# Security

Problem

Hard to use and bothersome CAPTCHA required to prevent hacks and Denial of Service attacks.

Action

Used a creative solution on the KD form that requires no user interaction. Used non-viewable honeypot fields that should have no data entry, but a bot would attempt to complete and the task handler to evaluate for workflow.

Result

Happier Customers, easier forms. Customer does not need to try and view and enter some funky alphanumeric string each time.
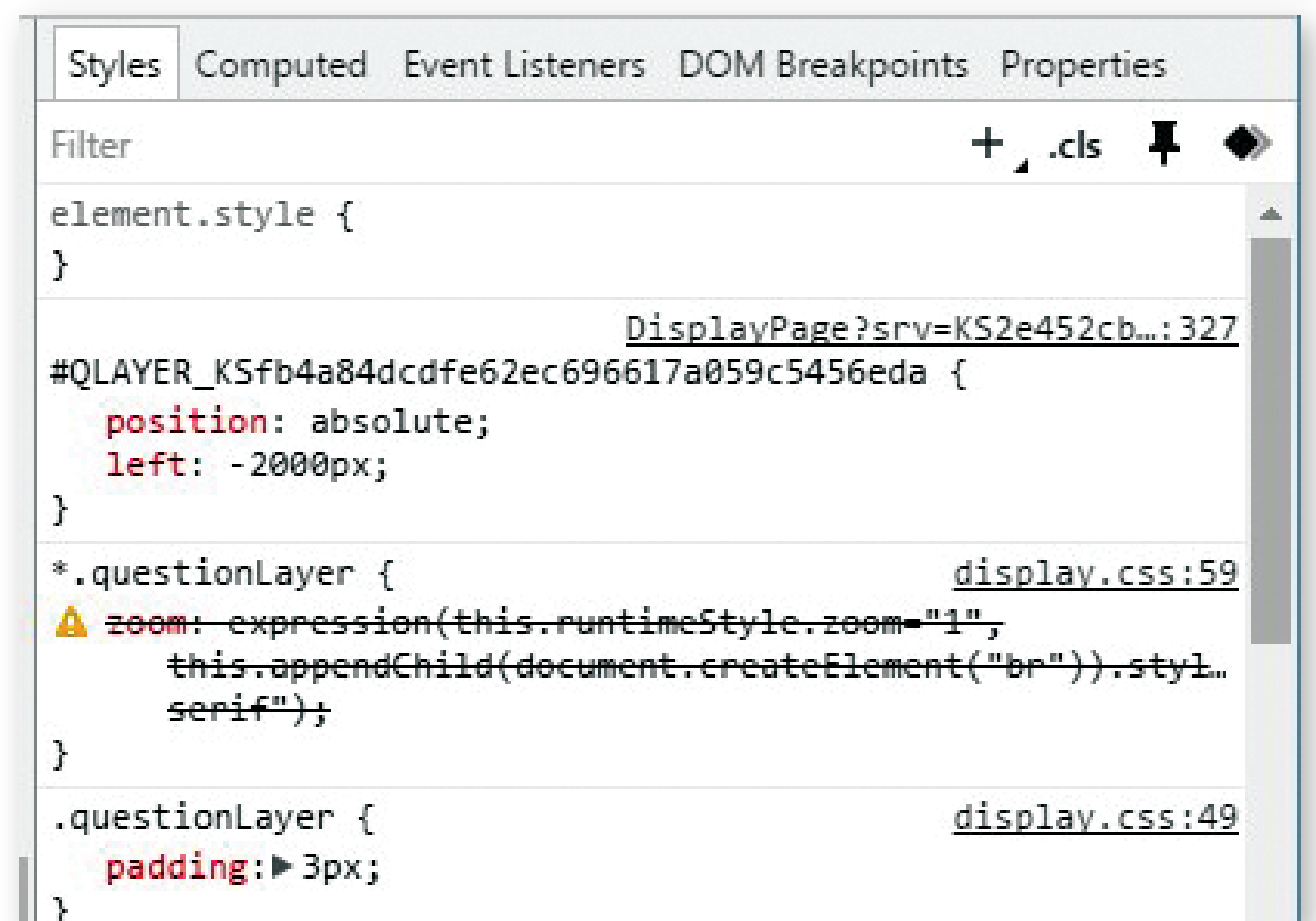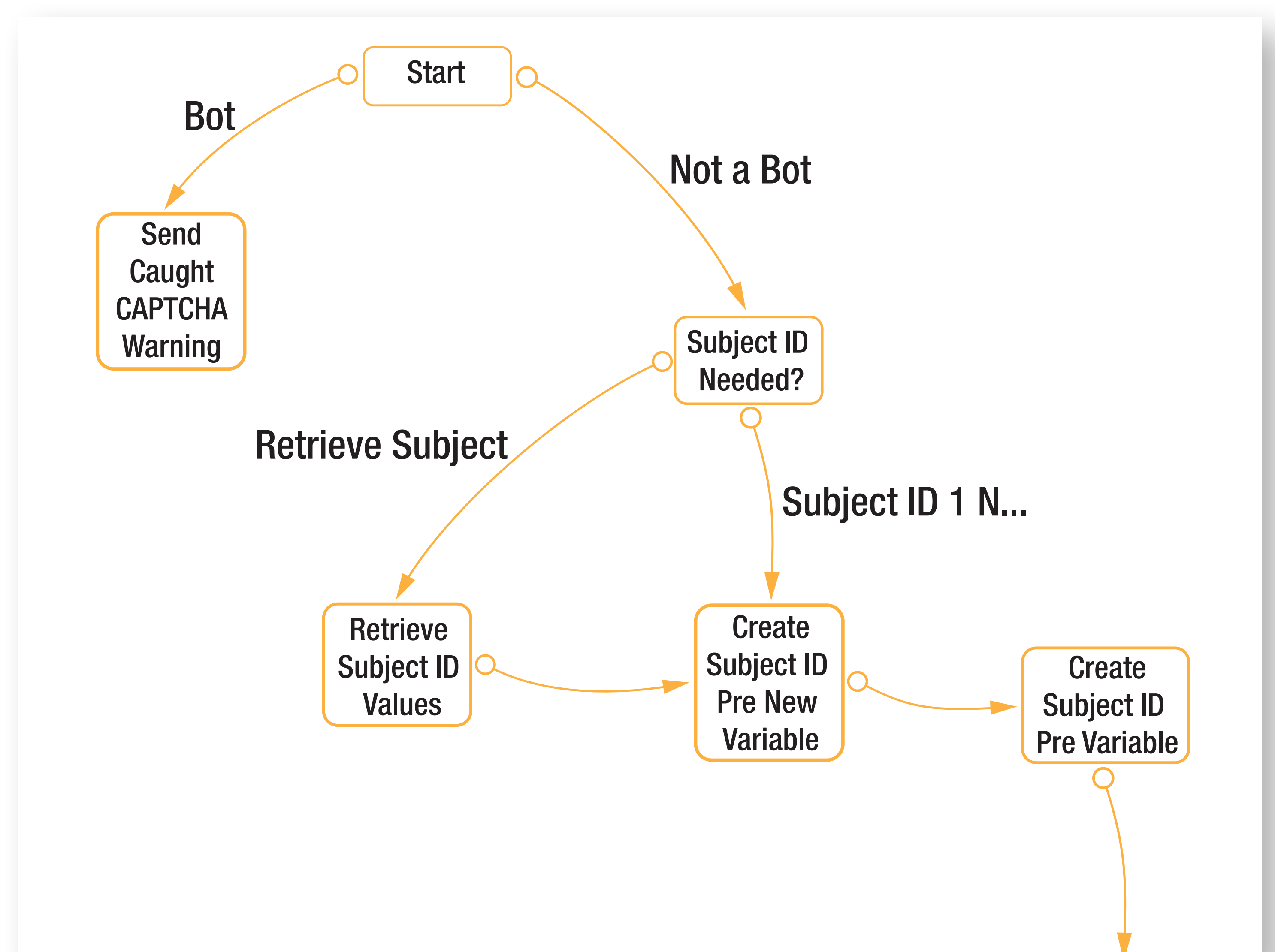
Negative CAPTCHA fields. They are not visible to the user, but bots will try to complete the fields. If information is detected then the submission is discarded.

Knowledge Management

QMX SUPPORT SERVICES

Founded in 2001, QMX is dedicated to the design and implementation of comprehensive IT Service Management solutions. QMX Consultants are recognized experts in process workflow, business design and best practice software implementation.

Goal

Make great Tier 0 support which reduces Tier 1 effort.

Action

Used the Kinetic RKM package to integrate with Remedy RKM to allow users to search for articles, and then use/rate them.

Result

Increased self-resolves. Reduced Tier 1 help time and increased resolution time for the customer.

Support Request

Please provide a short description of the issue that you are experiencing or what you are requesting in the space provided and click Next.

iphone

Next

We found some potential solutions that might interest you...

+ KBA00000020: Google Phone Problems
Buy an iPhone

+ KBA00000049: If iPhone turns on but gets stuck during start up
You might see the Apple logo or a red or blue screen for a long time during start up. Try these steps:Connect your device to a c

I Still Require Assistance

Support Request

Please provide a short description of the issue that you are experiencing or what you are requesting in the space provided and click Next.

iphone

Next

We found some potential solutions that might interest you...

− KBA00000020: Google Phone Problems
Buy an iPhone

PROBLEM
Having problems with my Google Phone

KEYWORDS
Google iPhone Test

SOLUTION
Buy an iPhone

TECHNICAL NOTES
The processor caused fires in the phone.

RATING / USE - CLICK ON STARS TO RATE AND CHECKBOX TO USE
☆☆☆☆☆ ✔

+ KBA00000049: If iPhone turns on but gets stuck during start up
You might see the Apple logo or a red or blue screen for a long time during start up. Try these steps:Connect your device to a c

I Still Require Assistance

Support Request

NOTE: Required fields are indicated in bold with a red asterisk (*).

Form Help ?

Name and Contact Information

Name *

Email Type *

Email Address *

Phone Type *

Phone Number *   Country   Area Code   Phone Numbe   Ext

Preferred Contact Method *   ○ Phone   ● Email