forgot to register to access Nexans documentation.

With this new release, it is now possible :
- to define file directories and sub-directories as local (only visible in the current e-service country site) or global (visible by all the e-service country sites, off-line by default)
- to define files items as local or global
- to define files and directories as visible to all registered users (public) or visible to Nexans users only (non public)
  A file or sub-directory defined under a local category is local and its status cannot be changed.
  A file or sub-directory defined under a global category can be either local or global.
- for a guest user to access the file library.

All the currently created documentations have been set to "local" by default. That means there is no change in the File library display with the new release unless the local marketing and communication teams want it to .
To make files visible to other e-service country site users, the local marketing and communication teams have to change the status of the documentation from local to global.
Then, if the local marketing and communication teams want these documentations to be visible to external users, it has to edit them, to translate them, update any local information if needed and put them online.

⇒ Go to *Nexans only / Content management / File Library*

Directory List screen

⇒ Select the Directory to update :

Edit Directory screen

Edit Directory

Name : category designation

Display order : display order of this directory in the directory list in the *Customer Service / File Library* page

Public : if ticked, this directory will be visible to all users; if not ticked, this directory is visible only to Nexans internal users

Local : if ticked, this directory is only visible in your e-service country site. All the categories and files created so far have been defined as Local by default. If not ticked, this category will be visible, offline, in all the e-service country sites. The local marketing and communication teams will then decide to make it online or not.

Online : the category is displayed to external users in the *Customer Service / File Library* page only if *Online* is ticked. The Offline categories and files are visible *in italics* to Nexans internal users in the *Customer Service / File Library* page.

For more information on how to create a file in the File Library, go to eservice-user-guide_v4.doc available in the e-service File Library.

Note :
- Beginning of November 2004, the Corporate Communication department will provide you with a common corporate library, visible by all countries in English language , containing all the market segments' brochures and leaflets.
- We will also provide you with all the e-service project documentation (user guides, planning, specifications, Did you know in e-service ..?).
- Under *Customer Service / File Library* section, the Nexans internal users see all the files defined at country site level even the offline ones that are now displayed *in italics*.

4.2 News

Until now, the News have only been created locally or transferred manually, and managed locally.

That could lead to :
- lack of relevant information for some countries (for instance the news and events created in the www.nexans.com site were not centralized in e-service and shared by all)
- duplication of News with update issues
- no possibility for the local marketing and communication team to have a complete overview of all the News created by Nexans.

With this new release, it is now possible to define :
- import any news created in the intranet site (go to the Intranet publishing guide that will be available on the corporate intranet site). Contact : annick.Hubert@nexans.com
- define in e-service News as local (only visible in the current e-service country site) or global (visible by all the e-service country sites, off-line by default)
- create as many links as needed from a piece of news to :
  o several groups and/or families AND/OR
  o several product references AND/OR
  o several files in the File Library AND/OR
  o several external URL

All the currently created news have been set to "local" by default except the ones created in CZ=eService and already transferred in one or several e-service country sites.

That means there is no change in the news display with the new release unless the local marketing and communication teams want it to .

To make news visible to other e-service country site users, the local marketing and communication teams have to change the status of the news from local to global.

Then, if the local marketing and communication teams want these news to be visible to external users, it has to edit them, to translate them, update any local information (contact people) if needed and put them online.

⇒ Go to *Nexans only / Content management / News*

News List screen

⇒ Select the News to update :

News Edition screen
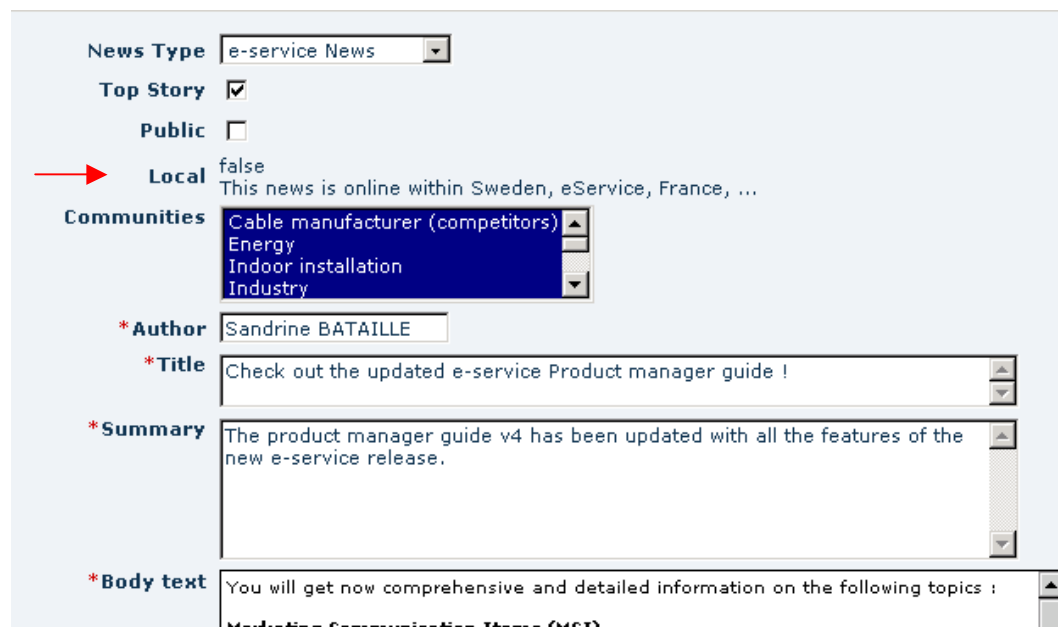
Depending on the status of the news, some fields are editable or not :

Case 1 : you create a news and define it as Local
This news is only visible in your local e-service site. You manage it as before.
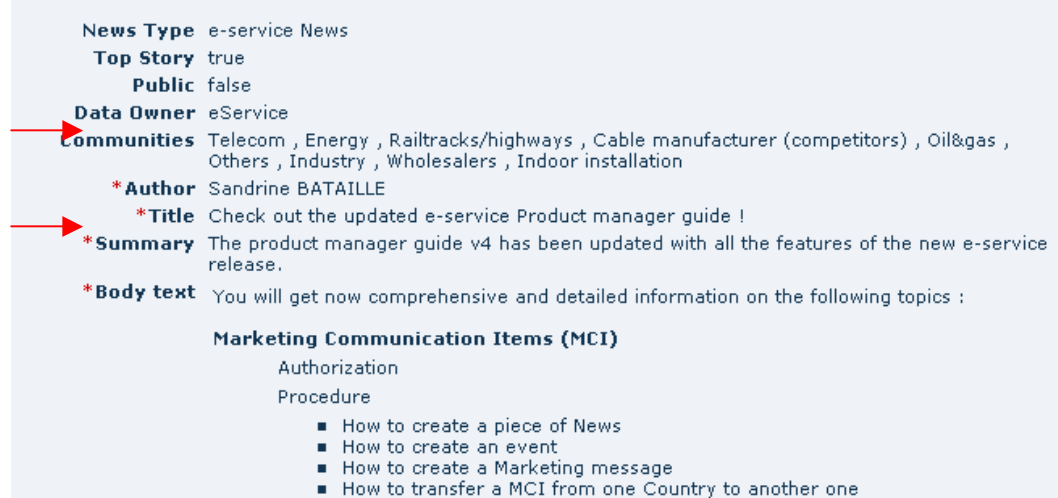
Case 2 : you create a news and define it as Global and some other countries have put it online
When editing this news, you have now the information of which countries have put your news online.

That means you should not change the status of your news from Global to Local if it has already been put online in other countries : that would mean the disappearance of this new from those country sites …

Case 3 : you put online a news created by another country (and defined as Global)

The English language information (title, summary, body text, ..) is not editable. Only the Data owner can modify the English version.
You must update the translation, contact people, … before putting the news online.
Should you need any information or modification of the news, you can contact the Author.

For more information on how to create a News, go to <u>eservice-user-guide_v4.doc</u> available in the e-service File Library.

Click on **Related Links** button :

Related links screen
You can now create any kind of related links just by selecting the relevant *Kind of relation*

CrossSelling : define a link to a group or family in the catalogue
ExternalUrl : define a link to an external internet site page
FileLibrary : will enable you to browse the file library defined in your e-service country site to make a link to any files in it .

Note :
- that means a document has only to be updated once in the File Library, and all the groups and families related to it still keep the link to the updated document.
- By default the *Text relation* that will be displayed on the site is :
  o the Product name, family designation or group designation for *CrossSelling*
  o the typed URL for *ExternalUrl*
  o the selected file name for *FileLibrary* with file type and corresponding icon and size

This text relation can be modified if needed.

4.3 Events

Until now, an event has never been displayed at homepage level. It has always been displayed in the *Nexans Latest* tab, *Events* section, even if it was the most up-to-date communication items in the site.

With the new e-service release :
- It is now possible to define an event as *Top Story*
- The event display follows exactly the same rules as the news do : if it is the most up-to-date but not defined as top story, it will be displayed at homepage level.
- It is now possible to create as many links as needed from a piece of news to :
  o several groups and/or families AND/OR
  o several product references AND/OR
  o several files in the File Library AND/OR
  o several external URL

⇒ Go to *Nexans only / Content management / Events*

Events List screen

⇒ Select the News to update :

Edit Event screen

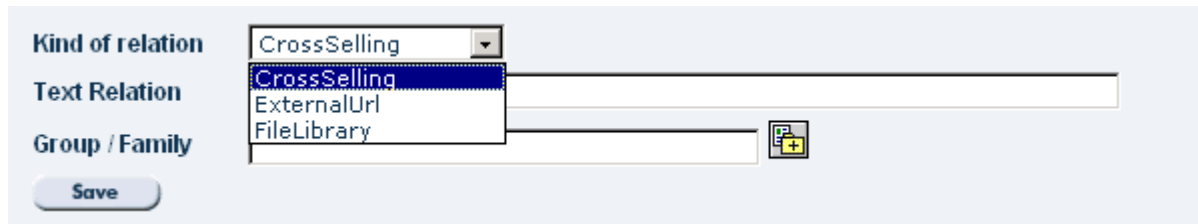A new field is available : <u>Top Story</u>   Top Story ☐
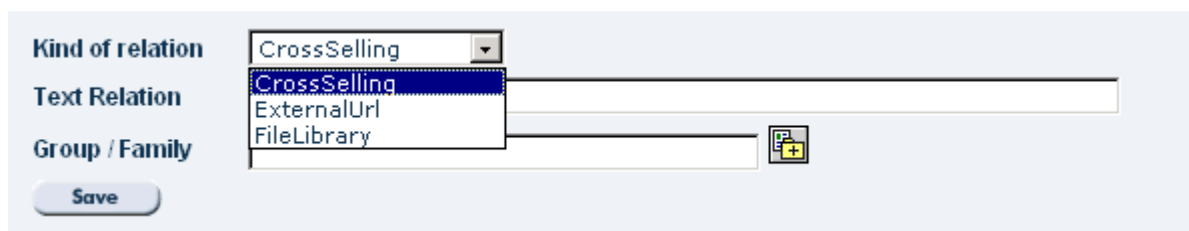
<u>If this box is ticked</u>, the event <u>is</u> displayed at homepage level as top story news.
<u>If this box is not ticked</u>, the event <u>is not</u> displayed as top story news but is still displayed at homepage level if it is the most up-to-date information.

Click on **Related Links** button :

Related links screen
You can now create any kind of related links just by selecting the relevant *Kind of relation*

Kind of relation	CrossSelling ▼
	CrossSelling
Text Relation	ExternalUrl
	FileLibrary
Group / Family	
Save	

CrossSelling : define a link to a group or family in the catalogue
ExternalUrl : define a link to an external internet site page
FileLibrary : will enable you to browse the file library defined in your e-service country site to make a link to any files in it .

Note :
- that means a document has only to be updated once in the File Library, and all the groups and families related to it still keep the link to the updated document.
- By default the *Text relation* that will be displayed on the site is :
  o the Product name, family designation or group designation for *CrossSelling*
  o the typed URL for *ExternalUrl*
  o the selected file name for *FileLibrary* with file type and corresponding icon and size
This text relation can be modified if needed.

4.4 <u>FAQ</u>

<u>Common FAQ repository</u>
Until now, the Frequently Asked Questions (FAQ) section has only been created locally and managed locally.
That could lead to :
- lack of relevant information for some countries
- duplication of FAQ with update issues
- no possibility for the local marketing and communication team to have a complete overview of all the FAQ created by Nexans.

With this new release :
- all the FAQ that have been created in at least 2 e-service country sites have been set visible in all e-service sites (in English and in local languages if available)
- all the FAQ that have been created in only one e-service country site have been set visible in those e-service sites only
- it is now possible to define FAQ as local (only visible in the current e-service country site) or global (visible by all the e-service country sites).

To make FAQ visible to other e-service country site users, the local marketing and communication teams have to update the status of the FAQ from local to global.
Then, if the local marketing and communication teams want these FAQ to be visible to external users, it has to edit them, to translate them, update any local information if needed and put them online.
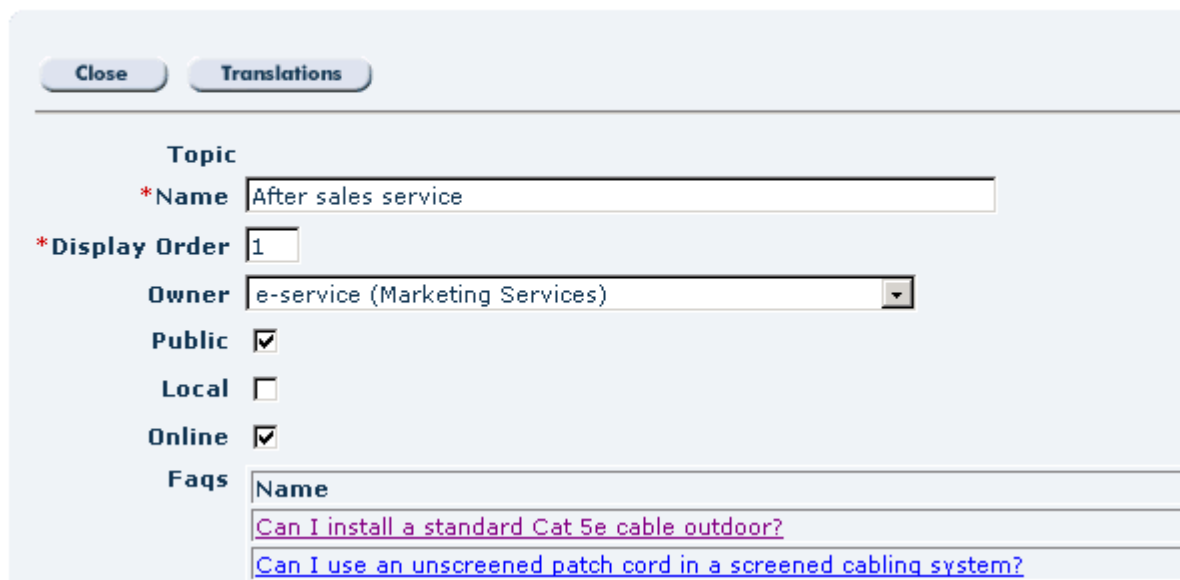
⇒ Go to Nexans Only / Content management / FAQ

Topic List screen

⇒ Select a FAQ directory or a FAQ item

Edit topic screen

Edit Topic

Close	Translations

Topic
*Name After sales service
*Display Order 1
Owner e-service (Marketing Services) ▼
Public ☑
Local ☐
Online ☑
Faqs Name
Can I install a standard Cat 5e cable outdoor?
Can I use an unscreened patch cord in a screened cabling system?

Public : if the box is ticked, the FAQ will be visible to all users. If the box is not ticked, the FAQ is visible only to Nexans internal users.
Local : if the box is ticked, the FAQ will be visible only in the current e-service country site. If the box is not ticked, the FAQ is visible in all e-service country sites, but will be left offline in the other e-service country sites until the local marketing and communication team tick the box Online.

Online : if the box is ticked, the FAQ is visible. If the box is not ticked, the FAQ is not visible .

Owner : If a user sends a mail related to this topic through the Contact form , the mail will be sent to the owner of the topic.

Creation of sub-topics in the FAQ List
It is now possible to create sub-topics in the FAQ list.

⇒ Go to Nexans Only / Content management / FAQ

Topic List screen
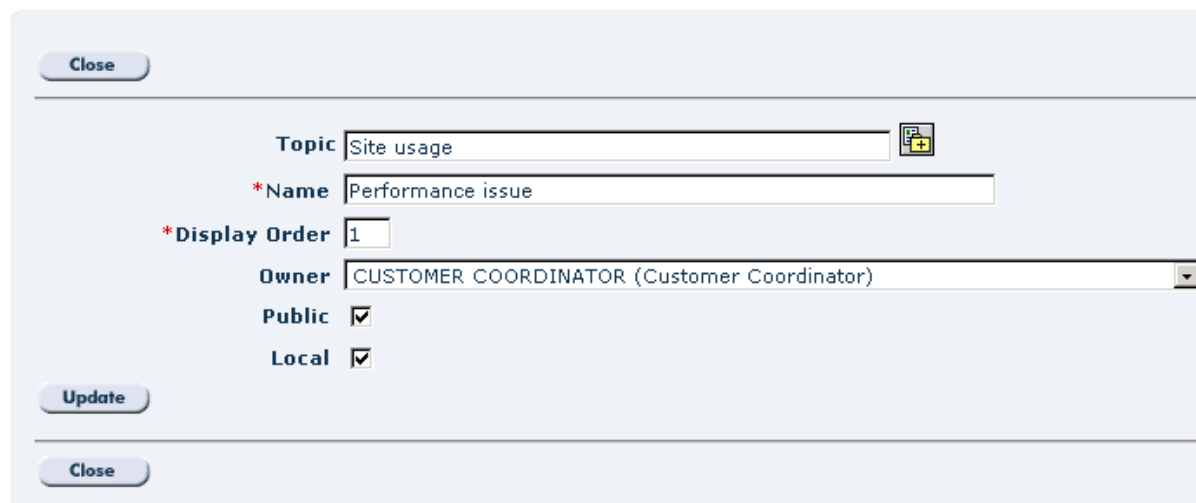
⇒ Click on Create button

Create Topic screen

In the Topic field, you can browse the FAQ hierarchy by clicking on , and select and already created FAQ topic :

Nexans

Create Topic

In this example, a sub-directory Performance issue will be created under the directory Site usage, visible to all users (Public box is ticked) and only relevant to this current e-service site (Local box is ticked).

This will be displayed under the Have a look on FAQ … section :

Display order of the FAQ item in the FAQ List
Since now, the FAQ items were displayed by alphabetical order (which was no sense in Chinese language for instance ..).
It is now possible to choose the display order of the FAQ item.

⇒ Go to Nexans Only / Content management / FAQ

Topic List screen

⇒ Select a FAQ item

A new field is now available : Display Order

Enter the display order of the FAQ (numeric value), then click on "Save" button.

Note : if all the FAQ have "*Display order* = 0" , they are displayed by alphabetical order.

4.5 Need Help items

Common repository
Until now, the Need Help section has only been created locally and managed locally.
That could lead to :
-   lack of relevant information for some countries
-   duplication of Help items with update issues

- no possibility for the local marketing and communication team to have a complete overview of all the Help items created by Nexans.

With this new release :
- all the Help items that have been created in at least 2 e-service country sites have been set visible in all e-service sites (in English and in local languages if available)
- all the Help items that have been created in only one e-service country site have been set visible in those e-service sites only
- it is now possible to define Help items as local (only visible in the current e-service country site) or global (visible by all the e-service country sites).

To make Help items visible to other e-service country site users, the local marketing and communication teams have to update the status of the Help items from local to global.
Then, if the local marketing and communication teams want these Help items to be visible to external users, it has to edit them, to translate them, update any local information if needed and put them online.
Just follow the same procedure as for the FAQ items.

5 Site administration (role : Local E-service Administrator)

5.1 Translation of new fields and texts

Should you need additional support, contact the Competence Center
(cc.eservice@nexans.com)

Note : do not forget to un tick the box Inherited before saving your updates.

⇒ Go to Nexans Only / Catalogue management / Resources files

    CatalogueView
            cvSelectAll=Select all Products
            cvUnselectAll=Unselect all Products
            cvProdInFavorite=Found in following favourite(s)
    ErrorKeys
            a lot of new messages were added
    FileLibrary
            fLocal=Local
            fPublic=Public
            fMasterData=Data Owner
    Icons
            all non images keys
    Mci
            mciRelated=Related Informations
            mciLocal=Local
            mciUsedLocal=This news is online within
            mciMasterData=Data Owner
            mciEventInfo=Event Info
            mciRelateds=Related Links
            mciRelatedRelation=Cross Links
            mciRelation=Kind of Relation
            mciTextRelation=Text Relation
            mciRelatedGroup=Group/Family/Product
            mciURLRelation=URL
            mciFileRelation=File
            mciTranslations=Translations
    Order
            everything for Switzerland and Spain
    Search
            sSearchFor=You Search for
            sText=Text
            sCZone=Commercial Zone
            sSearchScope=Search Scope
            sSearchIn=Search In
            sSearchScopeCatalog=Catalog (full)
            sSearchScopeFamily=Catalog (families names)
            sSearchScopePortal=Portal
            sSearchResult=Search Results
            sCZ=Multiple Commercial Zone Selection
            News=News
            Help=Help
            Faq=Faq
            File=File

sNoRes=No result was found for your search criteria. Don't hesitate to contact us for additional informations.

Support

should be globally reviewed

User

uHomeService=Default HomePage
uUserTeams=User Teams
uCommercialZone=Commercial Zone
uOperationalUnit=Operational Unit
uFrom=From
uFromEmail=Your e-mail
uTo=To
uUnregisterConfirm=Are you sure you want to unregister from eService?

⇒ Go to Nexans Only / Catalogue management / Enumeration types
DedicatedNewsType

⇒ Go to Nexans Only / Content management / Home Services

5.2 Search scope : full catalogue or in family names

You can define at country level which search will be performed at homepage level :
- full catalogue : names, descriptions, synonyms, attached document titles and summary, including brand, standards, …, and all the product references
- or only in the family names, synonyms and references.

The search is performed by default in full catalogue
If you want to perform the search in the family names at homepage level, contact the Competence Center (cc.eservice @nexans.com) to modify the default search scope for your e-service country site.

5.3 Characteristics : short name definition

The characteristics names in some languages can be very long and not fit the limited column width for Product List in the family view and in the generated PDF datasheet.

Example : German language (*this is only a test, it is not actual data*)

It is now possible to define if needed a short name for the characteristics that will be displayed only in the Product List in the family view page and in the generated PDF datasheet.

⇒ Go to Nexans Only / Content management / Home Services

Import/Export screen

⇒ Click on Export button

The following Excel file will be generated where you will be able to update the NAMESHORT field, save the updated excel file and import it in e-service by clicking on the Import button.

KEYWORD	NAME	NAME_de_DE	NAMESHORT
ADMCURPA	Perm. current rating in pipe/air 30° C	zulässige Strombelastbarkeit in Rohr/Luft 30°C	
ADMCURPAF	Permissible current rating in pipe/air 30° C - flat formation	zulässige Strombelastbarkeit in Rohr/Luft 30°C - flach verlegt	
ADMCURPAT	Permissible current rating in pipe/air 30° C - trefoil formatic	zulässige Strombelastbarkeit in Rohr/Luft 30°C - im Dreieck verlegt	
ADMCURPB	Perm. current rating in pipe/buried 20° C	zulässige Strombelastbarkeit in Rohr/Erde 20°C	
ADMCURPBF	Permissible current rating in pipe/buried 20° C - flat format	zulässige Strombelastbarkeit in Rohr/Erde 20°C - flach verlegt	
ADMCURPBT	Permissible current rating in pipe/buried 20° C - trefoil form	zulässige Strombelastbarkeit in Rohr/Erde 20°C - im Dreieck verlegt	
ADMCURPHA	Permanent current rating, phase conductor	Dauerstrombelastbarkeit Phasenleiter	
ADMCURPL	Permanent current rating, public lighting	Dauerstrombelastbarkeit öffentliche Beleuchtung	

If the field NAMESHORT is left blank, the system will displayed the characteristic name as before.