

The screenshot shows the IES Navigator Client software interface. The main window title is "IES Navigator Client v8.15 | Workbook: IES | [mode=2]". The browser address bar shows "http://192.168.1.100:8080/ies/iesNavigatorClient/iesNavigatorClient.jsp?mode=2".

The interface is titled "Contact Marketing" and features a "Dashboard" section. On the left, there are two summary tables for "MY:" and "ALL:" categories, each showing "Calls", "Orders", and "Sales" for "Today", "Yesterday", "This Week", "Last Week", "This Month", and "Last Month".

The "MY:" table data is as follows:

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	185	81	11,558.00
This Week	0	0	0.00
Last Week	489	442	44,369.00
This Month	1512	1071	144,329.00
Last Month	1345	715	154,154.00

The "ALL:" table data is as follows:

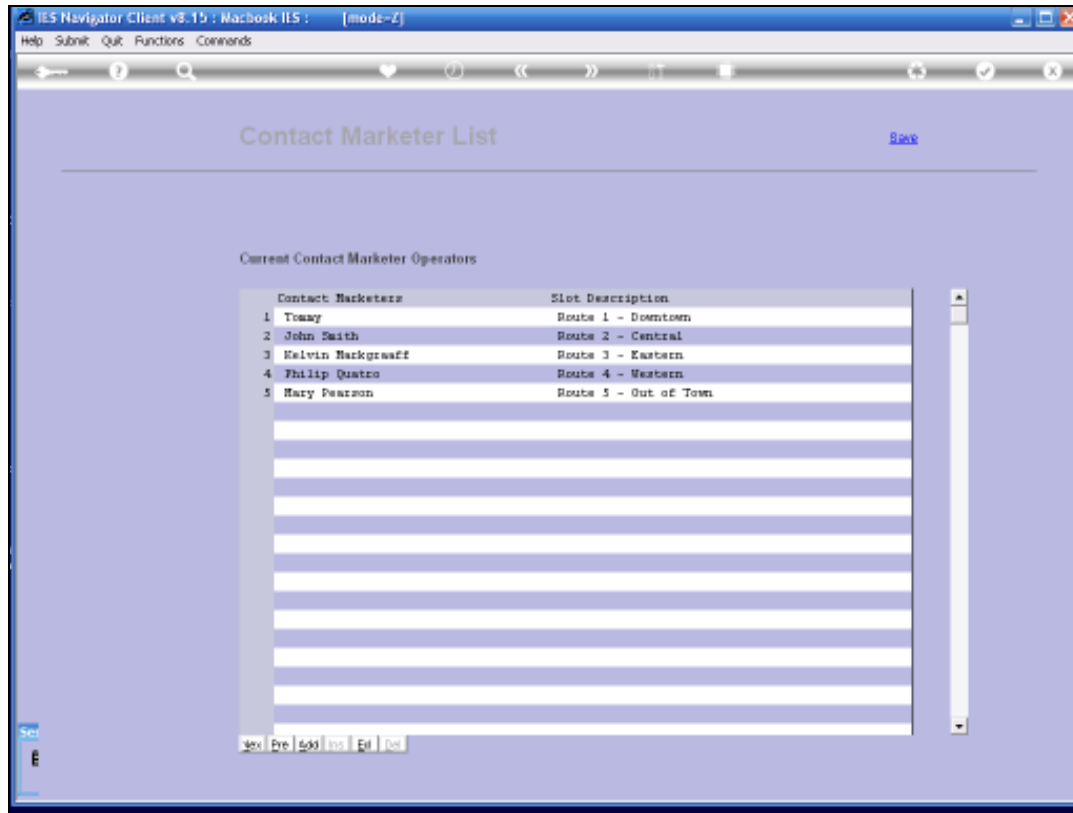
	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	420	316	48,309.00
This Week	0	0	0.00
Last Week	2436	1840	267,569.00
This Month	4868	3583	495,288.00
Last Month	5448	3960	601,489.00

The "Dashboard" section on the right includes a "Current Profile" dropdown set to "493: Boston 1 - Boston (Closed)", a "Directives" input field with a "Change" button, and a link to "Query Call List". Below this are links for "Activate Call List", "Create Call List", "Execute Call List", and "Release Call List". There is also a section for "Active Call List Indicators" with fields for "List Description", "When Activated", "Total Entries", "Already Called", and "Total Remaining".

At the bottom, there are four main navigation categories: "Reports : Call Lists", "Reports : General", "File Maintenance", and "Administration and Custom". Each category has several sub-links for tasks like "Call List Master", "Contact Master", "Generate Contact Master", "Maintain Contact Master", "Contact Marketing", "New Call List", "Call List Master", "Settings", "Queue", "Tasks: Submit New", "Tasks: Perform", "Tasks: Edit", "Tasks: List Active", "Tasks: Check Progress", and "Local".

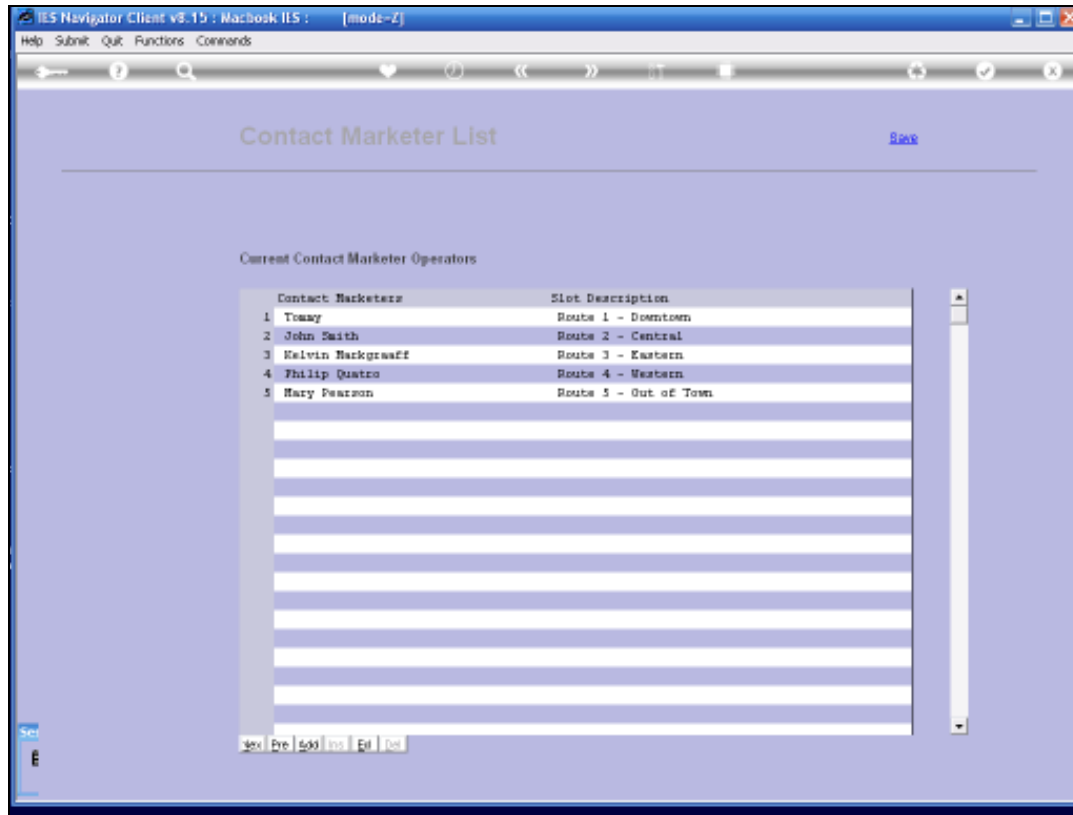
Slide 1

Slide notes: In this tutorial we are looking at the Contact Marketing Profiles. A Contact Marketing Profile is like a job position, and some User is assigned to the Profile, i.e. to perform it.



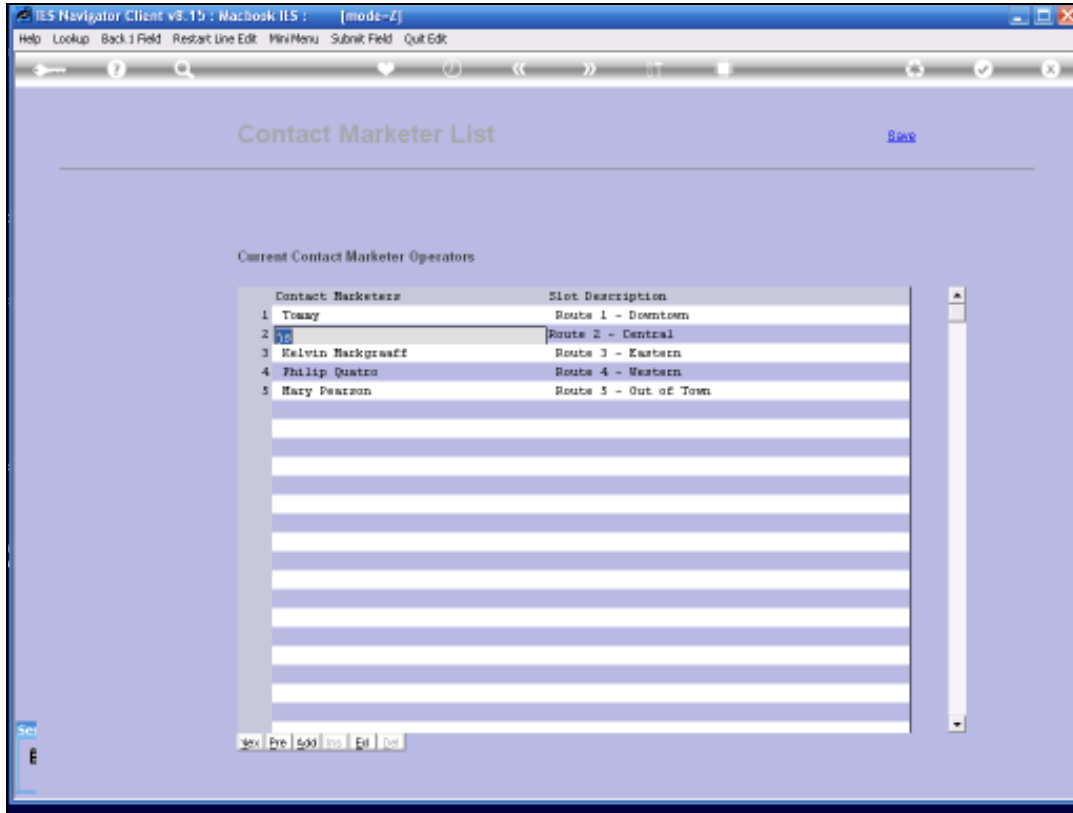
## Slide 2

Slide notes: Once created, a Marketing Profile can never be deleted, since it is tied into the history and statistics. But we can assign a different User, like when somebody leaves or is re-assigned, and someone else is assigned to that Profile.



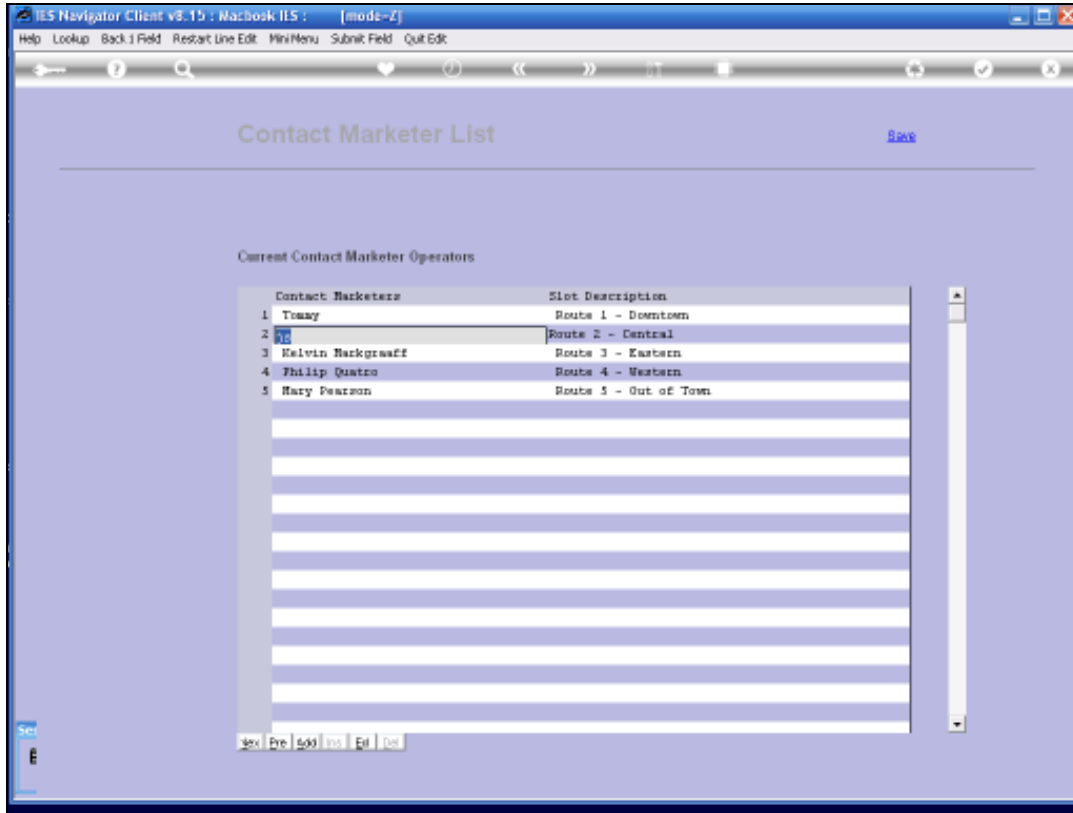
### Slide 3

Slide notes: Also, the name of the Profile may be changed, so if it is no longer used, a different description can be applied.



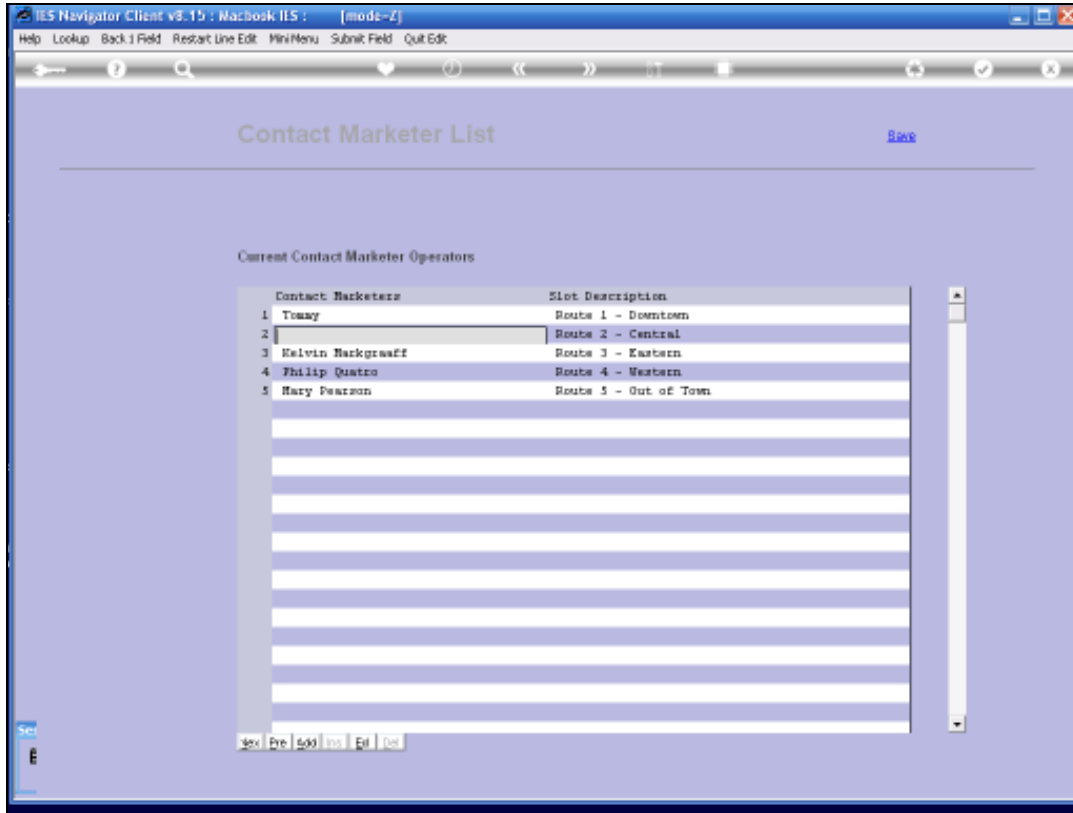
Slide 4

Slide notes:



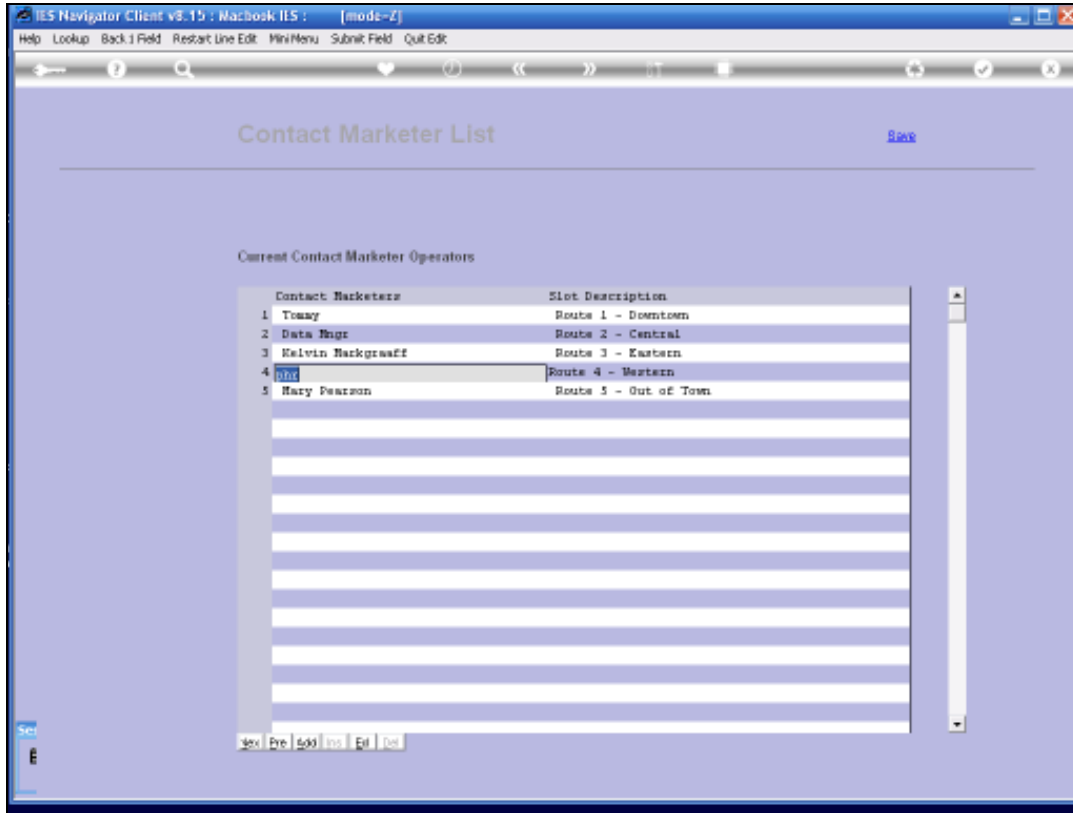
Slide 5

Slide notes:



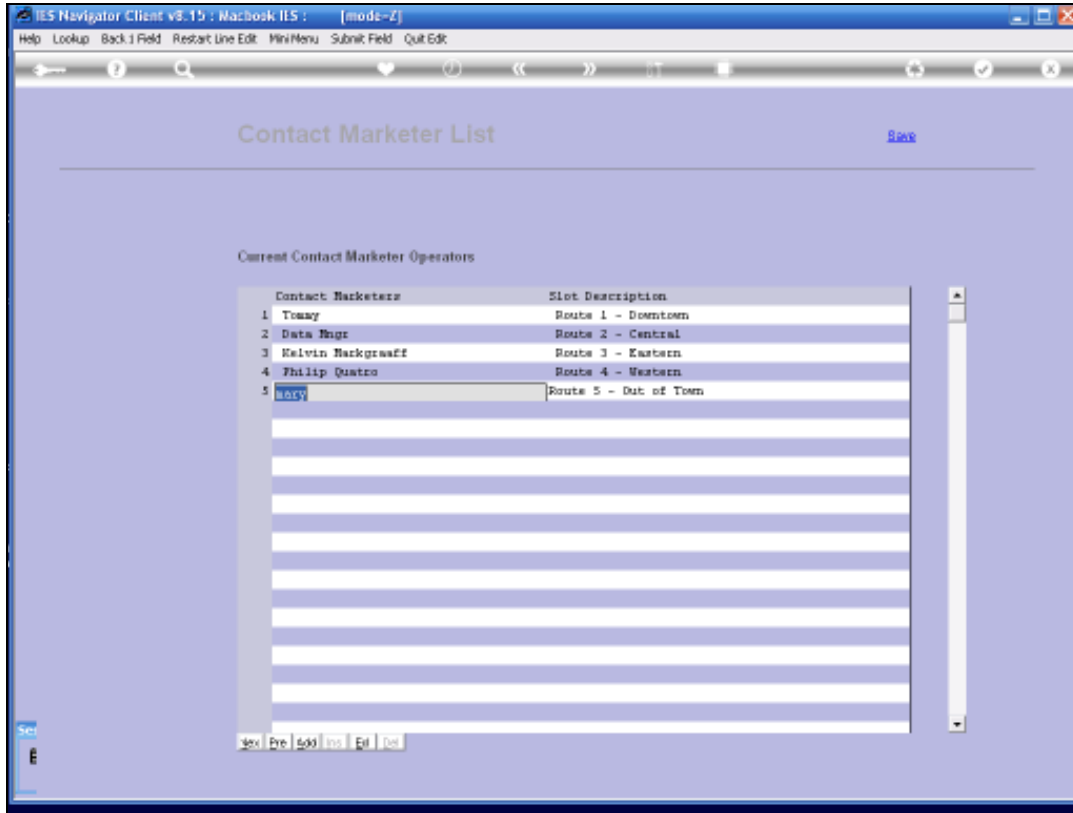
Slide 6

Slide notes:



Slide 7

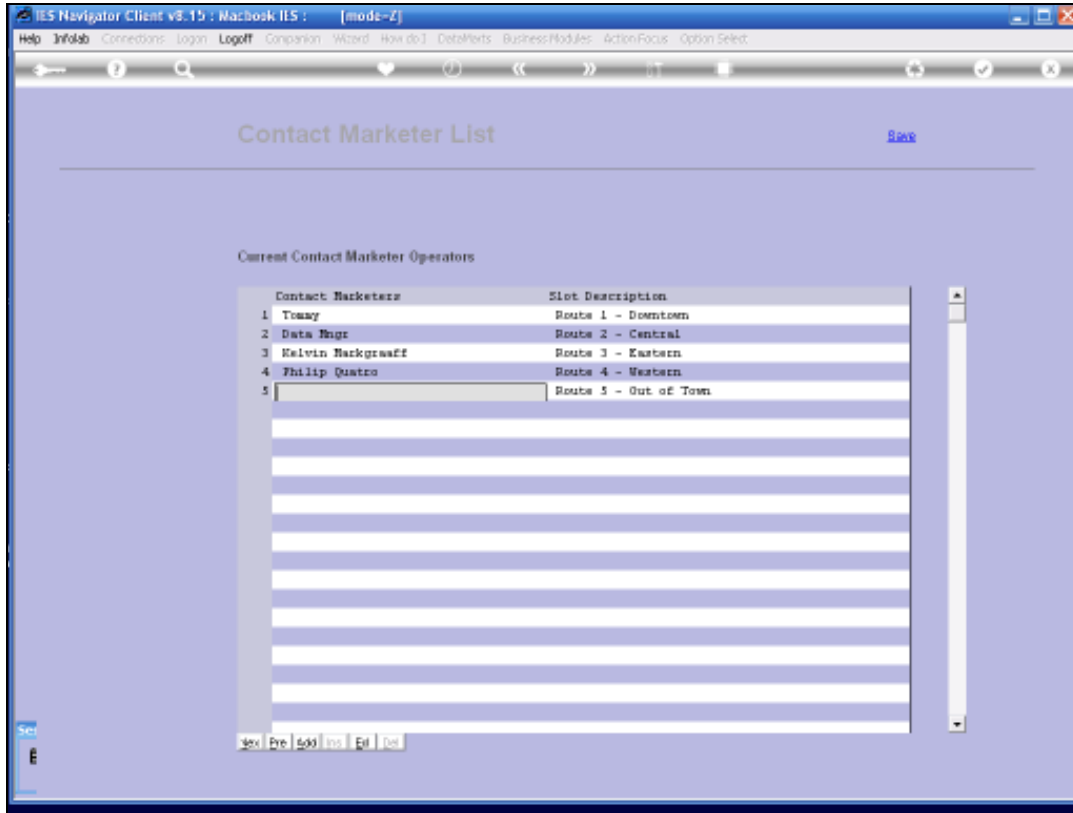
Slide notes:



Slide 8

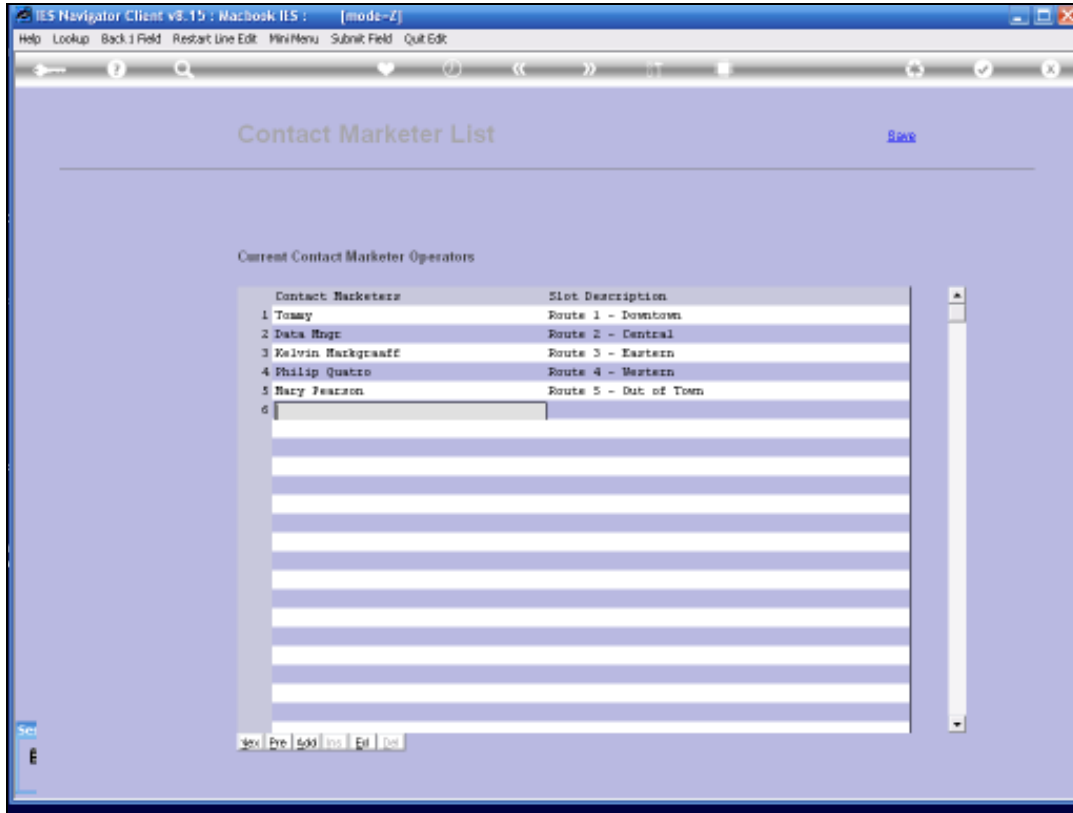
Slide notes:





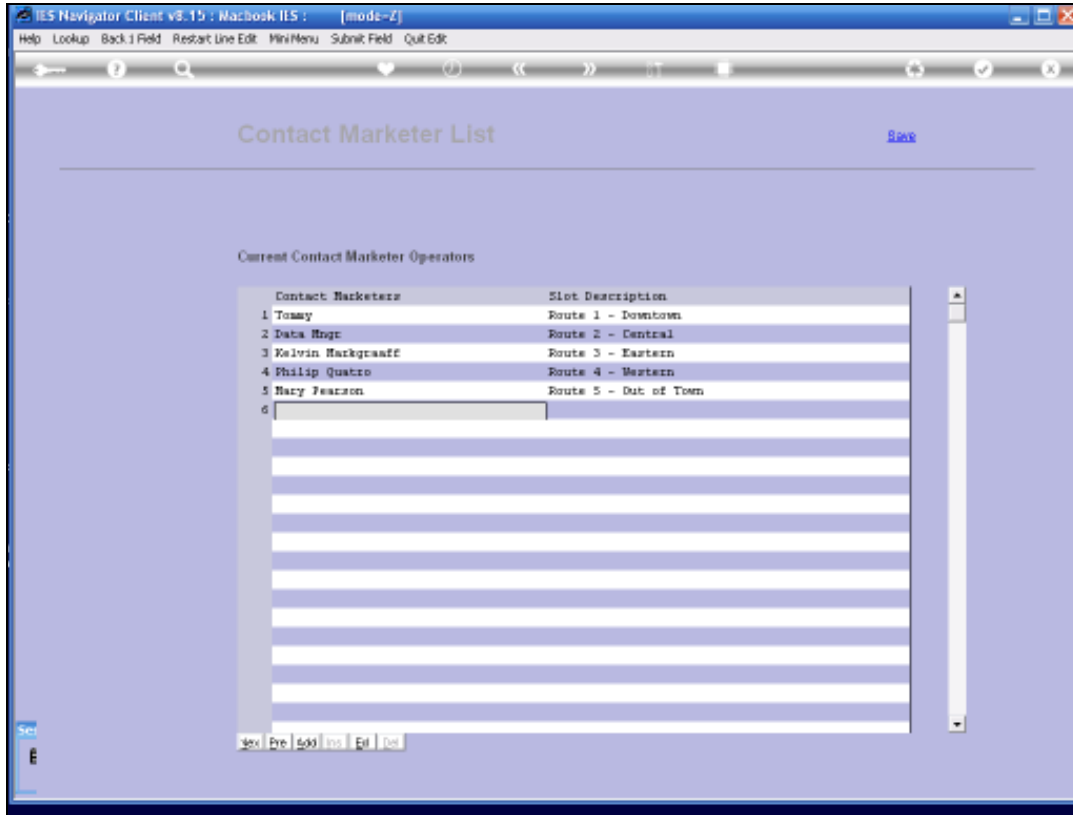
Slide 9

Slide notes:



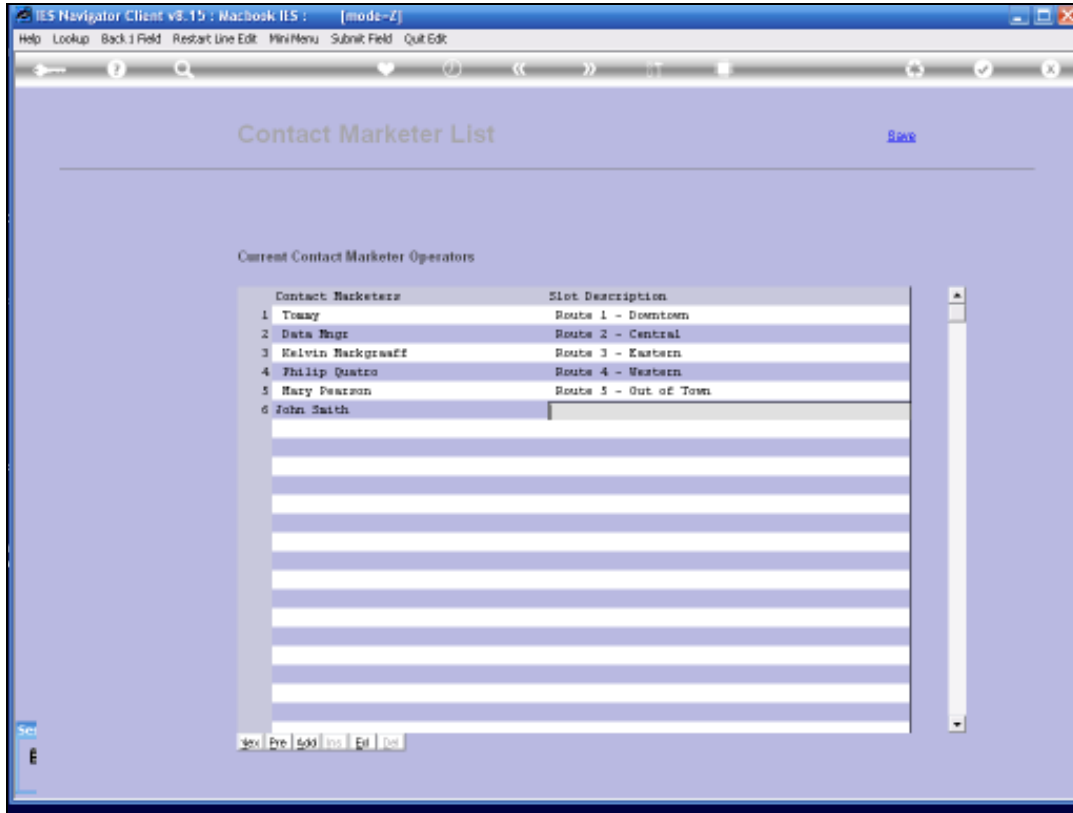
Slide 10

Slide notes:



Slide 11

Slide notes:



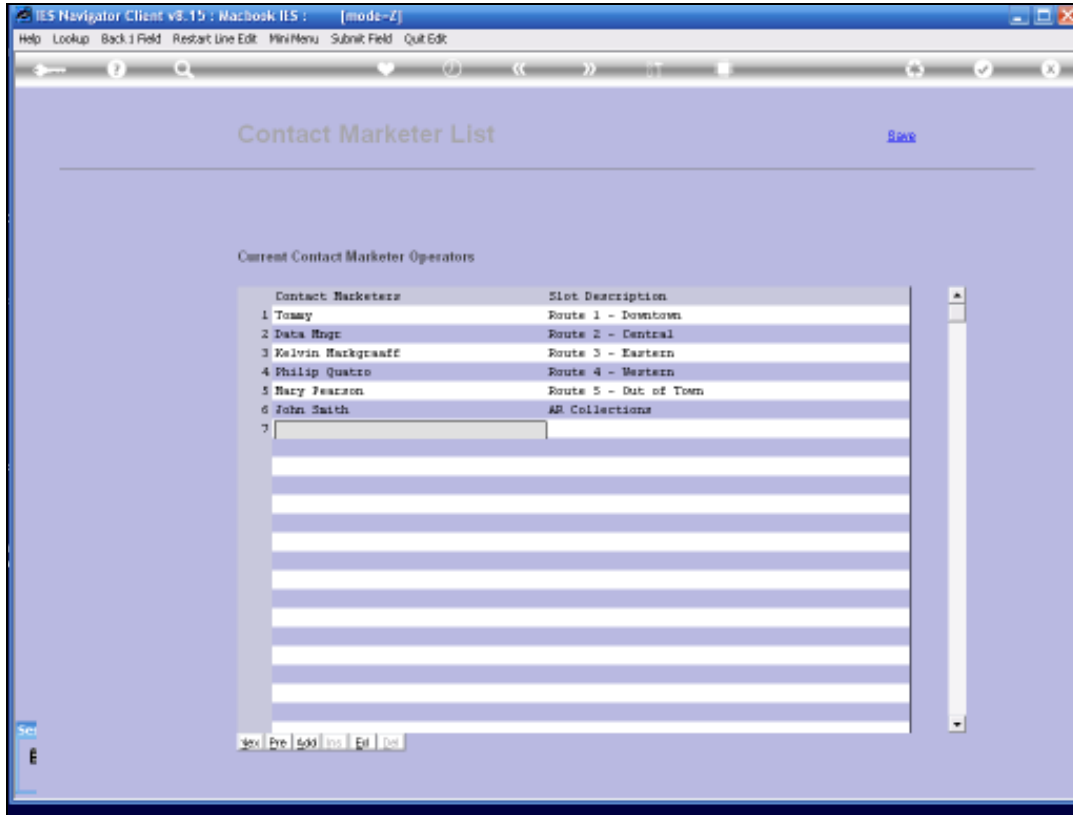
Slide 12

Slide notes:

Contact Marketers	Slot Description
1 Tommy	Route 1 - Downtown
2 Dana Hngt	Route 2 - Central
3 Kelvin Markgraaff	Route 3 - Eastern
4 Philip Quatro	Route 4 - Western
5 Mary Pearson	Route 5 - Out of Town
6 John Smith	AR Collections
7	

## Slide 13

Slide notes: We can have as many Profiles as we want, and when a Contact Marketer performs Calls, he or she is always working with one of these Profiles. It is also allowed for one person to be assigned to multiple Profiles.



Slide 14

Slide notes:

The screenshot displays the IIS Navigator Client interface for 'Macbook IIS'. The main window title is 'IIS Navigator Client v9.15 : Macbook IIS : [mode=Z]'. The browser address bar shows 'http://localhost:8080/Logoff'. The page content is organized into several sections:

- Contact Marketing Header:** A blue banner at the top.
- MY: -** A table showing performance metrics for 'Calls', 'Orders', and 'Sales' over time (Today, Yesterday, This Week, Last Week, This Month, Last Month).
- ALL: -** A similar table for overall performance.
- Dashboard:** A section on the right with a 'Current Profile' dropdown set to '993: Boston 1 - Boston (Closed)'. It includes a 'Directs' field and several action links: 'Queue Call List', 'Activate Call List', 'Generate Call List', 'Evaluate Call List', and 'Release Call List'. Below this is a section for 'Active Call List Indicators' with fields for 'List Description', 'When Activated', 'Total Entries', 'Already Called', and 'List Remaining'.
- Navigation Menu:** A horizontal bar with icons and labels for 'Reports : Call Lists', 'Reports : General', 'File Maintenance', and 'Administration and Control'.
- Footer Links:** A grid of links for 'Call List Master', 'Call List Detail', 'Contact on Call List', 'Contact not on Call List', 'Contact on multi Call List', 'Contact Master', 'Contact Masters', 'Call Statistics', 'Events and Non-Calls', 'Generate Contact Master', 'Maintain Contact Master', 'Contact Masters', 'New Call List', 'Call List Master', 'Settings', 'Clear', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 15

Slide notes:

The screenshot displays the ILS Navigator Client interface for 'Macbook ILS'. The main window title is 'Contact Marketing'. The interface is divided into several sections:

- MY: -** A table showing performance metrics for 'Calls', 'Orders', and 'Sales' over time (Today, Yesterday, This Week, Last Week, This Month, Last Month).
- ALL: -** A similar table showing overall performance metrics.
- Dashboard:** A section for 'Current Profile' (993: Boston 1 - Boston One (Closed)) and 'Directs' (0). It includes links for 'Queue Call List', 'Activate Call List', 'Generate Call List', 'Evaluate Call List', and 'Release Call List'. Below this is a section for 'Active Call List Indicators' with fields for 'List Description', 'When Activated', 'Total Entries', 'Already Called', and 'List Remaining'.
- Navigation and Reports:** A bottom section with icons and links for 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Specific links include 'Call List Master', 'Call List Detail', 'Contact on Call List', 'Contact not on Call List', 'Contact on multi Call List', 'Contact Master', 'Contact Masters', 'Call Statistics', 'Events and Non-Calls', 'Generate Contact Master', 'Maintain Contact Master', 'Contact Masters', 'New Call List', 'Call List Master', 'Refresh', 'Clear', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 16

Slide notes: