



Tech Info Library

Support Professional Solution Series: Description (11/96)

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Security: Everyone

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TOPIC -----

This article provides a description, system requirements, and part numbers for Apple Computer's Support Professional Solution Series.

For detailed ordering instructions including ordering by purchase order, see the TIL article "How To Order The Support Professional Solution Series"

DISCUSSION -----

Apple's Support Professional Solution Series is a comprehensive solution for anyone who supports users of Apple technologies.

Offering a wealth of Apple support information and assistance through a wide range of delivery methods, Support Professional helps you reduce training costs, improve response time, and manage support resources more efficiently. It frees you to spend more time analyzing long-term strategies instead of dealing with day-to-day crises. It also brings you up to speed on new products and technologies so you can anticipate their impact on support operations.

Support Professional covers the complete technical-support cycle, from readiness to response. The Support Briefing System helps you prepare for new technologies with quarterly CD-ROM discs, followed by teleconferences where your questions on emerging Apple Technologies are answered in real time by Apple engineers.

The Support Information System gives you access to the Apple Support Library for thorough answers to technical problems. This includes a searchable version of the Technical Information Library, a subset of the same database used by Apple Authorized Service Providers and support technicians at SOS-APPL. It's supplemented by bimonthly CD-ROM discs containing Apple product information and software; news-letters for support personnel; Apple data sheets; and the Support Notices! e-mail service, which provides up-to-the-minute bulletins on hot and emerging support issues.

The Skill Module System helps new support personnel and key users come up to speed through self-paced training on Apple technologies. You can use its Skill Module Library as is or configure a custom learning package with its Skill Module Developer Kit.

There are two Support Professional Solution Series to choose from: the 500 Series and the 700 Series. With the 700 Series, you get direct, unlimited access to senior Apple support engineers through the toll-free Support Professional Escalation Line.

Support Professional is a cross-platform solution, with all client software and the Skill Module Library supported on both Macintosh and Microsoft Windows software-based systems.

Features

Comprehensive support information

- Receive regular information on the latest Apple technologies
- Access CD-ROM-based and network-based support databases
- Participate in teleconferences with Apple technical experts
- Receive up-to-the-minute support bulletins via e-mail
- Get immediate assistance from Apple support engineers through a telephone hotline (700 Series only)

Efficient delivery

- CD-ROM mailings
- E-mail newsletters and bulletins
- Teleconferences
- Fax service

Customization and scalability

- Select the level of Apple support information you need
- Expand your number of users easily
- Access support information from a Macintosh or Microsoft Windows software-based system

Technical Specifications

System Requirements

Support Information System Server

- 68040-based Macintosh, Power Macintosh, or Apple Workgroup Server system
- 8MB of RAM (12MB required for AppleShare 4.x software; 16MB required for AppleShare Pro software)
- System 7.0.1 or later (A/UX 3.1 or later if running on an Apple Workgroup Server 95)
- Hard disk with approximately 10MB of available space for AppleSearch software (100MB if indexes are stored), plus space for subscriber-added content and indexes
- CD-ROM drive (additional drives recommended for mounting and sharing other

Apple

- support CD-ROM discs such as the Apple Software Archive CD)
- Optional: AppleShare 3.0.3, 4.x, or AppleShare Pro
- To obtain Internet access for Wide Area Information Server (WAIS) searches, only the Support Information System Server needs to be connected to the Internet

Support Information System Client (Macintosh)

- 68020-based or later Macintosh system
- 4MB of RAM
- System 7.0.1 or later
- Hard disk with 2MB of available space
- A compatible monitor
- AppleTalk network connection to the server (client does not require a direct Internet connection to access Internet services through the server)

Support Information System Client (Windows)

- 386-, 486-, or Pentium-based computer
- 8MB of RAM
- Windows 3.1, 3.1.1, or Windows for Workgroups 3.11 software
- Hard disk with 6MB of available space
- A compatible monitor

Support Briefing System Viewer (Macintosh)

- 68020-based or later Macintosh system (68030 or later recommended)
- 8MB of RAM
- System 7.0 or later, with QuickTime and Color QuickDraw installed
- Hard disk with 330K of available space
- Monitor with at least 16 levels of gray (256 colors or more recommended)
- CD-ROM drive

Support Briefing System Viewer (Windows)

- 25-MHz 80386-based computer
- 4MB of RAM (8MB recommended)
- MS-DOS 5.0 or higher software
- Microsoft Windows 3.1.1 or higher software
- Hard disk with 3MB of available space
- VGA color monitor (256-color VGA adapter recommended)
- QuickTime for Windows software (provided)
- Compatible sound adapter
- Mouse
- CD-ROM drive

Skill Module Builder and Packager

- 68020-based or later Macintosh system
- 8MB of RAM
- System 7.1 or later
- Hard disk with 1MB of available space
- Monitor with at least 16 levels of gray (256 colors or more recommended)
- QuickTime software (provided)
- Sound Manager software (provided)
- Optional: Microphone, CD-ROM drive, printer

Skill Module Player and Apple Skill Module Library (Macintosh)

- 68020-based or later Macintosh system
- 8MB of RAM
- System 7.1 or later
- Hard disk with 1MB of available space for the application and 10K per user for logging and progress tracking; 10MB of additional free space required to install complete library
- Monitor with at least 16 levels of gray (256 colors or more recommended)
- CD-ROM drive (not required for server access)
- QuickTime software (provided)
- Sound Manager software (provided)
- Optional: Printer

The Apple Skill Module Library can also be provided to users over a network.

Skill Module Player and Apple Skill Module Library (Windows)

- 25-MHz 80386-based computer
- 4MB of RAM (8MB recommended)
- MS-DOS 5.0 or higher software
- Microsoft Windows 3.1.1 or higher software
- Hard disk with 3MB of available space for the application and 10K per user for logging and progress tracking; 8MB of additional free space required to install complete library
- VGA color monitor with 256-color VGA adapter
- QuickTime for Windows software (provided)
- Compatible sound adapter
- Mouse
- CD-ROM drive (not required for server access)
- Optional: Printer

The Apple Skill Module Library can also be provided to users over a network.

Ordering Information

Support Professional Solution 501

Order No. M3845LL/A

- One copy of the Base Module, which includes:
 - Support Information System Server Kit
 - Apple Support Library CD subscription
 - Apple Skill Module Library
 - Skill Module Developer Kit
- One copy of the Access Module, which includes:
 - Access Module User Guide
 - Support Briefing System Viewer software
 - Support Information System Client software
 - Briefing CD and teleconference subscription
 - Subscriptions to Support Journal, Support Notices!, Information Alley, and data sheets

Support Professional Solution 701

Order No. M3849LL/A

- Same as 501, plus access to the Apple Support Professional Escalation

Line

Support Professional Solution 703

Order No. M3850LL/A

- Includes three copies of the Access Module

Support Professional Solution 705

Order No. M3851LL/A

- Includes five copies of the Access Module

Support Professional Access Module 700

Order No. M3848LL/A

- Additional Access Module for use with any 700 Series package

Component Extensions and Upgrades

Support Information System Server Kit (for setting up additional SIS server, includes; Support Library CD, Software Archive CD and Extras CD) Order No. M3854LL/A

Escalation Line Extended Hours (Available only with 700 Series packages)

Order No. M3853LL/A

Product specifications are subject to change. Check with your Apple reseller for the most current information about product specifications and configurations.

For more information on Support Professional, call: 1-800-745-2775 or visit our website at <http://support.info.apple.com/SPP/SPP.html>.

Article Change History:

20 Nov 1996 - Added information to SIS Server kit.

10 Apr 1996 - Corrected minor typo.

05 Apr 1996 - Updated with latest package information.

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