

The Renewal of EETT's Site

EETT has recently changed its website. The presentation of the new EETT site coincided with the 73rd Thessaloniki International Fair (TIF). The new site incorporates changes that improve searching and interactivity, reorganize structure and content significantly to address the needs of different visitor types and provides an improved design ranging from simple esthetic touches to changes that improve the access of information by people with disabilities.

In the new EETT site user experience is improved, easier browsing is supported by the re-organization and re-grouping of the rich information already existing, by providing access as follows:

- Per Visitor Category (Consumers - Providers - Journalists).
- Per EETT Services (Electronic Communications - Postal Services).

The new site's structure incorporates new pages dedicated to frequent visitor categories, such as

a set of web-pages and a dedicated entry point for journalists, consisting of informative material, such as press releases, events, speeches, interviews, documents and videos.

There is a set of web pages and a dedicated entry point intended for consumers which has been enhanced with Information such as: the request/complaint submission procedures to EETT, a guide to the steps that consumers have to follow in order to resolve potential problems with their providers, information for consumer issues for which EETT is



Photo 1: EETT's new Website

responsible and clarification for the topics that are not EETT's responsibility, with guidance to where the consumer should appeal, etc.

The visitor may easily be informed on the latest news regarding EETT, which is presented on the main page in the form of scrollable text.

The new capabilities and services offered by the newsite are:

1. Automatic Information through RSS

RSS (Really Simple Syndication) enables the user to automatically receive information for changes in the content of a web site without having to visit the site all the time. This feature presupposes the installation of an RSS reader, which collects information from web sites with the RSS indication. Information regarding the installation is available from EETT's site. After installing the RSS reader the user will be receiving automatic updates on the latest news regarding EETT (press releases and announcements).



Photo 2: Keeping current with RSS

2. Multimedia Services (Video)

The new site provides enhanced content, including digitized multimedia material (image and sound), offered in the form of video services.

The above services are provided in two versions:

- a. Video Streaming Service, which comprises the broadcasting of multimedia in real time.
- b. Video On Demand Service, which allows a user to select audiovisual content (such as a recorded lecture or presentation), download it and display it on his screen.



Photo 3: Multi-media Services (Video)

3. Features for the Disabled

The new site has been developed taking into consideration the specifications of the World Wide Web Consortium (W3C). W3C was created in October of 1994 aimed at driving the web to the full exploitation of its capabilities through the development of common protocols promoting progress and ensuring interoperability.

Its activities have been classified under four sectors: Architecture, Technology and Society, User Interfaces and Initiative for Web Accessibility.



Photo 4: Services for Disabled Individuals

To this end, the new site of EETT implements the specifications of the Initiative for web accessibility thus rendering its content easily accessible to disabled persons.

The site provides visible content magnification functions, while it can also be created in a way compatible with voice browsers which facilitate the access for individuals with impaired vision. Relevant instructions are given in the site's main page (www.eett.gr).