AskQUT – TRIM Integration: User Documentation

Prepared by: Thomas Purnell #80206
Created: 5th June 2013

Summary
This document provides an overview on how to use the AskQUT-TRIM integration to submit records directly to TRIM from AskQUT, for current users of the AskQUT and TRIM systems. The process is very similar to the current Outlook to TRIM process and will be familiar to current TRIM users.

Requirements
In order to use the integration, the following are required:

- AskQUT software installed,
- AskQUT profile configured for TRIM (email askqut.support@qut.edu.au to request this),
- TRIM software installed,
- TRIM write permission.

If you do not have access to AskQUT or TRIM, you will not be able to utilise the AskQUT-TRIM integration.
TRIM from AskQUT

For TRIM enabled AskQUT accounts, a new TRIM button will appear on your incident workspace. If you do not see this button after opening an incident, then your account has not been enabled for TRIM.

Click the TRIM button to start the TRIM process.

Once you have clicked the TRIM button it will change colour to let you know that TRIM is busy. If the incident has attachments, it may take up to 30 seconds before the next step occurs as the attachments are downloaded. The button will not respond to additional clicks while in the busy state.
You will be prompted to select a record type for the new TRIM record. Select as you would when trimming from Outlook, and click OK.
The record properties form will appear. Fill the form as per normal and click OK.
Once the incident has been submitted to TRIM a confirmation dialog will appear. Click OK to return to the AskQUT incident view. The record has now been saved to TRIM.

If there is a problem saving the incident to TRIM or you cancel the process at any stage you will be shown this dialog instead and the record will not be saved to TRIM.