Product Evaluation – Technical and Integration

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| Number | Area | Question |
|  | General | Does your product have open API / Web Services for custom integration? Describe in detail how the integration functions. |
|  | General | Does the use of integrations or custom APIs affect licensing? |
|  | General | Please provide us with a list of products and services that you integrate with out of the box. |
|  | General | What mobile platforms are supported? Include specific operating systems and versions. |
|  | General | Do you provide a mobile app? For what platforms? |
|  | General | Do you have the ability to configure the idle user logoff time? |
|  | General | List the browsers and minimum versions your product supports. |
|  | General | Is functionality impaired on certain browsers? If so, please list browsers that have limited functionality. |
|  | General | Does your product have a thick client? |
|  | General | How does your product support single sign-on? |
|  | General | Describe your products database technology platform. |
|  | General | Describe your products ability to add custom fields. |
|  | General | Describe your products data structure. |
|  | General | Describe how your workflow can integrate with third-party products / solutions. |
|  | General | What areas does your product provide external data feeds (RSS / XML) to display on disparate systems? |
|  | General | Describe your products ability to support a multi-tenant structure with multiple support units having different product configuration needs. |
|  | General | How does your product offer integration with Microsoft System Center Configuration Manager? |
|  | General | How does your product offer integration with Unified Communications infrastructure? |
|  | General | How does your product offer integration with Microsoft System Center Operations Manager? |
|  | General | How does your product offer integration with Computer Telephony Interface (CTI)? |
|  | General | How does your product offer integration with Cisco Contact Center? |
|  | General | How does your product offer integration with Solar Winds? |
|  | General | How does your product offer integration with Pinnacle Communications Management Solution? |
|  | General | How does your product offer integration with LightSpeed Retail Point of Sale System? |
|  | General | How does your product offer integration with Microsoft Orchestrator? |
|  | General | How does your product offer integration with Daptiv Project and Portfolio Management Software? |
|  | General | How does your product offer integration with Ellucian Colleague Financial Systems (formerly Datatel)? |
|  | General | How does your product offer integration with Cisco Network Management Tools? |
|  | General | How does your product offer integration with iTop CMDB? |
|  | General | How does your product offer integration with Active Directory Authentication and Security Groups? |
|  | General | How does your product offer integration with Microsoft Client Access Service? |
|  | General | How does your product offer integration with Microsoft Exchange? |
|  | General | How does your product offer integration with Microsoft Outlook? |
|  | General | How does your product offer integration with Chat / IM solutions? |
|  | General | How does your product offer integration with text messaging/MMS? |
|  | General | How does your product offer integration with e911 services? |
|  | General | How does your product integrate with Identity Management solutions (password management, user provisioning)? |
|  | General | Describe your products licensing model. |
|  | General | Describe the support model for your product including methods of contacts and availability.  |
|  | Knowledge Management | What import capabilities does your tool have for Knowledge Management? |