

Default EUI Setup

In the standard system demo setup, the End User Interface (EUI) can be used to provide different functionality, depending on which parts of the system you are using. The EUI is pre-configured to provide different end user portals for:

- 1) **Internal customers.** The possible EUI setups for internal customers include a service desk system, incident system, or a knowledge management system that provides access to a FAQ page and other internal company documents.
- 2) **External customers and guests of your website.** The possible EUI setups for external users include a service desk or incident system.
- 3) **Document creators.** A popular EUI setup for document creators is a knowledge management system designed for submitting articles for review and publication.
- 4) **Suppliers.** A popular EUI setup for suppliers is a contract management system where suppliers can come to upload documents such as insurance certificates, W9 forms, performance bonds, and performance reports. This EUI is also calibrated to manage the company, contacts, and contracts.

The table below outlines the available functions and navigational tabs each user group sees when accessing the EUI. What a user sees is determined by which tables the admin has included, as well as the user's group permission settings.

Groups	Sample User Login	Default EUI Tabs
Guest	guest	FAQs (Support Case) Submit a Case (new Support Case) New User
Internal Customer	internal	FAQs (Helpdesk Case) Submit a Case (new Helpdesk Case) My Cases (Helpdesk Case) My Profile
Customer	customer	FAQs (Support Case) Submit a Case (new Support Case) My Cases (Support Case) My Profile
Document Creator	doccreeator	FAQs (Documents) Submit a Document My Documents My Profile
Supplier	supplier	New Company Document Manage Company Documents View My Company and Users My Profile View My Contracts View All Contracts

For more detailed information about working with the HTML-based end user interface, please review the [End User Interface](#) and related sections.