VERMONT SYSTEMS

RecChat – Next Gen WebTrac

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Access to the New User Interface (UI)

Is there a cost to getting this new UI?

While there are no additional licensing fees, there is a cost for VS to assist with any of the setup This was decided back in October/November of 2020

Once switched over, the new UI is free and included as part of your annual maintenance.

Do I have to use the new UI immediately?

The new UI will be available immediately once released in version 3.1.10.05.00. Don't worry though; your users won't see the new UI until you enable it for them.

Can I review the new UI in my production environment without exposing it to my customers?

Yes, and we recommend it. The new UI can be enabled on a unique Interface Parameter before exposing it to your patrons. This will allow you time to properly vet the new UI and make any configuration changes you deem necessary for a consistent look and feel. This may be nothing, or it may include alterations to existing custom screens, web layouts, and splash pages. This will vary per customer.

Vermont Systems hosts my WebTrac; when will be able to access the new UI?

The 3.1.10.05.00 update for Vermont Systems Hosted customers will enable this feature. The 3.1.10.05.00 release is tentatively scheduled for late September 2020.

So, I don't have to change over to the new UI right away. Is there a timeline on when I will be forced to switch to the new UI?

We're working on that. The classic UI and its custom style sheets aren't going anywhere in 2020. Our teams will be reviewing customer needs and plans through the end of 2020 and will continue to communicate with you on expected end of life for the classic UI. Fear not, we understand how large of a change this is and will ensure all of our customers are given ample time to embrace the new UI and all it has to offer.

Can I use my existing custom style sheet with the new UI?

No, to adhere to WCAG AA Guidelines and develop a UI that can be enhanced and modified at the pace of today's technology we are not able to accommodate fully custom style sheets with the new UI. Our simpler White Labeling features will allow you to retain your brand image while creating a clear break between your municipal webpage and registration site, all while allowing Vermont Systems to respond more rapidly to changes required within our ecommerce solution.

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How much downtime will be involved with moving to the new UI?

None. Once you have updated to 3.1.10.05.00 or higher you can access the new UI by using a URL with the NextGen interface parameter or by turning on "Enable Modern UI" in your default interface parameter. Some configuration time may be necessary to tweak existing customizations to your liking.

Can I switch between the classic UI and the new UI on the fly within a session?

No, the new UI is triggered by a setting in your interface parameter.

Where can my users get more exposure to this new UI prior to our 3.1.10.05.00 update?

We are working on our public facing demo and it should be available in mid-Sept 2020. We will also be showing the new UI during our Fall/Winter user groups and state conferences. Lastly, we are planning an educational session for migrating WebTrac to the new UI; stay tuned to VS Community for more information.

I'm upgrading from 10.3 to 3.1 soon, should I expect to see the new UI from day one?

Yes, from 3.1.10.05.00 forward the standard practice will be for new 3.1 customers to onboard with the new UI.

White Labeling

Exactly what is it I can control in this new White Labeling capability?

As a customer, you will have access to select Header, Footer, Primary, and Secondary colors to align with your Brand. You will be able to provide the logo for use within the page header, as well as URLs for popular social media links found within the footer.

Is there a logo size restriction?

No, the interface will automatically scale the logo provided to fit within the banner of page on both desktop and mobile.

Accessibility & Responsive Design (Mobile)

Will the new WebTrac be more ADA Compliant?

Yes, a core tenant of our UI modernization efforts has centered around meeting or exceeding WCAG AA guidelines. There are, however, areas where WebTrac allows for user-defined customization such as splash pages, brochure text, and web layouts where it will be incumbent upon the customer to ensure accessibility standards are upheld.

Do I need another interface or for Mobile? Is Mobile another feature?

No, the new WebTrac UI is responsive by design. As the number of users accessing WebTrac from mobile devices increases, we are continually looking to enhance that patron experience. The new UI positions Vermont Systems better than ever to react to these changing habits of your community to provide the best recreation and parks experience possible.

Will "My Account" and the "Shopping Cart" be displayed on Mobile?

No, the new WebTrac UI is responsive by design. As the number of users accessing WebTrac from mobile devices increases, we are continually looking to enhance that patron experience. The new UI positions Vermont Systems better than ever to react to these changing habits of your community to provide the best recreation and parks experience possible.

Customizations

We have a custom WebTrac Menu, and many custom screens for WebTrac, what will happen to these when we move to the new UI?

Nothing, unless you want to make a change. The vast majority of WebTrac screens will retain any customizations you have made. One exception to this is the Search screen and the movement of search Filters to the sidebar. Customization here will be limited to which filters are displayed, their order, and labels. As we continue to enhance WebTrac, our UI/UX Design experts may find individual screens where creating the best possible user experience requires removal of customization capabilities. We will be sure to reach out and get user feedback before making those decisions.

What will happen to my splash page(s)? Will I have to implement a new one that goes with this UI?

No, although you may want to. All existing splash pages will function out of the box in the New UI. The increased content area provided by the new styling may lead to some layout inconsistencies that need to be addressed.

Our support team at Vermont Systems will be here to help. The migration to the new UI is also a great opportunity to review your current splash page and see if something more modern is needed.

My department has customized many of the phrases displayed on WebTrac; will these customizations carry over to the new UI?

Yes, existing custom languages will carry over in the new UI.

We use WebLayouts extensively to modify the patron experience on WebTrac. This ranges from adding instructions to modifying the content in search filters. Will these customizations still work in the new UI?

This will depend on the nature of the customization. The changes to the new UI are extensive and, in many instances, web layouts which altered the existing UI may no longer function or may no longer be applicable in general. As part of migrating to the new UI, Vermont Systems highly recommends that you review any Web Layouts to determine if they are still needed, or if they need to be modified.

As we look to modernize the UI further, it is likely that we will continue to reduce the functionality provided by Web Layouts in favor of integrated product enhancements that address the use-cases currently being supported by web layouts.

If you have a specific concern about a Web Layout that is vital to your WebTrac success, reach out to Product Owner, Bryan Gillilan bryang@vermontsystems.com to provide more information regarding your use-case and implementation. Bryan and the Product Team will review your use-case and respond accordingly.

We use quick links from our municipal webpage, our splash pages, and marketing materials. Where will these quick links go when we update to 3.1.10.05.00?

Quick links will continue to go to the UI they go to now. Only when you update your default WebTrac Interface to use the new UI will those quick links direct patrons to the new UI. You are in control of when your patrons experience the UI regardless of how they access your WebTrac site.

Feature Specific Questions

Has the shopping experience changed? Are there the same number of click to process a transaction?

In general, the shopping workflows have not been changed… YET. There are some features such as the new Activity Details page and social media sharing capability that do allow for a two-click~ to cart experience specifically in the Activity module. Modernizing the look of the application and instituting a standard styling mechanism has set the stage for ongoing improvements to the patron shopping experience. With the release of 3.1.10.05.00, Vermont Systems will be shifting our sights to improving individual shopping/purchasing workflows

in WebTrac. We've actually already started with the recent updates to our Facility Permit Availability Calendar for WebTrac.

If a patron wants to search without any filters, how would they do that?

No change here, once on a search page, patrons can search without specifying a filter, however incoming links to a search page without filters specified will not directly execute a search. It is best practice to guide patrons to a more tailored search experience. Offering Website Links, Splash Page Links, or Menu Items driving patrons to sub-sets of search results will allow patrons to find what they are looking for faster, increase conversion rates and overall user satisfaction.

Have there been any new filters added to the search screens as part of the new UI?

Not yet. This is certainly on our radar and our Product Team is interested in speaking with customers who have specific search filters in mind. Contact bryang@vermontsystems.com to share your ideas.

Some verbiage in the UI such as "Charge When Not Billed" is confusing to our patrons. Will the new UI address this or make them customizable?

You may still find some phrasing that does not seem quite right to patrons. If you do, we encourage you to submit an enhancement request and/or discuss those phrases with a Vermont Systems representative. Our development teams have ear marked many of these phrases to be updated soon as we continue to iterate on the WebTrac UI.

Does the new UI include any improvements to the Up-Sell capabilities in WebTrac?

The business logic behind how Up-Sells are currently managed has not changed. We are considering some enhancements to our search results empty states that allows for featured items to be displayed when no search has been executed or the search results come back empty. This is still in the research phase. If you have some user input on the existing up-sell functionality please contact bryang@vermontsystems.com to provide your feedback.

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WebTrac Management

Will there be an option to link Brochure Comments and Images to an Activity rather than a Section?

Not just yet. During this modernization effort, we have identified several areas of the application where the management of certain WebTrac content in RecTrac doesn't align well with how that content is presented on the web. Activity brochure comments and images are certainly one of the topics identified and we will be looking to make changes to the RecTrac management of these items in the future.

Is there going to be a place within RecTrac/WebTrac to upload and manage images so we do not have to work with IT to get them moved to our webserver?

Not yet. This is a topic we are currently researching and plan to improve.

Will updating images on splash pages be simplified or easier to manage?

We're looking into this. A simpler splash way of managing and implementing new splash pages, images, and links is certainly on our radar at Vermont Systems and is among the top feature requests we're considering for 2021.

Can I customize the color palette of the application (dark mode)? What about customizing the background image?

Currently the RecTrac color palette is fixed within the new UI. We understand your desire to brand RecTrac for your staff and we are looking into it. Our current focus is usability and accessibility for all users. As we continue to progress with our new UI, adherence to various WCAG and 508 best practices are at the forefront of our development efforts.

What will my Demo look like? Will it still be very easy for my users to tell they are in Demo?

Initially the new UI will look the same in demo and production. Don't worry though; we're working on fixing that right now.