Atollon Dictionary

If you are unfamiliar with one of the terms specified in Atollon Help, please find your term below. In case you would like to explain more terms, please send us your question.

Atollon

Atollon is digital island, virtual desktop environment to manage small and medium sized sales & services businesses. Atollon comprises **Core** functionality that is useful to any Small and Medium Enterprise and may be extended by more or less advanced applications, focused on solving needs of various industries (Professional Services, Engineering, Recruitment, ...) and functional areas (Sales, Marketing, Support, Service Delivery, Project Management, ...).

External User

External users are your contacts (clients/partners) that are allowed to access the system using external / add-on applications using Atollon API.

Access to Context (Folders, Projects, Activities) is provided using Roles. Once you create new External User and assign the user on the project to **External User Role**, he/she will see all communication, documents & tasks (based on set-up of access rights of each user) as well as some other information.

Before using this feature, we suggest you to **test & check**, whether by allowing external users enter your Atollon, you do not provide **sensitive information** or information, which you would not like to be shown. Please consult Atollon if you would like to **customize access rights** for these users.

Atollon provides (within defined limits) External Users access for free. Conditions for access of External Users may change over time, as we are going to limit the number of functions to be used by External Users, mainly from security reasons.

Power User

In general, it is any Atollon user accessing the system on daily basis.

Atollon Champion

Key Atollon user in each company.

On-site

Atollon Server Platform running in **client's premises** or in any premises outside of Atollon.com own network / hosting infrastructure. In on-site mode, client is usually fully responsible for complete maintainance of the solution, including performance, back-ups, monitoring, security protection, etc.

SaaS

Software-as-a-Service is mode of operation of any information system that is provided usually online (from "cloud"). Atollon is provided in cloud service Atollon.com. Benefit of SaaS is that the technical system operation burden lies on Provider, not the Customer. Provider must take care of performance, scalability, regular back-up, security protection, operating systems maintainance and administration, etc.

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