

Appendix 8: Helpline questions and answers

November 1997

Are there any kind of schemes in Glasgow which will allow me to recruit a graduate on placement or work experience? We are looking for someone with web experience and html skills.

The internet was not used to answer this question. Very few of the advice agencies have a website yet & the few that do, do not go into the full details of each of their initiatives. I knew the answer from having visited with the many advice agencies and ensured that I received copies of their regular newsletters. The enquirer was referred to Glasgow Opportunities who were operating a scheme called *Profit by placement*. The scheme was to match undergraduate placements with business development projects.

December 1997

There was a recent article giving numbers of businesses in Glasgow with internet access, did these figures derive from a report or survey?

The internet was not used to answer this. I knew the origin of the article from my visit to the Regeneration Unit at Glasgow City Council, which maintains a database that lists all Glasgow companies. As a result of this data gathering exercise they are also trying to monitor the number of companies with an email address. The figures were a vague approximation from information collated for the compilation of their annual directory *The Source*.

January 1998

I'm looking for a database of all colleges and universities in the UK. I managed to retrieve a list of 139 institutions but would prefer the addresses.

I referred them to a comprehensive listing of institutions with their addresses at <http://www.niss.ac.uk/education/index.html>. This is the UK Education website, NISS, the National Information Services and Systems.

I'd like some help trying to identify useful links related to predictive dialling, it's something used in call centres.

There are a number of possible websites which could help with this request:

- <http://www.callcentres.com.au/PDOver.htm>
- PREDICTIVE DIALERS : Business Opportunities And Market Strategies To 2001. Published by The PELORUS Group <http://www.gii.co.jp/english/pg/rep/predictivedialers.html>
- The Computer Information Centre : <http://www.compinfo.co.uk/index.htm>
- Telecom Information Resources : Lots of links to telecom sites, on the search page has a list of links to telecom specific search engines which could be useful. <http://china.si.umich.edu/telecom/telecom-info.html>
- Call Centre article with marketing data : http://www.emedia.net.uk/fetrs/CCHidden02_97.html
- Telecommunications sites :List of 49 telecoms sites <http://www.abcompass.com/abc/abs/ind/ti.html>

Other useful sites - companies who carry out predictive dialling technology.

- Amcat : <http://www.amcat.com/INTRO.HTM>
- Applied Voice Systems : <http://www.theramp.net/acts/index.html>
- Bellview TCI : <http://www.ws.pipex.com/ptt/bvtci.htm>
- Cardolan : <http://www.cardolan.se/products/ePreddial.html>
- Datapoint : <http://dSPACE.dial.pipex.com/town/plaza/ar38/pred.htm>
- Lucent Technologies : http://www.lucent.com.au/product_range/definity/predictive_dialing.html
- MarkeTel Systems : <http://predictivedialers.com/nvidhome.htm>
- The Solution Set Inc : <http://www.solutionset.com/intro.htm>
- Syntellect : <http://www.syntellect.com/>
- Verdant Telecom : <http://www.verdantsys.com/prodinfo/preddial.html>

February 1998

Can you direct me to contacts who may be able to advise me on resources if we were to set up a Digital Trading Network for our start up clients. The focus would be most definitely on a sales and marketing site with some focus on export.

This is another question which it is difficult to use the internet to answer. It is also an example of how difficult it is to identify which of the many agencies and initiatives can be of help. I suggested a number of different schemes; one of them is run by Jim Hamill at Strathclyde University, his project is outlined on <http://www.sevc.com/> and is aimed at Glasgow companies setting up a website and hoping to use it to encourage exports, or maybe SPAN at <http://www.spanscot.org.uk/>.

Other possible agencies could be Glasgow Opportunities, Glasgow Development Agency or Scottish Enterprise, (SPAN is part of Scottish Enterprise). I recommended that they telephone each of the agencies and identify the relevant person to discuss their idea with.

I have been searching without success for a driver for a Wangtek Tapestreamer, Can you help?

I enlisted the help of the department's IT support member of staff who felt that this should have been a straightforward request, unfortunately we were unable to track anything down that would help and suggested a number of sites he could try emailing for further help.

March 1998

I want to set up a website for my practice and I'd like it to be interactive so patients can access my appointments book and book their own appointments. I have seen a designer who quoted £1000 to set up the site. Is this a reasonable figure and can you recommend anyone? Could I do it myself?

The internet was not used to answer this question. After discussions with colleagues, the participant was told that South Bank was not in a position to recommend individual website design companies and that the price for a website design was likely to vary considerably depending upon its degree of sophistication.

The inquirer had previously attended a South Bank University internet training course and he was recommended to talk to the course leader about attending a more advanced course if he was serious about trying to design his own website.

We are a company involved in the design of "healthy" buildings and environmentally sound construction. I would appreciate some links to environmental sites.

The participant was referred to the British Library's Environmental Information Service, (EIS), at <http://minos.bl.uk/services/sris/eis/overview.html>, on the grounds that links from this site could be followed to many others.

He was also told that EIS runs an environmental enquiry service that will supply immediate answers to enquiries concerning names and addresses of environmental organisations, suppliers and specialists. EIS will also run checks on literature held by the library on environmental issues. The telephone number for the EIS Enquiry Point 0171 412 7955 was given.

I am having difficulty accessing the internet. The problem seems to be a conflict between the communications software that allows me to connect with the file server running the company's accounting package and the software connecting me to the internet. I think it's two competing "Winsock" files but I can't seem to get much help from either my internet service provider or my accounting package suppliers. No-one wants to take responsibility for solving the problem. Can you recommend somewhere I can go for help?

Compuserve is the service provider for this company and after discussions with colleagues, their FAQ pages were searched for anyone experiencing similar problems. The answers to two slightly similar questions were printed off and sent to the company. The company was also recommended to continue pressing the service providers and installers for assistance. As a last resort a "stand-alone" PC for internet access might be the fastest solution.

April 1998

I need a list of all local councils in Scotland, giving their address details.

Once again this question is more effectively answered by knowing who to contact rather than searching the internet. I did search the net, but failed to find a comprehensive Scottish list which included full contact details. There are two easier ways though. There is a book called Scotland's Yearbook available for £25 from the publisher on 01828 627266. Or even better, the Glasgow Business Shop on 0800 787878 will send you a copy of a list of all names & addresses of Scottish local councils.

I suggested if they wanted to have a go at browsing the web to gain some experience there were a couple of things they could try: The UK government site has a list of all government bodies, councils, authorities, but its a bit tedious to extract them all. The Scottish Enterprise site should have provided the answer but only seems to list the bodies at <http://www.geo.ed.ac.uk/home/scotland/county3.html> but gives no addresses. I gave them a step by step procedure to follow for both scenarios.

Also are there any sites which give information about new building work in the Glasgow region of Scotland?

It's quite hard to find this specialised local information on the web, but the following two sites may be of use. I also suggested that they should probably take a look at the property section on the project website & browse the news section of Scottish Enterprise. <http://www.tenders.co.uk/> <http://www.tradeuk.com/tradeuk.html>

The Scottish Enterprise site should also be searched on regular basis for PLANNING or BUILDING or OPPORTUNITIES to see recent items, which may lead to new developments. They could contact Glasgow Business Shop about this question as well as they should have more information about local opportunities, and may well produce a newsletter.

How can I find a list of 'good' architects in Glasgow?

There are several sites which will help with lists of architects by region, any of the company directory sites such as Scoot <http://www.freepages.co.uk> or Electronic Yellow Pages <http://www.eyp.co.uk/>. Identifying 'good' architects is not really possible, however, you could browse individual firms sites to see their portfolios or telephone them and ask for their brochures to help you identify the calibre of their work. One other site which may give you some clues is the Glasgow 1999 City of Architecture site http://www.glasgow1999.co.uk/_which has some useful links to firms and professional associations.

Can we rent space on South Bank University's server to host our new website? We need to find a host by the end of this month.

This was not a question requiring use of the internet. I presented the query to a meeting of South Bank University's Commercial Internet Group. The answer was negative because of the university's link with the academic network. I did however refer them to London Aspect, the university's joint venture with Business Link, after discussing future possibilities with the centre manager.

May 1998

I'm trying to find a map of Leeds city centre can you help?

There are a number of map sites listed on the project website but when searched are disappointing in the detail & scale they provide for UK streets outside London.

This is the best site I found and the method to get there is described below.

http://www.leeds.gov.uk/tourinfo/locate/citymaps/centre/city_map.html

1. First I went into a search engine, I chose Metacrawler (this searches across a variety of different search engines at the same time) and entered leeds uk map
2. I then scanned the results, I looked at two of the results firstly number 333 Leeds Map, which didn't help, then I selected 377 Leeds City Council, I did this because I thought it would probably lead to the main tourist information website.

377 LEEDS CITY COUNCIL - Tourism - Sports Centres & Pools Armley Leisure Centre, Carr Crofts, Armley, LS12 3HB. Scott Hall Leisure Centre, Scott Hall Road Leeds, LS7 3DT. <http://www.leeds.gov.uk/tourinfo/sports/scentres.html> (Excite)

Once I was at that site I clicked on tourism, then I selected one of the drop down boxes City of Leeds/ Essentials - this gives you a selection of maps, city centre, parking etc. If you click on city centre you get a grid of maps, you can then click on them one at a time to increase the scale - the detailed map then opens on a new browser.

July 1998

What can I do when a page just stops loading? Sometimes it happens and there is nothing to indicate that I've been timed out.

It was suggested that the enquirer tries *Alt Reload* or *Refresh* to see whether reloading the page helped in that situation.