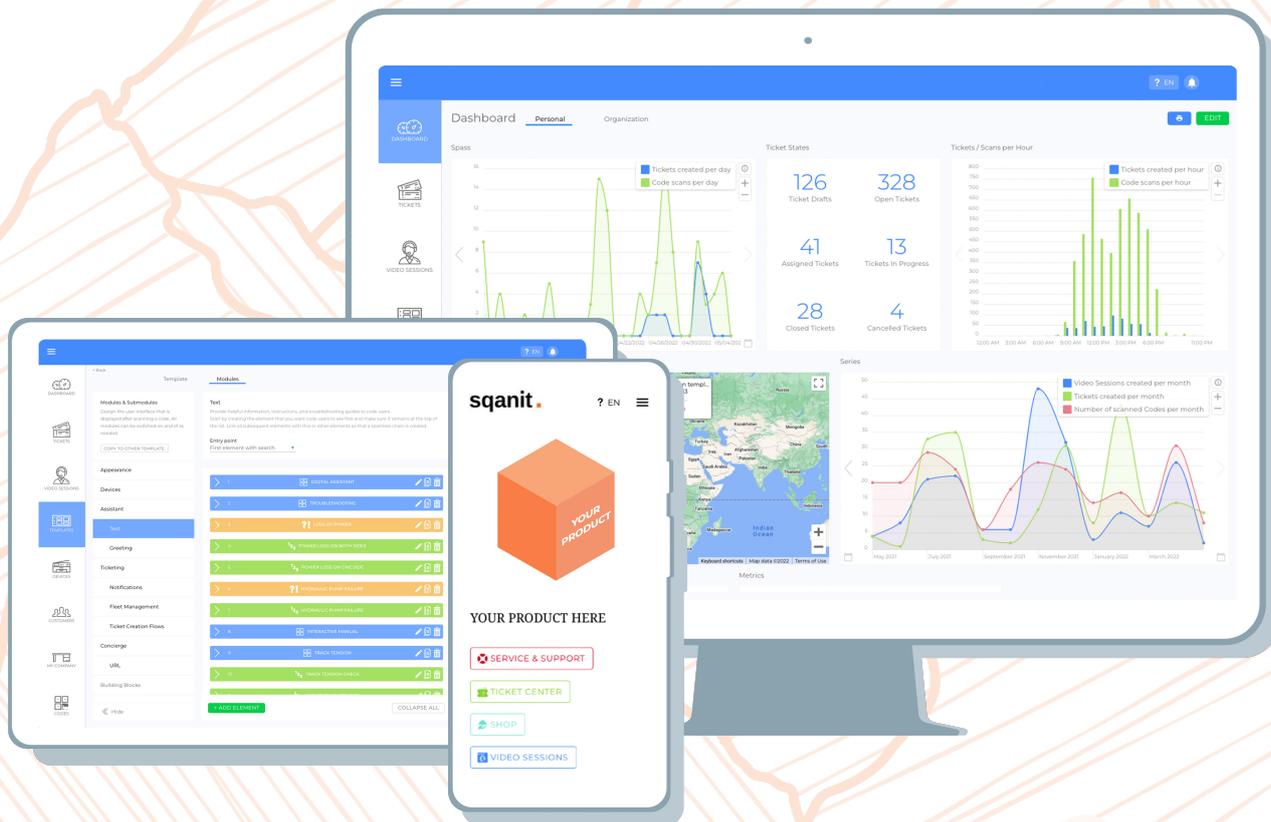


sqanit.

WEBINAR Q&A



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1. “Can sqanit be integrated with our ERP system?”

Yes, this is definitely possible.

Sqanit is designed in such a way that any kind of software, e.g., ERP systems, CRM systems, etc. can be integrated via an API. This allows for a full integration. However, you can also go with an “light-integration” by using our webhooks and mail hooks to connect your system.

2. Can we change the color of the text?

The appearance of the application is highly customizable (Top Bar Color, Logo, Wording, and more), so you can easily adapt it to your Corporate Identity. You may even change the color of the buttons of the main menu; however, the text of the Assistant elements is always black and can only be changed to bold and italic.

3. How many devices can I have on the platform? Is there a limit?

No. There is no limit. We are used to handle thousands of devices. The sqanit platform is built to grow with you.

4. Do I need to buy a license for each employee in my company?

With sqanit it does not matter how many employees you register. We charge based on the number of paired codes.

This means, you can have as many templates, devices, employees, customers, and codes on your platform as you like, and the price will only change if the number of paired codes changes.

5. Can I add videos in the FAQ section?

Absolutely! You can attach pictures, videos, documents and more to any element of the Text Assistant.

We actually recommend doing so, as it will help users to better understand their tasks.

6. Is it possible to export to excel?

Yes, it is. You can download any list from the platform as a whole or just parts of it. You may open the resulting CSV file in Excel or other programs, or even use it to change the data and re-import it to the platform.

7. Can I import my customer database?

Yes, you can.

Customers, employees, templates and devices can be imported by uploading a CSV file. You can find the correct formatting in our Knowledge Center and in the sample files that you can download in the import sections.

Knowledge Center Link: <https://docs.sqanit.com/back-office/imports/?highlight=import>

8. Can I copy the content from one device to another?

To answer this, here is a brief summary of how content is created and shared:

- Content is created in Templates (each type of product has 1 Template).
- Devices (=digital twins) derive their content from their Templates.
- If Template is changed, devices change accordingly.

- Content can be copied from one template to another.
- Templates can be copied.

9. Will there be other webinars?

Please follow us on LinkedIn, so you'll be notified when we announce the next event.

<https://www.linkedin.com/company/sqanit-gmbh/>

10. Is it possible to get a test version from sqanit?

Yes of course! If you are interested in having a hands-on experience with our product, please feel free to visit **www.demo.repaircode.de** and create a demo account.

Alternatively, you can **send us an email** with some information about one of your products, and we will be happy to set up a demo account for you, including **a sample template for this product.**

11. Can I change how the QR-Code looks like?

On the platform you can generate and design QR codes. You may change the color of the text and the code, include your company logo, add a customized call-to-action, or even add a bar code. There are many options to adapt the design to your company's CI.

12. What is the Knowledge Center?

The Knowledge Center is a **collection of articles** that are supposed to help you **get the most out of our platform**. Topics reach from “How to get started”, “How to create content”, to “Best Practices” and “Tips & Tricks for advanced users”.

13. What is a Digital Twin?

It is the digital version of the physical device.

It allows to attach information to it, and to use it as a gateway to a direct communication channel.

**14. Is it possible to customize the appearance of main menu?
Can I remove buttons?**

Yes, you may change the color of the buttons and even remove the module icons. However, module buttons can only be removed by turning off the corresponding module. If a module is active, there has to be a button that let's users access it.

15. Is the back office dashboard also available on mobile devices?

Yes, the back office dashboard, including its statistics, can also be accessed via tablets. For smaller devices, such as smartphones, a simplified version is available, which is designed to support employees in their daily tasks but does not show any statistics.

16. Which languages does sqanit support?

You can make content available in any language you like. The system recognizes the language settings of the user's device and displays the appropriate translations.

Currently, our platform is available in 7 languages (DE, EN, FR, CS, PL, IT, ES)