BusinessObjects Enterprise XI Release 2 Publishing Guide

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Introduction to the BusinessObjects Enterprise Publishing Guide

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About this guide

This guide provides you with information and procedures for accessing and using the BusinessObjects Enterprise XI Release 2 Publishing feature.The appearance of BusinessObjects Enterprise can be customized to suit your company's needs. Even though your desktop may look different from the one in this guide, you can still apply many of the procedures described throughout.InfoView is your main user interface for working with reports through BusinessObjects Enterprise. InfoView runs within your web browser and gives you the ability to view, export, print, and schedule reports. Recognized users of BusinessObjects Enterprise can customize a personalized version of InfoView.

Who should use this guide?

This guideis intended for users who work with reports over the Web through BusinessObjects Enterprise. The InfoView interface is designed to facilitate intuitive navigation—you can easily schedule and view reports. Your BusinessObjects Enterprise administrator is generally responsible for configuring, managing, and maintaining a BusinessObjects Enterprise installation, which includes InfoView.For more information about the product, consult the *BusinessObjects Enterprise Administrator's Guide, BusinessObjects Enterprise Getting Started Guide*, and the *BusinessObjects Enterprise Installation Guide*. Online versions of these guides are included in the doc directory of your product distribution. Once you install BusinessObjects Enterprise, they are also accessible from the BusinessObjects Enterprise Launchpad.

Business Objects information resources

For more information and assistance, see "Business Objects Information Resources" on page 35. This appendix describes Business Objects documentation, customer support, training, and consulting services, with links to online resources.

Introduction to Publishing

chapter 2

Overview

This chapter provides a high-level introduction to the new publishing capabilities added with this release to burst Desktop Intelligence documents. Previously, this functionality was provided by the Publisher product, but with this release, the key capabilities have been integrated within the platform. This chapter also provides an overview of the new publication workflow.

What is Publishing?

Traditionally, the process of exporting a Crystal report or Desktop Intelligence document to the platform was known as "publishing." The tools used to do this included Publishing Wizard and the Central Management Console (CMC).

With this release, the concept of publishing includes the process of making reports and documents publicly available for mass consumption. The content of these reports can be distributed automatically via email or FTP, saved to disk, or managed throught the BusinessObjects Enterprise platform for web viewing, archiving, and retrieval, and automated through the use of scheduling.

In addition, single-pass report bursting capabilities have been added within the platform. From within InfoView, you can take a single Desktop Intelligence document and tailor it for different users or *recipients*; schedule a *publication* to run at specified intervals; and send it to a number of *destinations*, including:

- folders in InfoView
- recipients' InfoView inboxes
- recipients' email addresses

Note: Publishing is distinct from Publishing Wizard and Broadcast Agent and Broadcast Agent Publisher.

  - The Publishing Wizard is a Windows-based product that is designed to add documents to the Central Management Server (CMS).
  - Broadcast Agent and Broadcast Agent Publisher were products used in BusinessObjects 6.x. to publish documents.

What is a publication?

A publication is a collection of meta data used to distribute a document to a mass audience. The meta data includes the publication source, its recipients, and the personalization applied. For this release, a publication is based on a single Desktop Intelligence document.

How can publications help?

Publications can help you send information through your organization more efficiently:

- They allow you to easily distribute information to individuals or groups of users and personalize the information each user or group receives.
- They provide delivery of targeted business information to groups or individuals through a password-protected portal, across an intranet, an extranet, or the Internet.
- They minimize database access by eliminating the need for users to send process requests themselves.

New Publishing features

One publishing workflow for all types of publications

To simplify work for a document publisher, the steps to create a publication are always the same, regardless of variations between publications' schedulings, destinations, or formats.

Multiple destinations for a publication

One publication can be published to multiple destinations, so you can distribute publications to recipients via email, InfoView inboxes or folders, files, and FTP servers.

Multiple formats for a publication

When you publish, you have the option of choosing from a number of formats including Adobe PDF, HTML, and Microsoft Excel.

Single-refresh report bursting

Single-refresh report bursting eases pressure on your database by collecting all the information needed for a report in one pass. The source document is refreshed against the database once, and then personalized for each recipient according to your specifications.

Report personalization

From a single source document, you can tailor publications so that each of your recipients receives a publication containing only the data that will be relevant to them.

Schedules for publications

Publishing saves you time by allowing you to specify when you want publications to be sent. Rather than creating multiple publications, you can elect to run a single publication on as many different timelines as you like.

User groups

Publication broadcasts are easier to track, manage, and organize when you group your recipients.

Support for Windows and Unix platforms

Publishing can now be done on both Windows and Unix platforms.

Discussions (formerly called Comments)

The Discussions feature enables you to create notes on publications and other objects in a folder. BusinessObjects Enterprise users who have the appropriate access rights can view the notes and add their own comments to the discussion thread.

Instances (formerly called History)

Recipients can access older instances of publications in a publication's History page. By navigating back and forth between current and past versions of the same report, users can compare the changes that the instances document.

Encyclopedia

Encyclopedia provides business intelligence users with essential information about their reports. It identifies the purpose of the report and which business questions it answers. Encyclopedia also lists and defines the terms used in the report. The result is enhanced ease-of-use and higher end-user adoption; encyclopedia also reduces service calls to IT because all the information users need is built in to the report.

Who uses publications?

There are three categories of users for publications: Publishers, administrators and recipients.

Publishers

Publishers use Publishing to:

- Create publications for distribution.
- Select recipients for publications.
- Apply profiles to publications to tailor the type of information each user group will see.
- Schedule instances of publications.

Administrators

Administrators have the authority to:

- Create profile names and profile targets.
- Assign profiles to specific users or groups.
- Manage mail server configuration.
- Import user and profile information into the system.

Recipients

Recipients use Publishing to:

- Receive publications.
- Subscribe to and unsubscribe from publications.

How are publications produced?

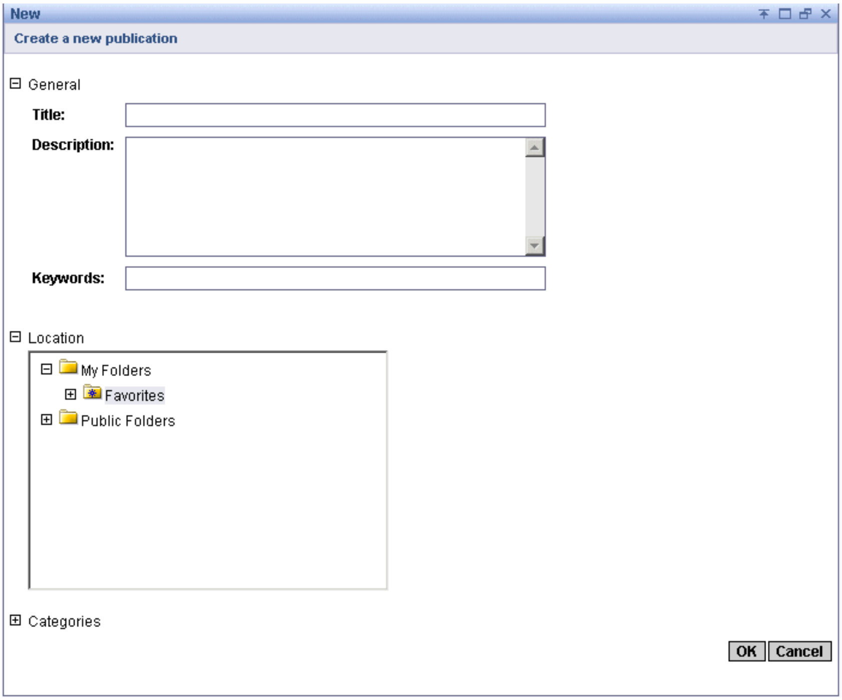
To create a publication for BusinessObjects Enterprise, publishers follows a standard workflow:

- They create a Desktop Intelligence document on which the publication will be based.
- They export the Desktop Intelligence document to the Central Management Server.
- They provide information to define the publication.
- They modify the publication to personalize it for recipients.
- They schedule the publication to run.

For information on how to create Desktop Intelligence documents and export them to the Central Management Server, please refer to the *Desktop Intelligence User's Guide*.

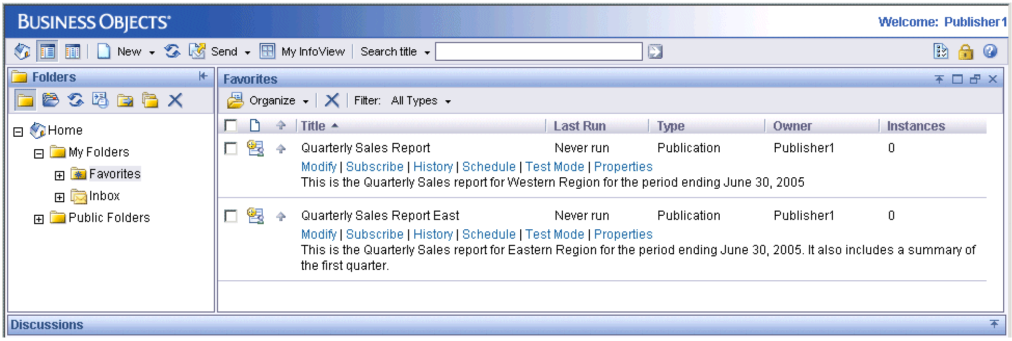
Defining a publication

Defining a publication is the first step a publisher takes to create a publication from within InfoView.



At a minimum, all publications require a title. The publisher can also include a description, keywords, a location, and categories to define the publication. The goal in this part of the workflow is to make the publication easy to locate.

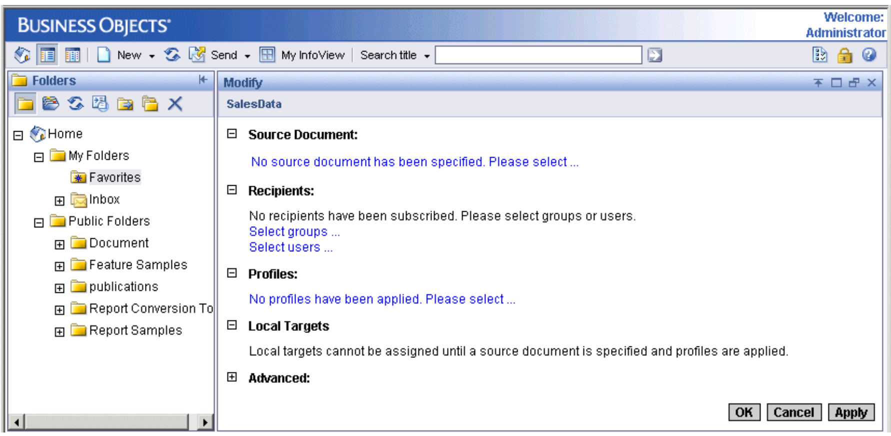
After the publication is defined, users can see it in InfoView. The example which follows shows two publications created in the publisher's Favorites folder.



For more information on how to define a publication, see "Defining a publication" on page 28.

Modifying a publication

After a publication is defined, it can be modified from the publication's Modify page in InfoView.



Publications must be modified at least once. In this part of the workflow, you will specify a source document for the publication, define groups or individual users as its recipients, and apply profiles to personalize the data that is sent to each recipient.

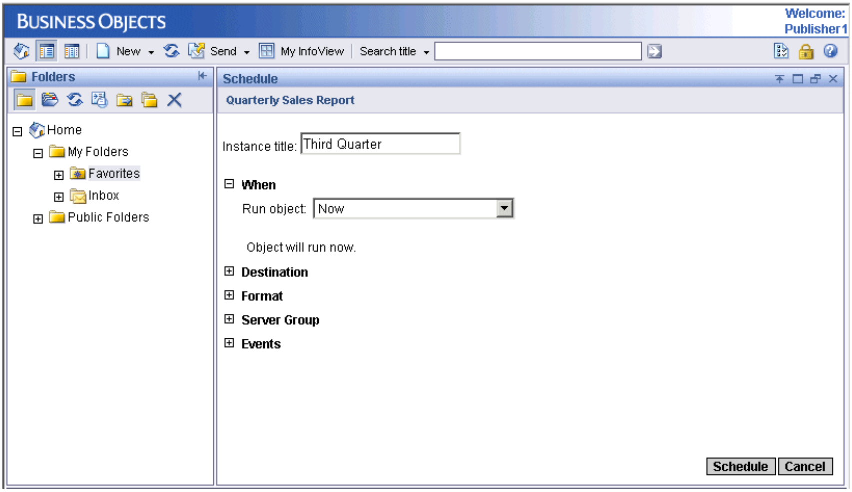
For more information on defining elements in the Modify page, see "Modifying a publication" on page 28.

Scheduling a publication

After a publication is defined and modified, you can schedule it to run from the Schedule page for the publication in InfoView.

In the scheduling phase, the publisher will give the publication instance a title and specify how often to run the publication from available recurrence patterns.

Note: Which run options and parameters are available depends on the recurrence pattern you select. In many cases the same parameters appear, such as start and end dates. The names of the recurrence patterns, options, and fields are generally self explanatory, but for a complete description, see "Recurrence patterns" on page 30.

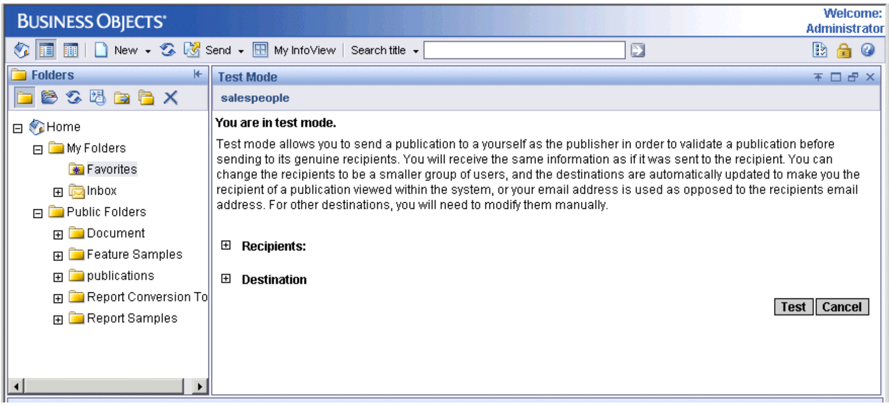


In the scheduling portion of the workflow, a publisher will also choose a format to send the publication in, the server on which to schedule it, and the destination or destinations for the publication. The default is to publish to the folder in which the publication was created, but you can also choose to send the publication to a recipient's email, InfoView inbox, to a file location or FTP server.

For more information on places to send your publication instances, see "Destinations" on page 31.

Testing a publication

Publishing provides a test mode that allows you to send a publication to yourself or a small group of recipients in order to validate the information and see it exactly as the larger group of recipients will. Publication testing is done on the Test Mode page.



Creating Publications

3

chapter

Overview

This chapter explains how to use the Create a new publication page in InfoView to:

- Give a title to a new publication.
- Add descriptive text about the publication.
- Choose the location to store the publication details.
- Select a category for the publication.

Before you start

Before creating a publication, you will need to:

- Create or have access to the Desktop Intelligence document that the publication will be based on.
- Ensure you have rights within the system to modify, edit, set destinations, and schedule publications. These rights are granted by the BusinessObjects Enterprise administrator.
- Ensure that profiles can be assigned to publications. These profiles are set by the BusinessObjects Enterprise administrator.

  If you want to apply profiles to a Desktop Intelligence document so that each recipient receives only the information that is relevant to him or her, you can create the filters in your report beforehand. This is an optional step that enables you to check the results before you apply them to the publication.

For more information on rights and profiles, contact your administrator or refer to the *BusinessObjects Enterprise Administrator's Guide*.

Creating a Desktop Intelligence document

Publishing uses standard Desktop Intelligence documents. These documents, which have a .rep extension, were formerly called BusinessObjects documents. For information on how to create Desktop Intelligence documents, see the *Desktop Intelligence User's Guide*.

Note: A publication no longer requires a universe query and the document does not need to be sectioned.

Tip: To gain maximum benefit from single-refresh report bursting, divide the document into tabbed sections, where each section represents a part of the document that may be exposed to, or concealed from, different groups of users.

Exporting a Desktop Intelligence document

Before a Desktop Intelligence document can be published via Publisher, it must reside in the Central Management Server (CMS). For information on how to export Desktop Intelligence documents to the CMS, see the *Desktop Intelligence User's Guide*.

Defining a publication

The first step of creating a publication is to define it.

▶ **To define a new publication**

1. Log into InfoView.
2. Click **New**, and then select **Publication.**

   The Create a new publication page appears.
3. Type the name for your publication in the **Title** field.

   Note: This is the only required field; the remaining fields are optional.
4. Type a summary of your publication in the **Description** field.
5. Type terms in the **Keywords** field; these help users locate your publication.
6. Select where the publication details and parameters will be stored from the **Location** field.

   Note: If you don't specify a location, the details will be stored in your Favorites folder.

   Tip: If you want to distribute the publication to the default location, you will need to change the Location field to be a folder that all recipients are able to access.
7. Expand **Categories** and select any that describe your publication.

For more information on the fields in the Create a new publication page, see "Defining a publication" on page 28.

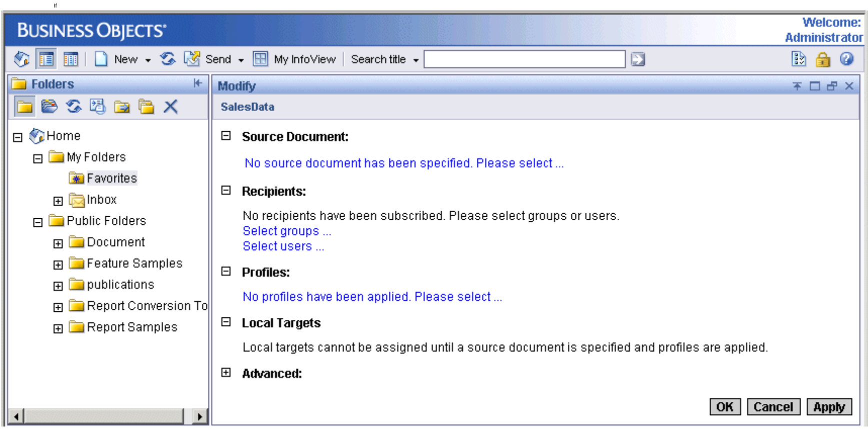
Modifying a publication

After a publication is defined in InfoView, it can be modified.

To modify a publication

1. Locate the publication in InfoView.
2. Click **Modify** on the line beneath the publication's title.

   The Modify page appears:



3. Select a source document.
   - Click **No source document has been specified. Please select...** if this is your first time modifying a document.
   - Click **Select a different source if desired...** to change a source that has previously been defined.
4. Locate and click the document you want. Click **OK**.
5. Select the recipients for your publication.
   - To add groups:
     a. Click **Select Groups**.
     b. Click a name from the **Available Groups** list.
     c. Click the right arrow button.

        The name of the group you selected will appear in the **Subscribed Groups** box.

     Note: You can change the groups on your subscription list at any time by clicking **Add or remove groups if desired ...** in the Modify page.

- To add users:
  a. Click **Select Users**.
  b. Click a name from the **Available Users** list.
  c. Click the right arrow button beside the **Included Users** box.

  Note: You can change the users on your subscription list at any time by clicking **Add or remove users if desired ...** in the Modify page.
- To exclude users:
  a. Click **Select Users**.
  b. Click a name from the **Available Users** list.
  c. Click the right arrow button beside the **Excluded Users** box.

  Note: The Exclude Users function is **not** a security feature. When you exclude users, it is for the convenience of people for whom your publication will not be relevant. Excluded users can view the publication if they decide to subscribe to it and they have the rights to do so.

6. Apply profiles to your publication.
   a. Click **No profiles have been applied. Please select...** to choose the profiles for the publication.
   b. Select the profile or profiles to use.
   c. Click the right arrow button beside the **Applied Profiles** field.

      Note: You can change the profiles you have applied to your publication at any time by clicking **Add or remove profiles if desired ...** in the Modify page.

   For more information on profiles, see "Profiles" on page 28.
7. Choose the local target to apply to the profile or profiles applied to your document.
   a. Click **Assign local targets if desired ....**
   b. Select a profile.
   c. Type the name of the local target in the **Object** field, and then click **Add**.

      Note: The value in the Object field is case sensitive. It must match exactly with the column name in your Desktop Intelligence report.

      Note: You can change the local targets you have applied to your profiles at any time by clicking **Modify local targets if desired ...** in the Modify page.

   For more information on targets, see "Profile targets" on page 29.

8. Expand **Advanced** to choose a method of profile resolution and check which users will recieve the complete publication.

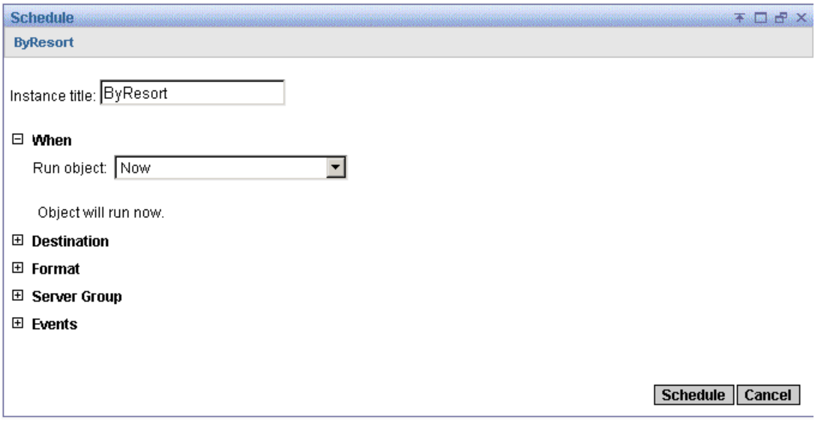
   For more information on profile resolution, see "Profile resolution" on page 29.

Scheduling a publication

▶ **To schedule a publication**

1. Locate the publication in InfoView.
2. Click **Schedule** on the line beneath the publication's title.

   The Schedule page appears:



3. Enter a name for the publication instance in the **Instance title** field.
4. Select how often to run the publication from the **Run object** list under **When**. See "Recurrence patterns" on page 30 and "Run options and parameters" on page 30 for more information.
5. Select where to send the publication.
   a. Expand **Destination**.
   b. Select a destination from the **Destination** list, and then click **Add**.
   c. Complete the additional required fields that appear based on your destination choice.

      See "Destinations" on page 31 for an explanation of the different fields.

6. Select the format for the publication.

   Note: For greater security, choose Adobe Acrobat format. If you choose Desktop Intelligence format and schedule to an unmanaged destination, a recipient can remove any filter that has been applied and view every other recipient's data.

7. If you want to modify the server used to process the publication, expand **Server Group**. If not, skip to step 8.
   - To give preference to a server group:
     a. Click **Give preference to servers belonging to the selected group**.
     b. Select the server group from the list.
   - To use only a specific server group:
     a. Select **Only use servers belonging to the selected group**.
     b. Select the server group from the list.

8. If you want to schedule with events, expand **Events**. If not, skip to step 9.
   a. Choose an **Event to wait for** from the **Available Events** list and click the right arrow.
   b. Choose an **Event to trigger on completion** from the **Available Schedule Events** list and click the right arrow.

      For more information on Events, see "Events" on page 31.

9. Click **Schedule**.

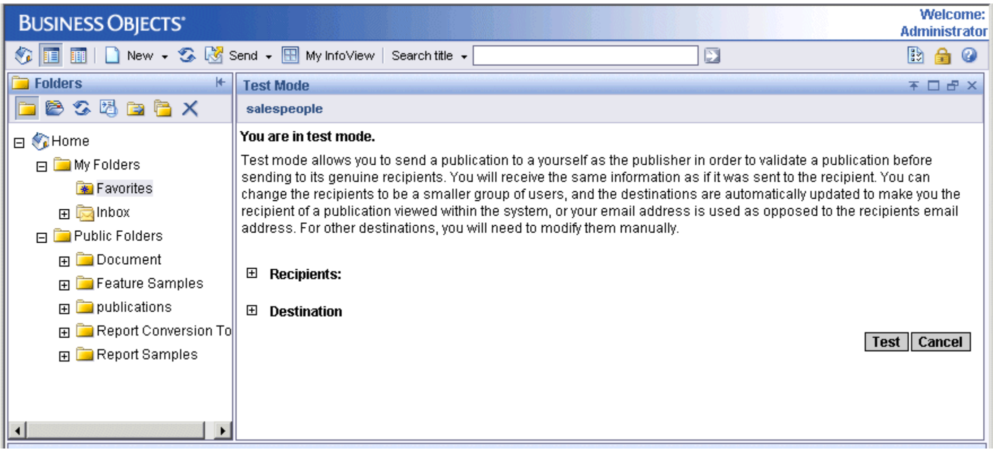
Testing a publication

Publisher allows you to test that your publication is working properly by sending it to your email rather than to the recipients you have specified.

▶ To test the publication

1. Locate the publication you want to test in InfoView.
2. Click **Test Mode** on the line beneath your publication's title.

   The Test Mode page appears.



3. Expand **Recipients**.
4. Click **Add or remove groups if desired ...** or **Add or remove users if desired ...**
   - To add a group or user:
     a. Select name from the **Available Groups** or **Available Users** list.
     b. Click the right arrow to move the selected group or user to the **Subscribed Groups** or **Subscribed Users** list.
   - To remove a group or user:
     a. Select name from the **Subscribed Groups** or **Subscribed Users** list.
     b. Click the left arrow to remove the group or user from your subscription list.
5. Expand **Destination** to select the destination for the test publication. See “Destinations” on page 31 for an explanation on the choices.
6. Click **Test.**

Publishing Reference

chapter 4

Overview

This chapter provides more detailed information on some of the concepts introduced in chapters three and four.

Defining a publication

At a minimum, publications require a title. A publisher can also include any or all of the following when defining the publication:

Description—A document's description is visible in InfoView and can make it easier to locate a document if the names of several publications are similar.

Keywords—When a publisher assigns well-chosen keywords, the publication will be easier for users to locate.

Location—The publisher can specify a location where the details of the publication are stored. If a location is not specified, the publication details will be stored in the publisher's Favorites folder.

Category—The publisher can assign one or more categories to the publication to make it easier for users to search for it. If a category isn't specified when the publication is created, it is not assigned a category.

Modifying a publication

When you modify a publication, you are completing two actions:

Specifying a source document for the publication—The source of the publication can be any Desktop Intelligence document from the CMS that publisher has access to.

Defining the recipients for the publication—The publication's publisher can select either groups or individual users to be recipients. The publisher also can exclude specific users who are part of a group.

Profiles

A publisher can choose to personalize the data that is sent to each recipient by assigning profiles to a publication.

Profiles are created by the BusinessObjects Enterprise administrator.The administrator also adds users or groups to the profile and adds profile values for the user or group.

In addition, a publisher has the option to choose the method of profile resolution used for the publication and see which recipients will receive the complete publication.

Profile targets

Profile targets link a profile to a universe object or document variable which can have a restriction applied to it within a report. There are two types of profile targets: global and local.

Local targets are defined by a publisher against a variable within a document. They permit a publisher to define the mapping for the publication source document and provide greater flexibility in publishing reports for universes that do not have global targets defined, or non-universe based reports.

Global targets are defined by the administrator against an object in a universe. For instance, a user may have been assigned a Region profile and a profile value defined as “=North.” Global profiles allow the administrator to define mappings between the generic profile object (Region in this case) and an object within a universe. When the publication is processed, this profile object will allow the profile target to be filtered based on the profile value assigned to the user. The administrator must have assigned profiles and profile values to users/groups if the publication is to be personalized. By defining global filters, an administrator allows profile mapping to be used for all reports based on the universe for which a profile target has been defined.

For more information on local and global targets, please refer to the *BusinessObjects Enterprise Administrator’s Guide*.

Profile resolution

When you are modifying a publication, you can choose between two methods of profile resolution: Tree Walk or Walk and Merge. Tree Walk is the default.

As it is possible for users to be assigned more than one profile, Tree Walk traverses the user and group hierarchy to determine applicable profiles. User profiles have precedence over group profiles, and inner group profiles have precedence over outer group profiles for duplicate profile names. Each branch of the tree will generate a bursted report.

A publisher may also see which recipients will receive the complete publication. This is important because it is possible that some users or groups do not have a profile assigned to them; in such a case, those recipients may view publications containing information that has not been filtered for them. To correct this situation, contact the system administrator.

Recurrence patterns

When you schedule an object, you choose the recurrence pattern that you want. Some of the recurrence patterns available in Publishing are:

Once—The object will be run only once. It can be run now or in the future, or when a specified event has occurred.

Hourly—The object will be run every hour. You specify at what time it will start, as well as a start and end date.

Daily—The object will be run every day. It can be run once or several times a day. You can specify at what time it will run, as well as a start and end date.

Weekly—The object will be run every week. It can be run once a week or several times a week. You can specify on which days and at what time it will run, as well as and a start and end date.

Monthly—The object will be run every month or every several months. You can specify on which days of the month and at what time it will run, as well as a start and end date.

Calendar—The object will be run on the dates specified in a calendar that has previously been created.

Run options and parameters

After you schedule an object, you will decide on the parameters under which it will run. Not all parameters apply in all cases, but when they apply, their function is the same.

Run

This list always appears, but the options vary depending on which recurrence pattern you select.

For example, if you select Daily, you can select to run the object “Once each day” or “Every X day(s).” If you select Monthly, you can choose to run the object “On the Nth day of the month” or “On the first Monday of the month.” To see all the Run options for a recurrence pattern, refer to the software.

X and N variables

Applies to certain Daily and Monthly recurrence patterns only. When you select a Run option that contains these variables, the system displays their default values. You can then changes these values as needed.

For example, if you select the Daily recurrence pattern and the “Every X hour(s), N minute(s)” Run option, you could specify to run the report every 4 (X) hours and 30 (N) minutes. If you don’t change the X or N value, the system will run the report every hour.

Events

When you schedule a publication with events, the object will be run only when the additional condition (that is, the event) occurs. You can tell an object to wait for any or all of the three event types: file-based, custom-based, and schedule-based. If you want a scheduled object to trigger an event, you must choose a schedule-based event.

Note: A file-based event is triggered upon the existence of a specified file. A custom-based event is triggered manually. A schedule-based event is triggered by another object being run.

Scheduling objects based on an event

When you schedule an object that waits for a specified event, the object will run only when the event is triggered, and only when the rest of the schedule conditions are met. If the event is triggered before the start date of the object, the object will not run. If you have specified an end date for this object, and if the event is not triggered before the end date occurs, the object will not run because not all of the conditions will have been met. Also, if you choose a weekly, monthly, or calendar schedule, the object will have a specified time frame in which it can be processed. The event must be triggered within this specified time for the object to run. For example, if you schedule a weekly report object that runs every Monday, the event must be triggered within the 24-hour period on Monday; if the event is triggered outside of the 24-hour period, then the report will not run.

Scheduling objects to trigger an event

You can also schedule an object which triggers a schedule-based event upon completion of the object being run. When the object is run, BusinessObjects Enterprise will trigger the specified event. For a schedule-based event, if the event is based on the instance being run successfully, for example, the event won't be triggered if the instance fails. For further information on events and for a sample scenario on when you would use a schedule-based event, see the BusinessObjects Enterprise Administrator's Guide.

Destinations

When you schedule a publication, you can choose to send it to the following destinations:

Default—If you choose default as the destination, the publication is accessible from the folder in which it was created.

Note: If you distribute a publication to the default location or a shortcut to a recipient inbox, you must select a folder that is accessible to all recipients as the publication's location.

Inbox—If you choose Inbox as the destination, the publication is sent to the recipient InfoView inbox. For the Inbox destination, you have these choices:

- to use the Job Server's defaults or deliver objects to each user
- to have the target name automatically generated, to enter a specific name for it, or to choose from a list of placeholders
- to have the publication sent as a shortcut or as a copy
- to clean up the instance after scheduling

Email—If you choose email as the destination, the publication is sent to the email address specified for the user in the Central Management Console. For email recipients, you need to complete the **From** field. You also have these choices:

- to use the Job Server's defaults or deliver objects to each user
- to complete the **Cc** field
- to enter the subject or select a placeholder to use for this field
- to enter text in the **Message** field to be delivered with your publication. You can also choose from a list of placeholders to use in the **Message** field.
- to add your publication as an attachment rather than send it in the body of the email
- to have the attachment name automatically generated, to enter a specific name for it, or to choose from a list of placeholders
- to clean up the instance after scheduling

For the email destination to work, the BusinessObjects Enterprise administrator must have configured the email destination on the Desktop Intelligence Job Server. For more information, see the *BusinessObjects Enterprise Administrator's Guide*.

File location—If you choose file location as the destination, you must enter the directory for your publication. You also have these choices:

- to use the Job Server's defaults or deliver objects to each user
- to have the file name automatically generated, to enter a specific name for it, or to choose from a list of placeholders. If you select a specific name, you can also choose to add a file extension
- to enter a user name and password to access the file location
- to clean up the instance after scheduling

If the option "Use the Job Server's default" is selected, the BusinessObjects Enterprise administrator must have configured the Unmanaged Disk destination on the Desktop Intelligence Job Server. For more information, see the *BusinessObjects Enterprise Administrator's Guide*.

FTP server—For FTP server, complete the **Host** field. You also have these choices:

- to specify a port number, a User name and password, and an account
- to enter a directory name or to select a placeholder to use for this field
- to have the file name automatically generated, to enter a specific name for it, or to choose from a list of placeholders. If Specific name is selected, you can also choose to add a file extension.
- to clean up the instance after scheduling

If the option “Use the Job Server’s default” is selected, the BusinessObjects Enterprise administrator must have configured the FTP destination on the Desktop Intelligence Job Server. For more information, see the *BusinessObjects Enterprise Administrator’s Guide*.

Note: Each destination (except for Default) offers you the option of using the Job Server defaults; as well, you can opt to deliver objects to each user. Delivering objects to each user is a new option for publications; in effect, it allows you to decide who gets the content—you or your recipients.

For more information see the *BusinessObjects Enterprise Administrator’s Guide*.

Business Objects Information Resources

appendix

A

Documentation and information services

Business Objects offers a full documentation set covering its products and their deployment. Additional support and services are also available to help maximize the return on your business intelligence investment. The following sections detail where to get Business Objects documentation and how to use the resources at Business Objects to meet your needs for technical support, education, and consulting.

Documentation

You can find answers to your questions on how to install, configure, deploy, and use Business Objects products from the documentation.

What's in the documentation set?

View or download the *Business Objects Documentation Roadmap*, available with the product documentation at http://www.businessobjects.com/support/.

The Documentation Roadmap references all Business Objects guides and lets you see at a glance what information is available, from where, and in what format.

Where is the documentation?

You can access electronic documentation at any time from the product interface, the web, or from your product CD.

Documentation from the products

Online help and guides in Adobe PDF format are available from the product Help menus. Where only online help is provided, the online help file contains the entire contents of the PDF version of the guide.

Documentation on the web

The full electronic documentation set is available to customers on the web from support web site at: http://www.businessobjects.com/support/.

Documentation on the product CD

Look in the docs directory of your product CD for versions of guides in Adobe PDF format.

Send us your feedback

Do you have a suggestion on how we can improve our documentation? Is there something you particularly like or have found useful? Drop us a line, and we will do our best to ensure that your suggestion is included in the next release of our documentation: documentation@businessobjects.com.

Note: If your issue concerns a Business Objects product and not the documentation, please contact our Customer Support experts. For information about Customer Support visit: http://www.businessobjects.com/support/.

Customer support, consulting and training

A global network of Business Objects technology experts provides customer support, education, and consulting to ensure maximum business intelligence benefit to your business.

How can we support you?

Business Objects offers customer support plans to best suit the size and requirements of your deployment. We operate customer support centers in the following countries:

- USA
- Australia
- Canada
- United Kingdom
- Japan

Online Customer Support

The Business Objects Customer Support web site contains information about Customer Support programs and services. It also has links to a wide range of technical information including knowledgebase articles, downloads, and support forums.

http://www.businessobjects.com/support/

Looking for the best deployment solution for your company?

Business Objects consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in relational and multidimensional databases, in connectivities, database design tools, customized embedding technology, and more.

For more information, contact your local sales office, or contact us at:

http://www.businessobjects.com/services/consulting/

Looking for training options?

From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. Find more information on the Business Objects Education web site:

http://www.businessobjects.com/services/training

Useful addresses at a glance

Address	Content
Business Objects product information http://www.businessobjects.com	Information about the full range of Business Objects products
Product documentation http://www.businessobjects.com/support	Business Objects product documentation, including the Business Objects Documentation Roadmap
Business Objects Documentation mailbox documentation@businessobjects.com	Send us feedback or questions about documentation
Online Customer Support http://www.businessobjects.com/support/	Information on Customer Support programs, as well as links to technical articles, downloads, and online forums
Business Objects Consulting Services http://www.businessobjects.com/services/consulting/	Information on how Business Objects can help maximize your business intelligence investment
Business Objects Education Services http://www.businessobjects.com/services/training	Information on Business Objects training options and modules

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