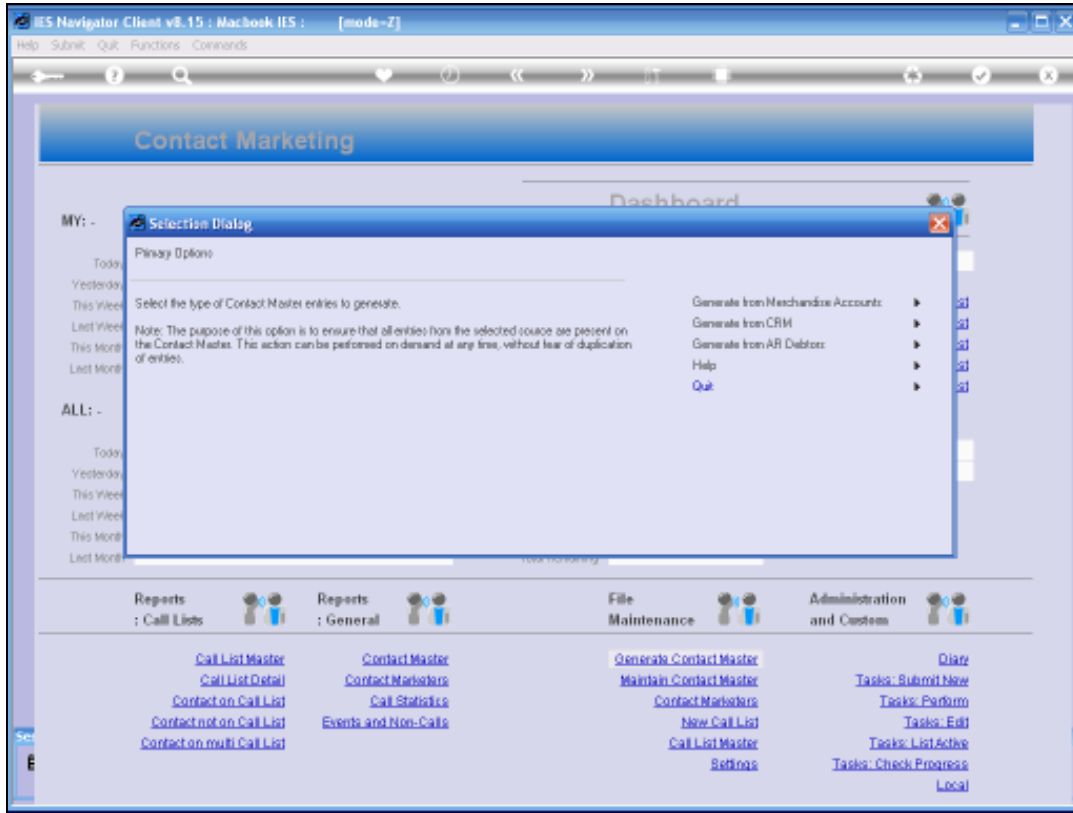


Slide 1

Slide notes: The Contact Master is the register on which Call Lists are based, i.e. the Contacts that can be called. There are easy ways to generate entries on the Call Master, and we are going to look at what they are.



Slide 2

Slide notes: There is also a help document that explains the options.



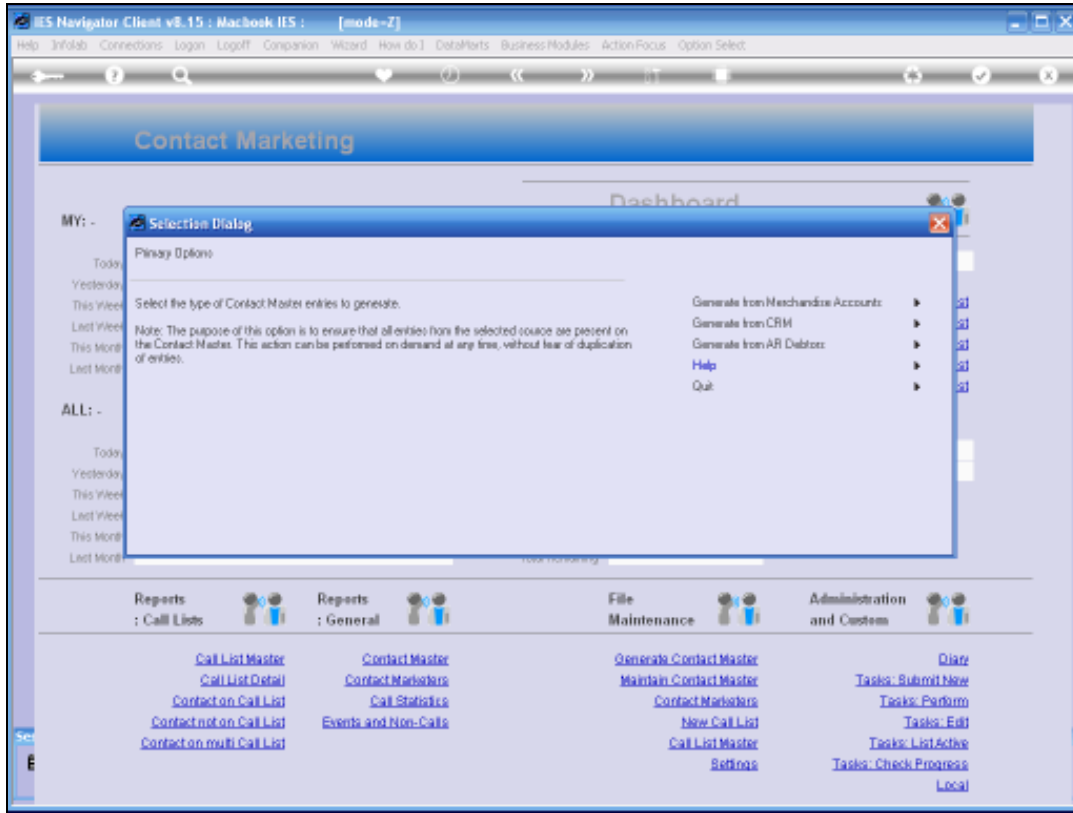
Slide 3

Slide notes:



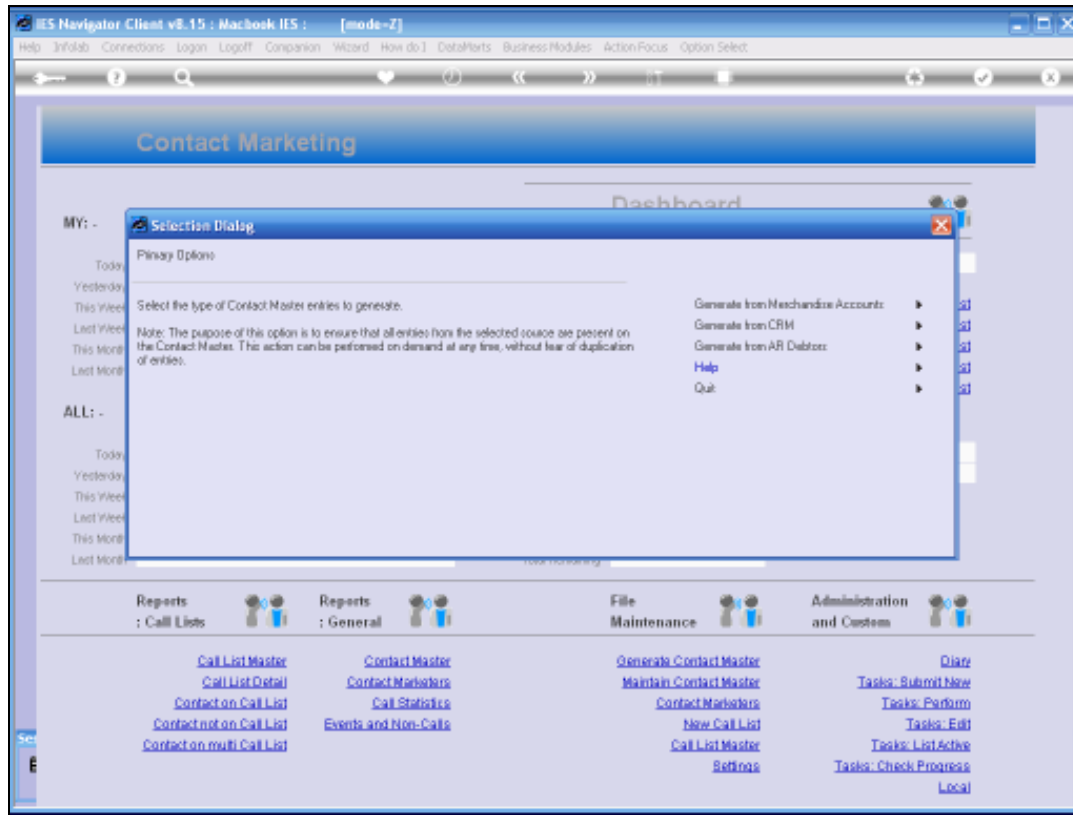
Slide 4

Slide notes:



Slide 5

Slide notes:



## Slide 6

Slide notes: Call entries can be generated from the Merchandise Master, and all of those are Customers and Outlets where we sell our merchandise. They can be Consumer Customers or Retail outlets that re-sell our merchandise.

The screenshot shows a web application interface for 'Contact Marketing'. The browser window title is 'IIS Navigator Client vs. 15 : Macbook IIS : [mode=Z]'. The address bar shows a URL with '0000' and '0000'. The page has a blue header with the title 'Contact Marketing'. Below the header, there are two main sections: 'MY:' and 'ALL:'. Each section contains a table with columns for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'MY:' section shows zero values for all metrics. The 'ALL:' section shows values: Today (0, 0, 0.00), Yesterday (0, 0, 0.00), This Week (17, 4, 775.00), Last Week (5, 4, 775.00), This Month (22, 4, 775.00), and Last Month (0, 0, 0.00). To the right of these tables is a 'Dashboard' section with a 'Current Profile' field set to '998 - Roma - 4 (DataLab)'. Below this is a 'Call List' field with a 'Change' button. There are several links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below these links is a section for 'Active Call List Indicators' with a table showing 'List Description: LIST - 11 - BrechtandLee' and 'When Activated: 21 Dec 2008 0:35:25'. Below this is a 'Total Status' table with rows for 'Total Status', 'Already Called', and 'Total Remaining', all showing the value '0'. At the bottom of the page, there are four main navigation categories: 'Reports : Call Lists', 'Reports : General', 'File Maintenance', and 'Administration and Control'. Each category has a list of sub-links. 'Reports : Call Lists' includes 'Call List Master', 'Call List Detail', 'Contact on Call List', 'Contact not on Call List', and 'Contact on multi Call List'. 'Reports : General' includes 'Contact Master', 'Contact Masters', 'Call Statistics', and 'Events and Non-Calls'. 'File Maintenance' includes 'Generate Contact Master', 'Maintain Contact Master', 'Contact Masters', 'New Call List', 'Call List Master', and 'Settings'. 'Administration and Control' includes 'Data', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List/Active', 'Tasks: Check Progress', and 'Local'.

Slide 7

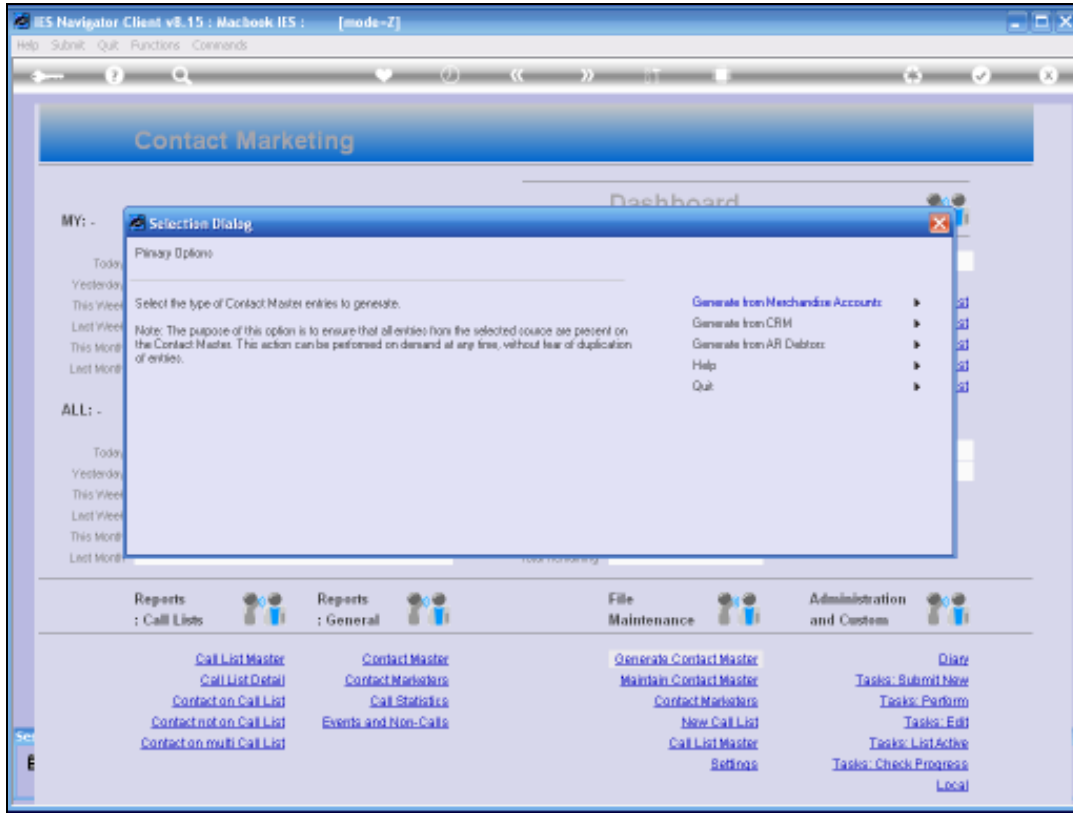
Slide notes:

The screenshot shows a web application interface for 'Contact Marketing'. The browser window title is 'IIS Navigator Client vs. 15 : Macbook IIS : [mode=Z]'. The address bar shows a URL with '0000' and '0000'. The page has a blue header with the title 'Contact Marketing'. Below the header, there are two main sections: 'MY:' and 'ALL:'. Each section contains a table with columns for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'MY:' section shows zero values for all metrics. The 'ALL:' section shows values: Today (0, 0, 0.00), Yesterday (0, 0, 0.00), This Week (17, 4, 0.00), Last Week (5, 4, 775.00), This Month (22, 4, 775.00), and Last Month (0, 0, 0.00). To the right of these tables is a 'Dashboard' section with a 'Current Profile' field set to '998 - Roma - 4 (DataLab)'. Below this is a 'Call List' field with a 'Change' button. There are several links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. A section titled 'Active Call List Indicators:' shows 'List Description: LIST - 11 - BrechtandLee' and 'When Activated: 21 Dec 2008 0:35:25'. Below this are three small tables: 'Total Orders' (1), 'Already Called' (0), and 'Total Remaining' (1). At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has a list of sub-links for various tasks like 'Call List Master', 'Contact Master', 'Generate Contact Master', 'Maintain Contact Master', 'Contact Master', 'Contact Master', 'New Call List', 'Call List Master', 'Settings', 'Diagnose', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 8

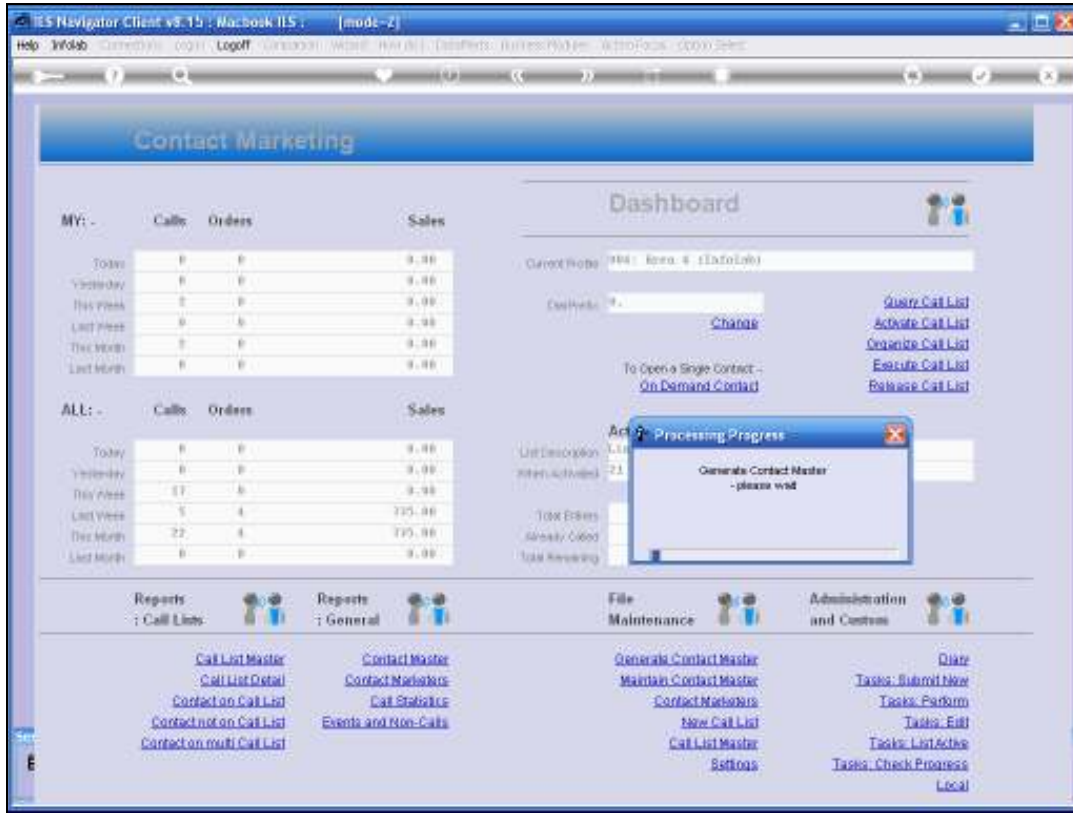
Slide notes:



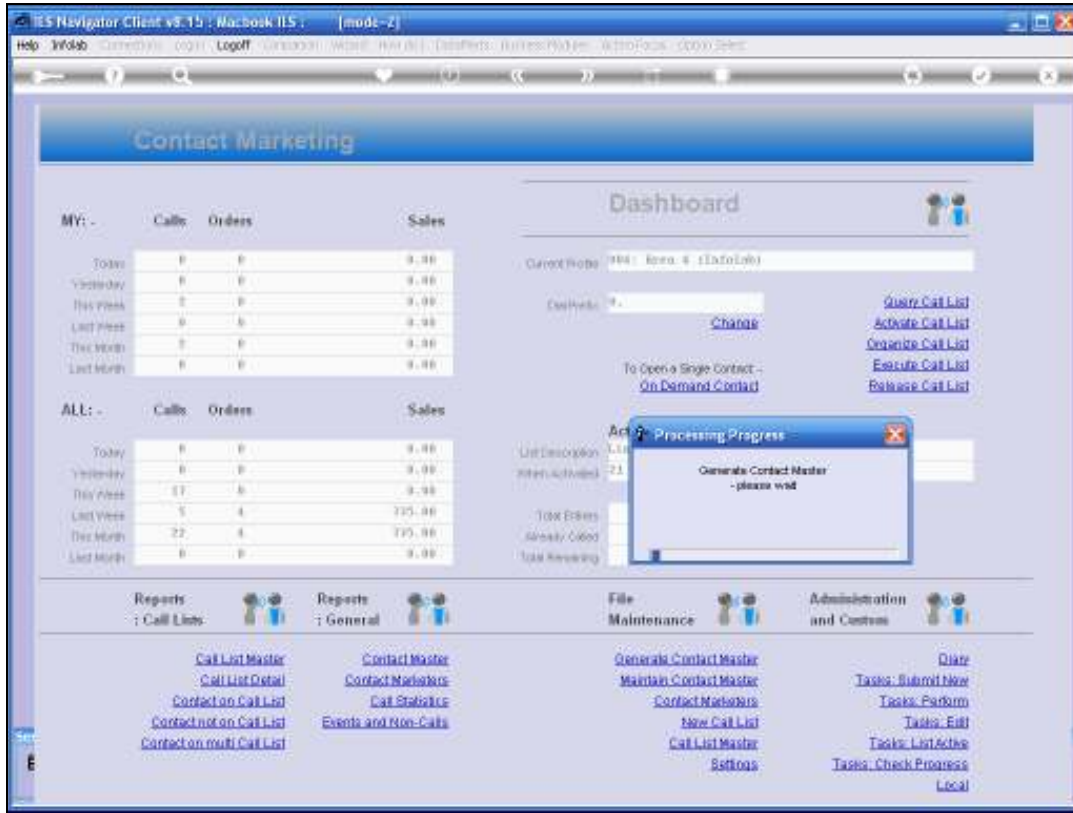


Slide 9

Slide notes: We can also generate Contact entries from our CRM base.

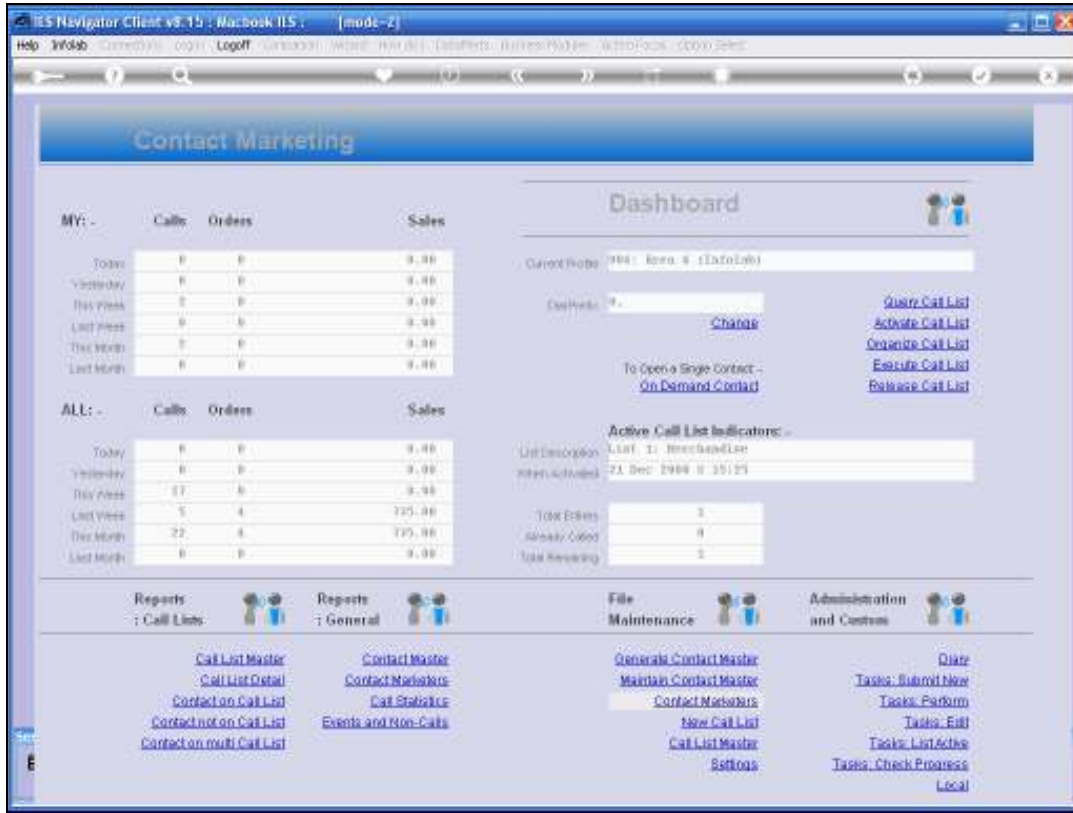


Slide 10  
Slide notes:

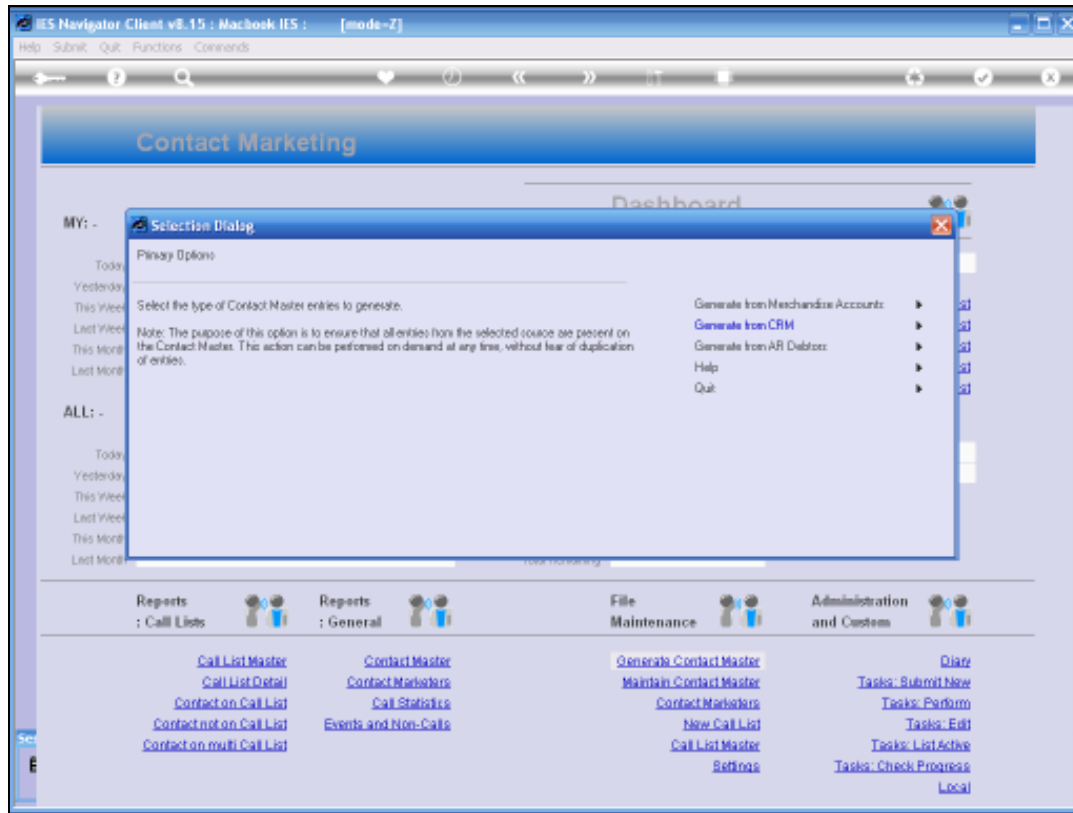


Slide 11

Slide notes:



Slide 12  
 Slide notes:



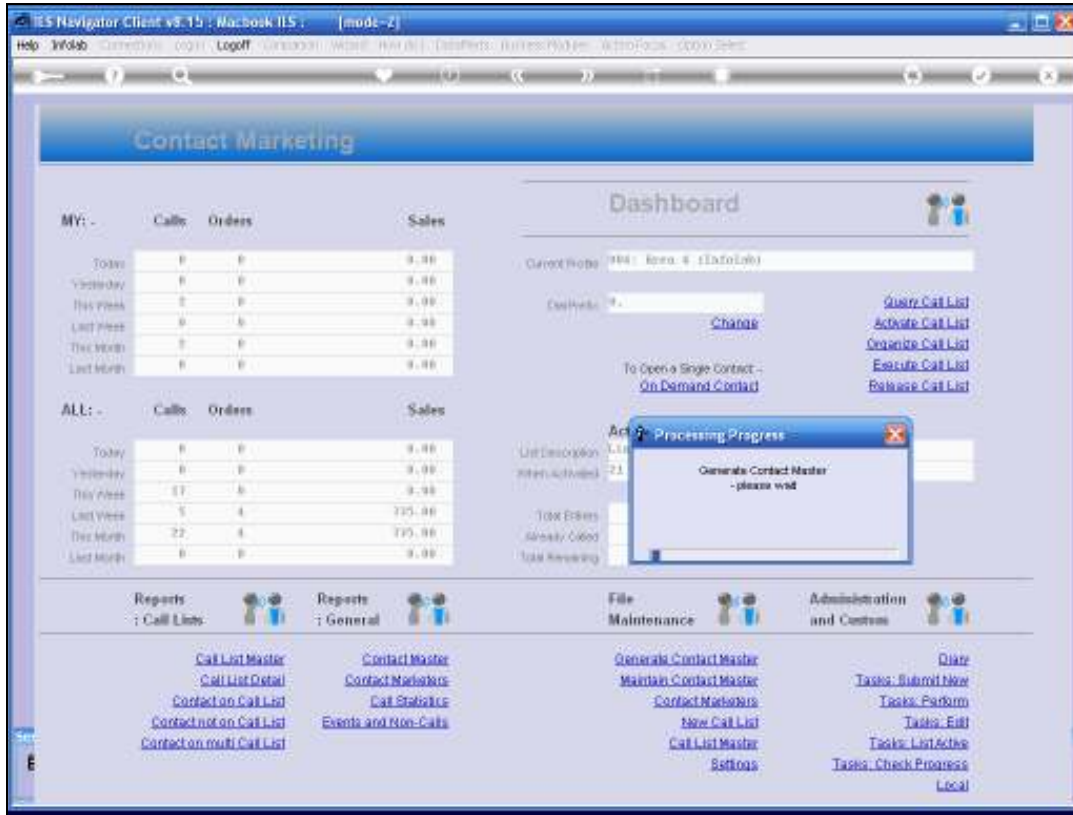
Slide 13

Slide notes: And we can also generate Contact entries from our Accounts Receivable (Debtors) register.

The screenshot displays the IIS Navigator Client interface for 'Macbook IIS'. The main window is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two summary tables: 'MY' and 'ALL', each with columns for 'Calls', 'Orders', and 'Sales' across various time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL' table shows a total sales of 775.00 for this month. A 'Processing Progress' dialog box is open in the center, displaying 'Generate Contact Master - please wait'. The bottom of the dashboard is divided into four main categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links for tasks like 'Call List Master', 'Contact Master', and 'Generate Contact Master'.

Slide 14

Slide notes:



Slide 15

Slide notes: As we will see when we explain the Call Lists, it is also possible to generate entries when we build our Call Lists. So it is quite easy to generate our Contact Master, and there is no capturing work involved.

The screenshot displays the 'Contact Marketing' dashboard in the ILS Navigator Client. The interface includes a navigation bar at the top with options like 'Help', 'Logout', and 'Logoff'. The main content area is divided into several sections:

- MY: -** A table showing Calls, Orders, and Sales for Today, Yesterday, This Week, Last Week, This Month, and Last Month.
- ALL: -** A similar table for overall performance.
- Dashboard:** A section for 'Current Profile' (998 - Roma 4 - (Info/Info)) with a 'Change' button and links for 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. It also features 'Active Call List Indicators' and summary statistics for 'Total Orders', 'Already Called', and 'Total Remaining'.
- Reports:** Two columns of report links under 'Call Lists' and 'General'.
- File Maintenance:** A column of links for managing contact lists.
- Administration and Control:** A column of links for system tasks.

Slide 16

Slide notes: