

Agenda
Support Sub Team – Angel Implementation
08/18/08

1. On screen demonstration of knowledge base software – Dale Longbine
2. On screen demonstration of Angel classes developed in the sub team
3. On screen demonstration of Angel classes from Pearson Publishing
4. Next meeting: Tuesday, 09/02?
5. What else?

Action items for next time:

Develop format for FAQ/knowledge base items

Begin developing FAQ list (even items we don't know the answer to yet)

Look at the support features document (Bill Siddens)