

Guideware Agent System for Java

Q. What is the Guideware agent system for Java?

A. The Guideware agent system for Java is a software product from Guideware Corp. that lets developers plug-in new process management features to corporate intranet and extranet applications, including support for laptops

Q. What is an agent system?

A. An agent system is a collection of agents and agent monitors connected on an intranet or extranet.

Q. What is an agent?

A. An agent is software that is programmed to perform tasks on behalf of an application or a user.

Q. What is a mobile agent?

A. A mobile agent can move from one computer to another autonomously to perform its programmed tasks. The Guideware agent system for Java uses mobile agents.

Q. What is an agent monitor ?

A. An agent monitor is software that runs on each computer that can send and receive agents. It communicates with other agent monitors to coordinate the movement of agents. Agent monitors are part of the Guideware agent system for Java.

Q. What are the benefits of agents?

A. The use of Guideware agents improves the productivity of a business process application by enabling faster task completion, quicker problem resolution, and increased participation in the process by mobile workers.

Q. How secure are Guideware agents?

A. Guideware agents are programmed in Java and take advantage of all of the security features of the Java language, including the Java security manager.

Q. Is this a new kind of messaging technology ?

A. Guideware agents use Internet protocols to transport agents moving from computer to computer, and use existing web browsers and the email inbox to communicate with users.

Q. How do agents compare with push technology?

A. Push technology is targeted at moving information to the desktop without user intervention. Agents are incorporated into a business application to move the process to the person who needs to perform the next step.

Q. Is Guideware based on General Magic technology?

A. No. Guideware agent technology was developed independently of General Magic. There is no connection between the two companies or their technologies.

Q. Is Guideware 100% Pure Java?

A. Guideware is designed to only use those Java features that are compatible with the 100% Java specification. Guideware has completed its preliminary testing to verify that the Guideware SDK will be

compatible with 100% Java.

Applications for Guideware Agents

Q. Can existing software be upgraded to incorporate Guideware agents?

A. Yes existing software written in any language that can use dynamic link libraries DLLs, ActiveX controls or Java Beans can be upgraded to incorporate Guideware agents. For example, C++, Powerbuilder and Visual Basic applications can all use Guideware agents.

Q. What types of applications are suited for Guideware agents?

A. Applications that require a process, or a series of actions to be completed over time by people in different departments or companies are ideally suited for Guideware agents. Typical examples of these applications are help desk support, human resources, and sales force automation.

Q. How are applications that use agents different from conventional message-based applications?

A. Compared to conventional email, agents are like messages that can be programmed to take actions based on the recipient's response. For example, an agent who does not get a response from a recipient can inform the sender that the agent did not reach the recipient, can route itself back to the sender, or can redirect itself to another person.

Q. Do Guideware agents appear in my inbox alongside my email messages, or does the user have to check in another place, as well ?

A. To the user, a Guideware agent looks just like an email message. The email contains a URL which the user clicks to contact the agent.

Q. Does a web server on the intranet do the same thing as an agent ?

A. A web server does not capture the process that an agent performs. With a web server, each user must remember to pull the information at the right time to initiate or continue action. Guideware agents can be programmed with the appropriate business process to bring information to the right desktop for action.

Q. How do agents compare to Notes applications?

A. Both Guideware agents and Notes applications provide collaborative environments for an intranet or extranet. Guideware agents can be programmed with the appropriate business process to bring information to the right desktop for action.

Guideware SDK

Q. What does the Guideware SDK include?

A. The Guideware SDK provides a full set of tools, class libraries, and sample code required to build deployment-ready agents. The SDK also provides a Java application framework that simplifies the construction of agents that access data, make decisions, and notify users.

Q. What platforms does Guideware run on?

A. Guideware runs on any Java platform that supports the Java VM 1.0.2 or later. This includes Windows 95, Windows NT and most UNIX platforms.

Q. Do you plan to add support for Macintosh? When?

A. No special support is required. Guideware agents are compatible with any system that supports the JDK 1.0.2 or higher.

Q. When will the Guideware SDK be available and what will it cost? How will it be distributed?

A. The Guideware SDK will be available in October 1997. The SDK is priced at \$349 per developer. The SDK can be purchased directly from Guideware Corporation. Information at www.guideware.com.

Q. What are the next steps for companies interested in incorporating Guideware agents into their applications?

A. Companies that are interested in incorporating Guideware agents into their applications should purchase the Guideware SDK. The SDK contains a series of tutorial agents to serve as models for the developer.

Q. Does Guideware require a special Java virtual machine?

A. No. Guideware does not require a special Java virtual machine. It will work with any VM that supports the Java 1.0.2 specification or later.

Q. Does Guideware work with any browser?

A. Yes, Guideware works with any browser. It has been tested with IE Explorer and Netscape Navigator and Communicator.

Q. Who are Guideware customers and beta users?

A. Guideware was used in the ROAD project for large-scale software development. The ROAD project was led by Andersen Consulting, which is a major beta customer for Guideware.

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