

The screenshot shows the ILES Navigator Client web interface. The browser title is "ILES Navigator Client v8.15 : Macbook ILES : [mode-Z]". The page has a blue header with "Contact Marketing" and a "Dashboard" section. The dashboard includes two tables for sales data (MY and ALL), a "Current Note" section, and "Active Call List Indicators". At the bottom, there are four main menu categories: Reports, File Maintenance, and Administration and Control, each with several sub-links.

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	105	84	11,550.00
This Week	0	0	0.00
Last Week	435	447	44,590.00
This Month	1512	1071	166,300.00
Last Month	1195	735	150,150.00

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	420	336	44,200.00
This Week	0	0	0.00
Last Week	2136	1600	207,960.00
This Month	8840	4294	605,200.00
Last Month	5440	2900	400,000.00

Active Call List Indicators:

List Description	Book# - Contracting - Downtown
InterActivated	27 Dec 2008 10:10:11
Total Orders	11
Already Called	0
Total Remaining	11

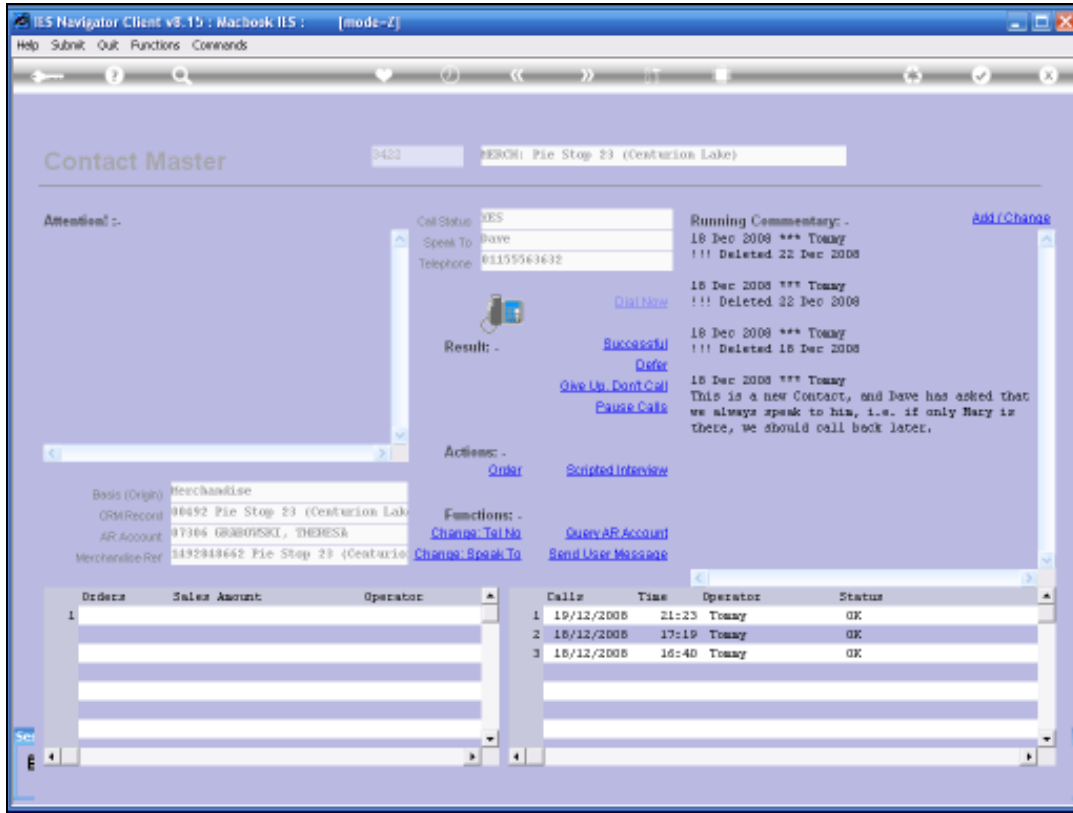
Reports: Call Lists, General

File Maintenance: General Contact Master, Maintain Contact Master, Contact Masters, New Call List, Call List Master, Buttons

Administration and Control: Date, Tasks: Submit New, Tasks: Perform, Tasks: Fill, Tasks: List/Active, Tasks: Check Progress, Local

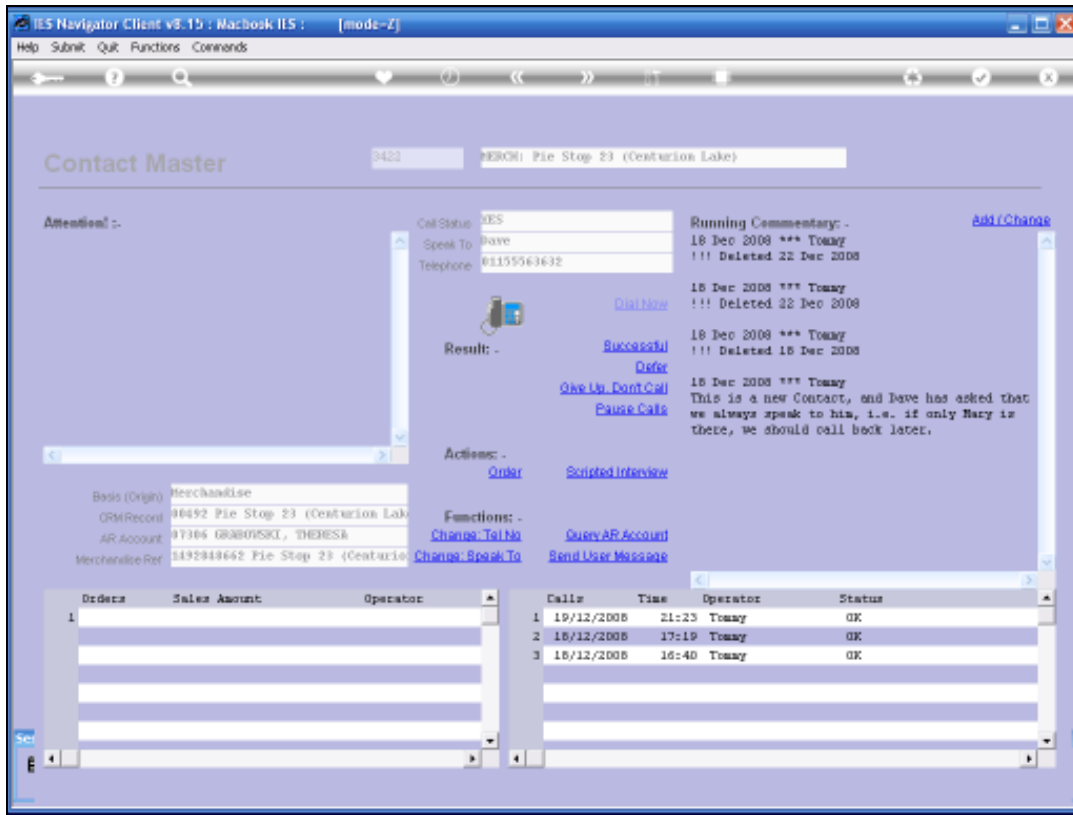
Slide 1

Slide notes: In this tutorial we demonstrate how we perform a Contact Call. When we "execute" the Call List, one Contact entry after another will appear.



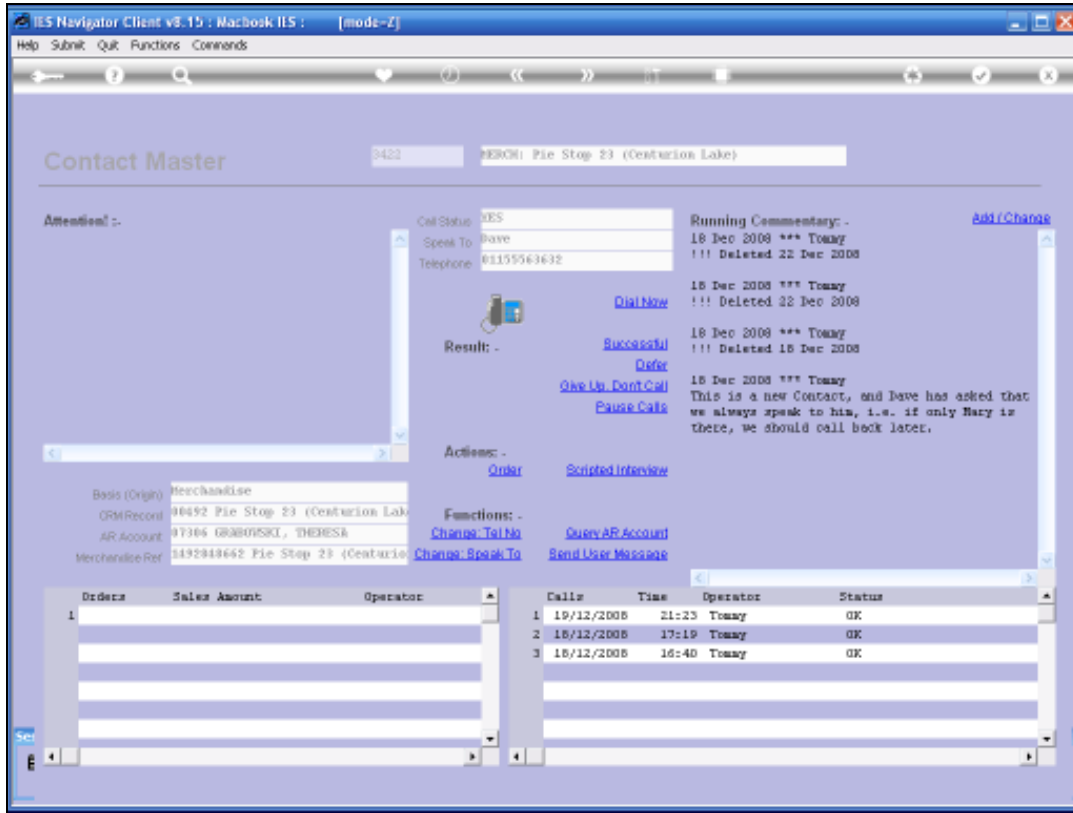
Slide 2

Slide notes:



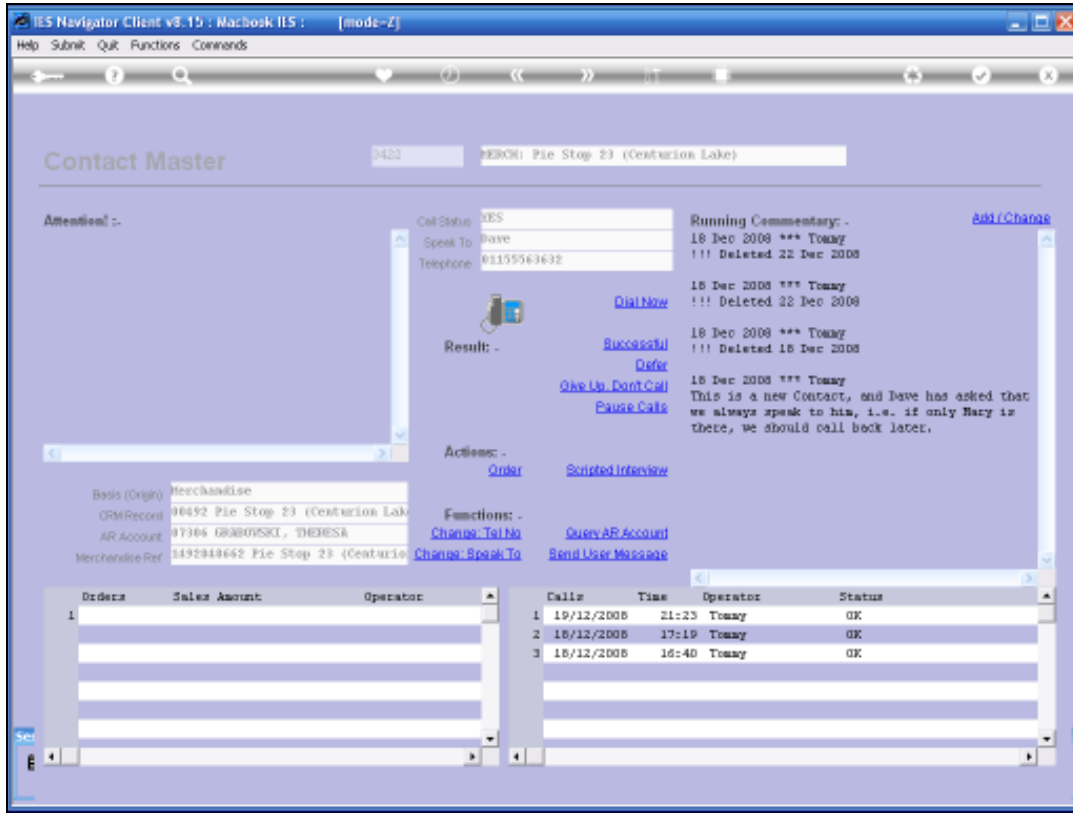
Slide 3

Slide notes: On the Contact Record, there may be important information indicated under the "Attention" banner. This is information recorded on the Master Record, and cannot be changed here.



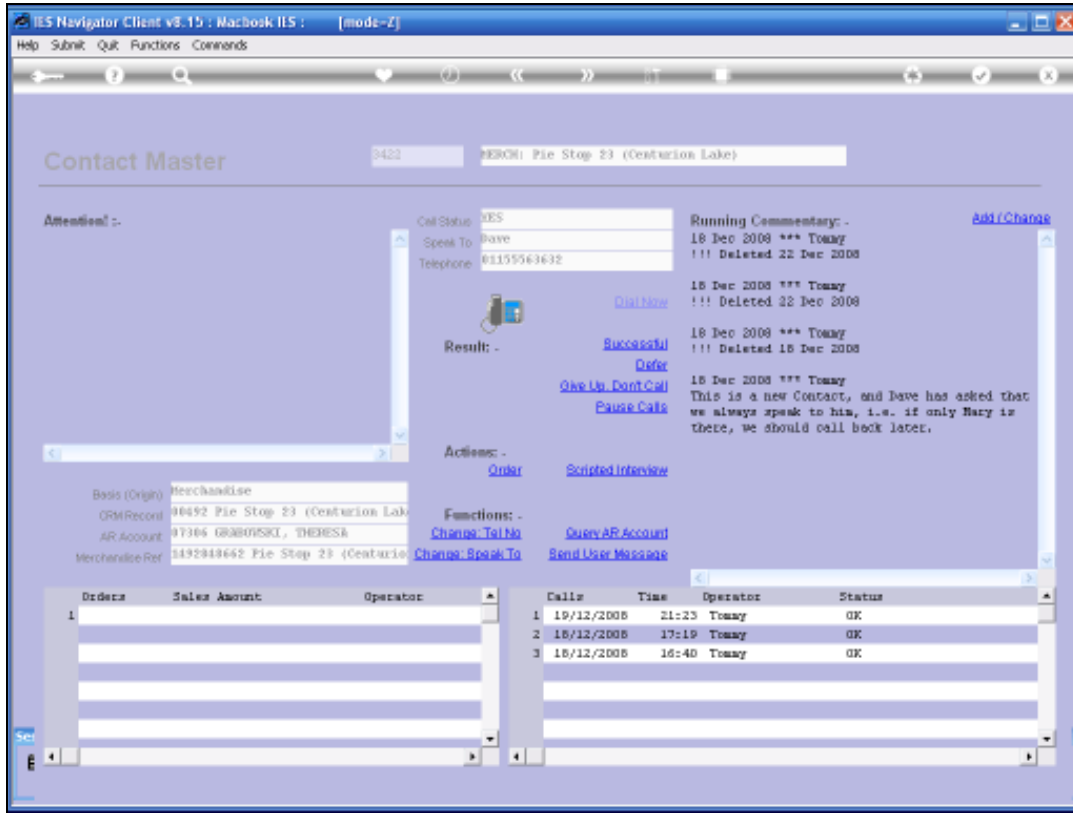
Slide 4

Slide notes: On the right, we have running commentary that shows history of all prior comments, and we can also add to this commentary.



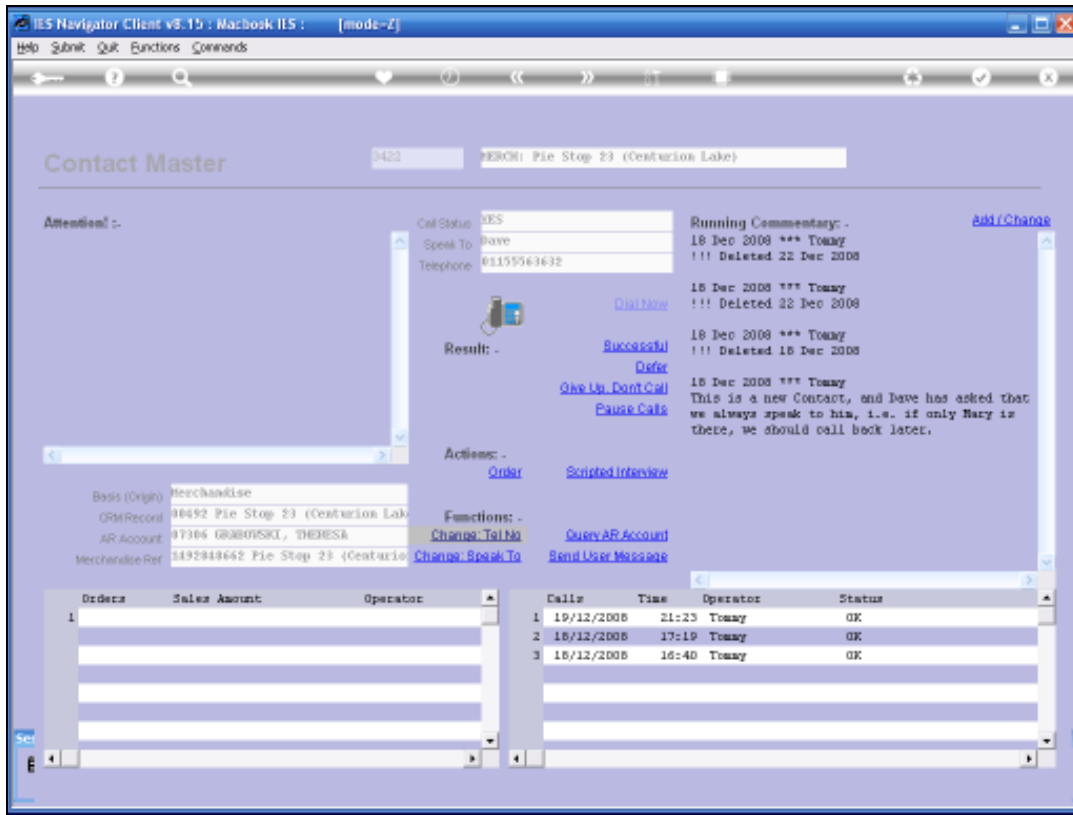
Slide 5

Slide notes: At the bottom we can see both Order History and Call History for this Contact, and if there are Orders present we can drill into those, if necessary.



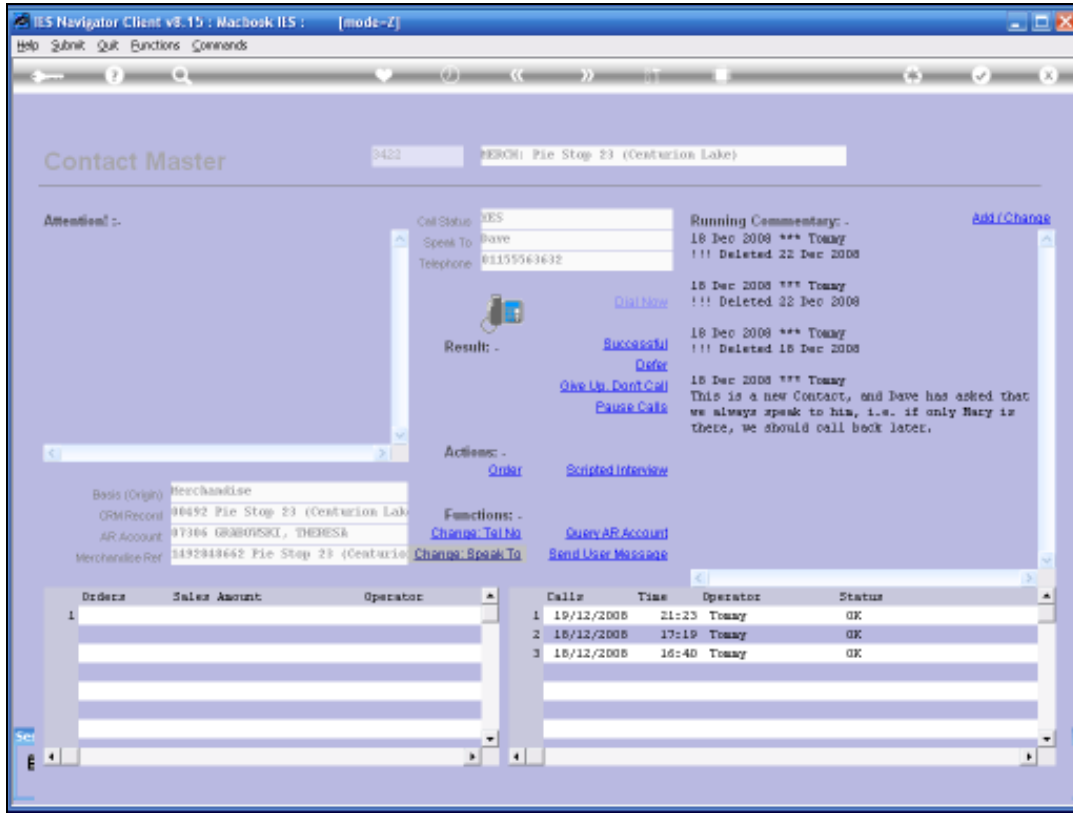
Slide 6

Slide notes:



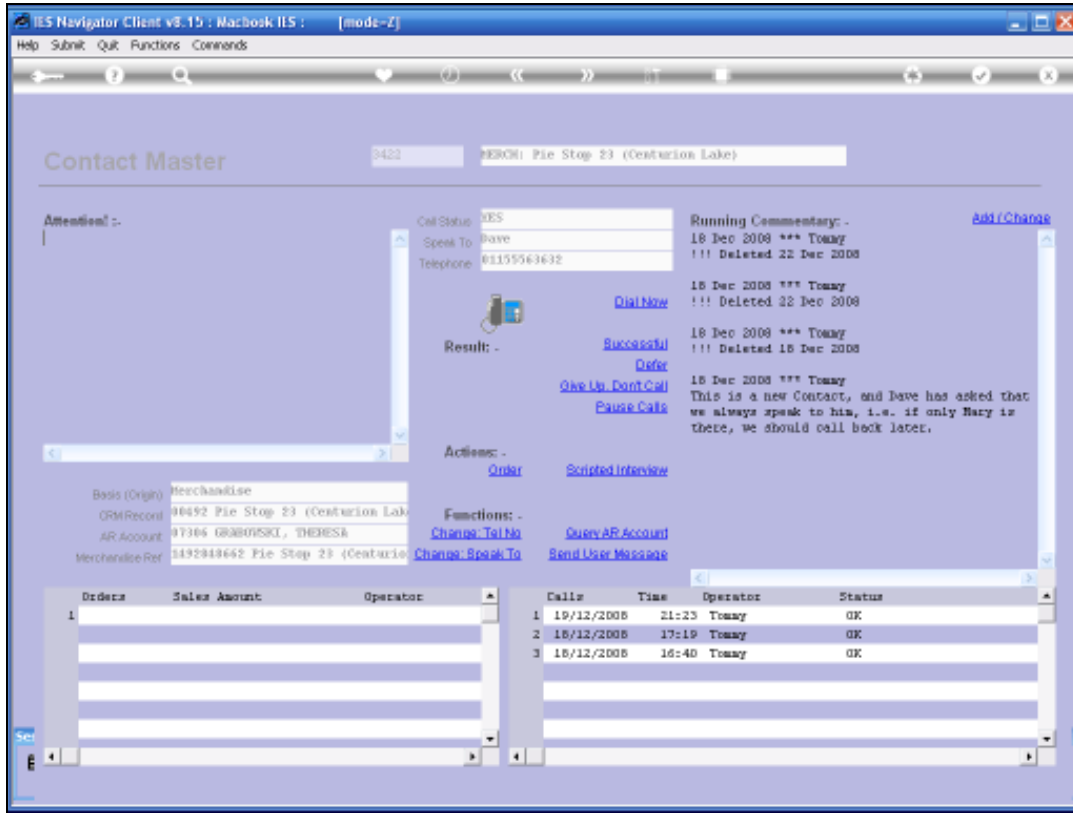
Slide 7

Slide notes: If for some reason the telephone number is not shown, or is incorrect, and if we have the correct information, we can change the telephone number, either permanently or only for this call.



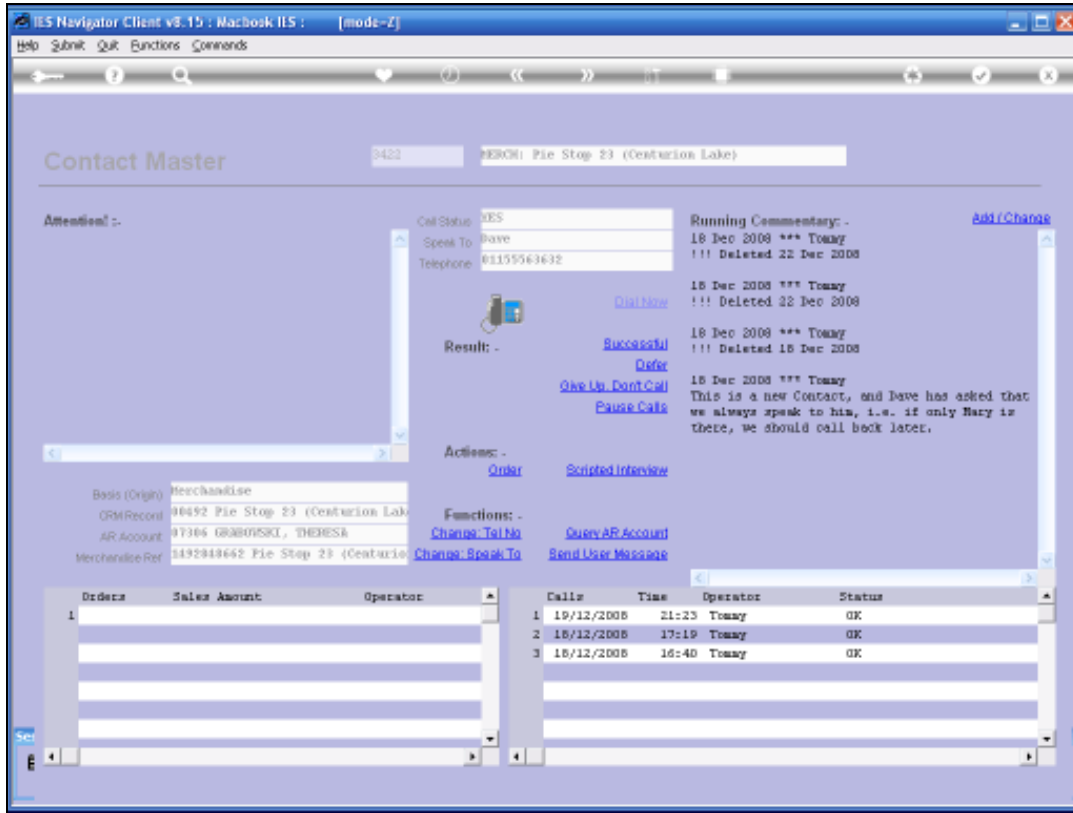
Slide 8

Slide notes: And likewise with the "Speak To" name.



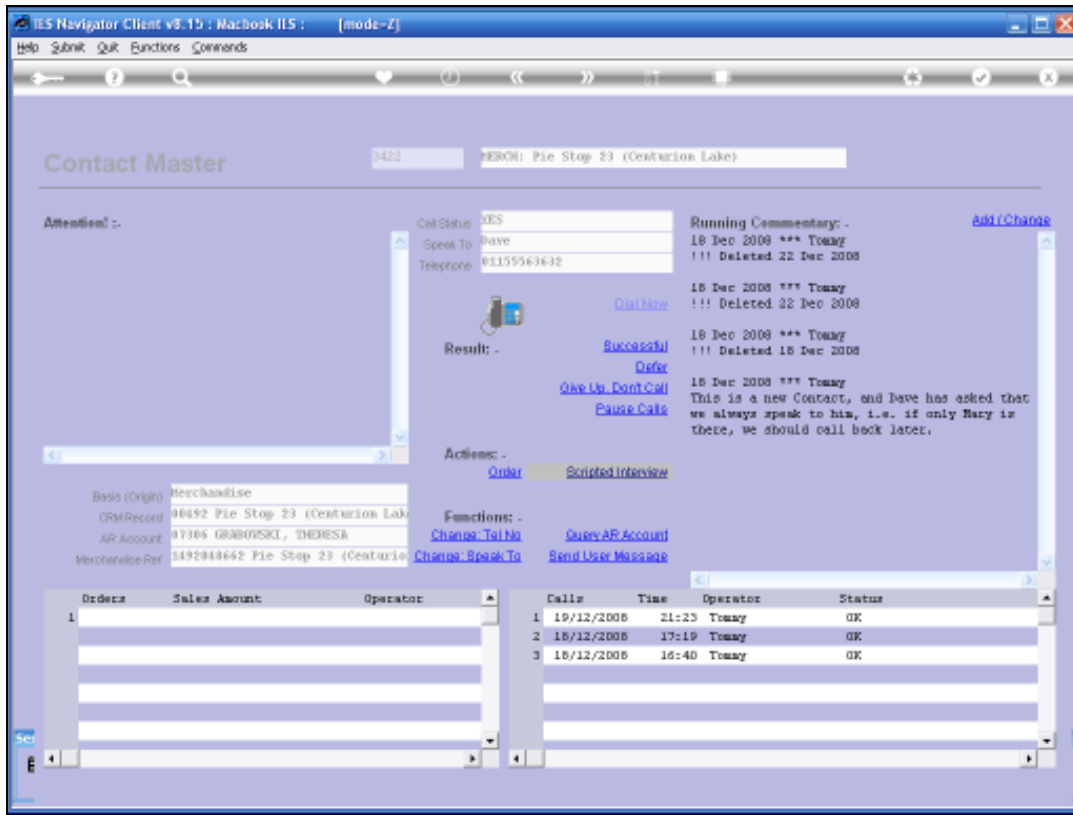
Slide 9

Slide notes: When we are ready to call the Contact, then we choose DIAL NOW. The system will now place the call.



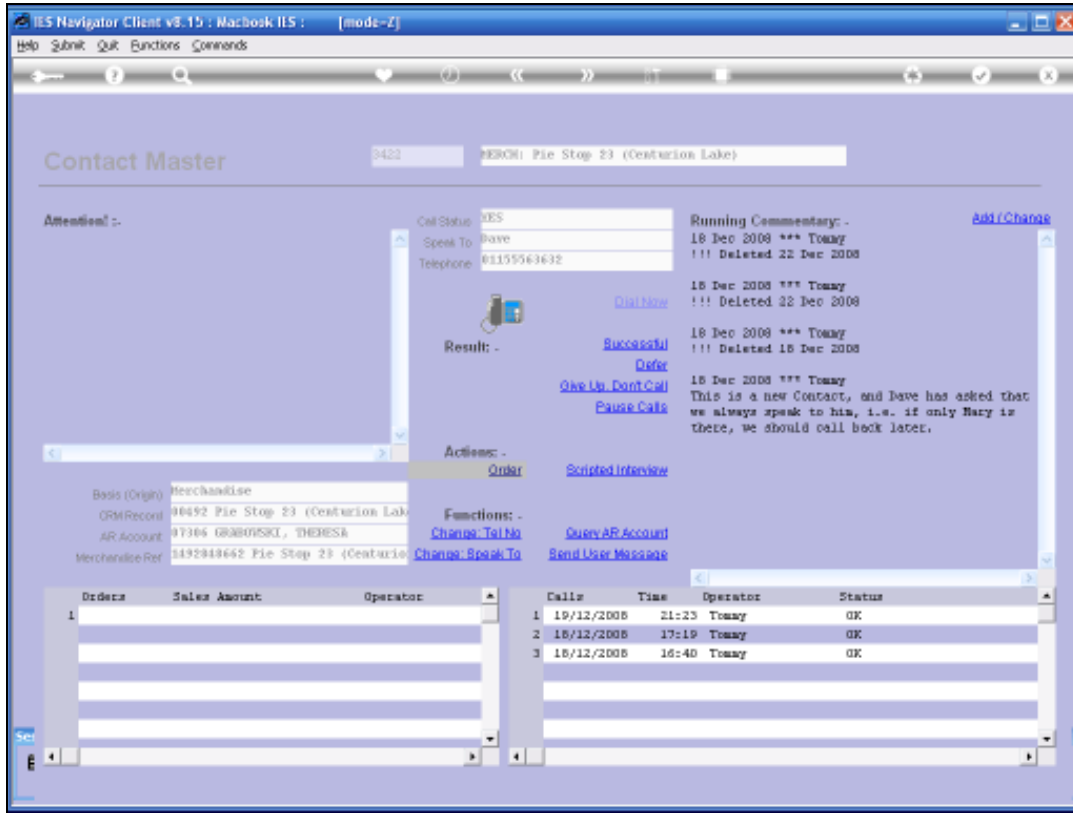
Slide 10

Slide notes:



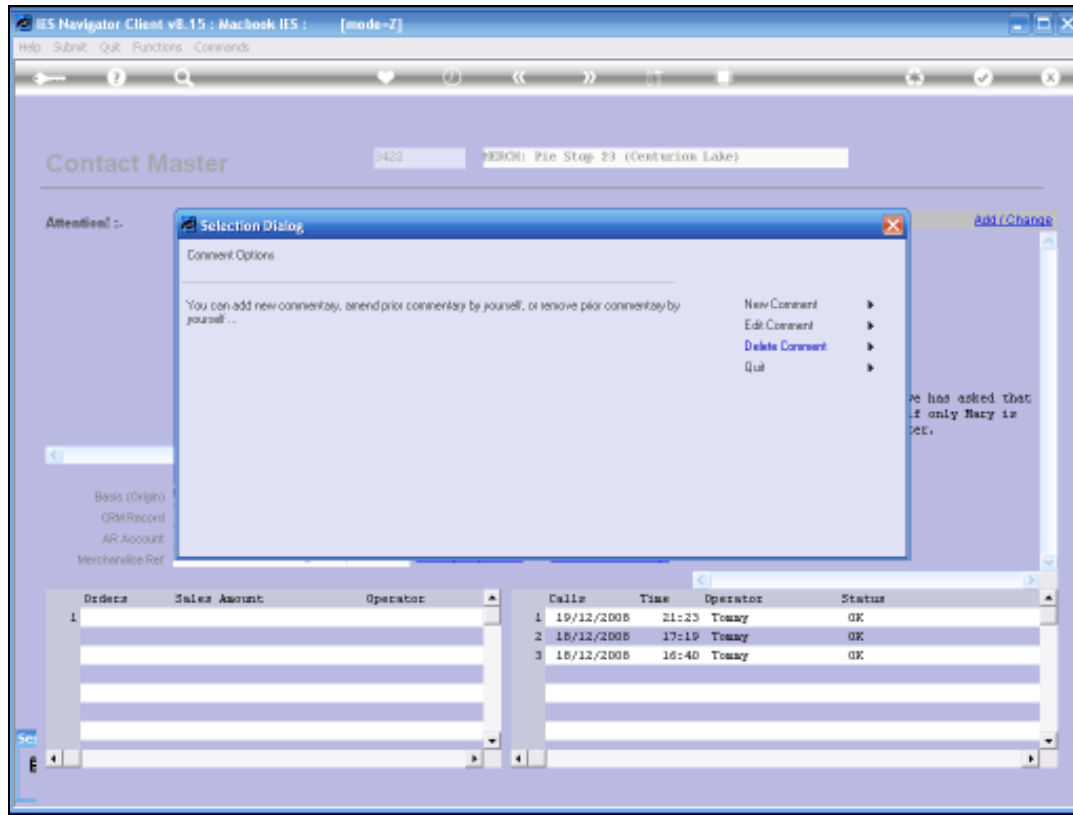
Slide 11

Slide notes: Once we have the Contact on the line, the next option will be selected according to the current action or purpose with the Call. We may enter a Scripted Interview.



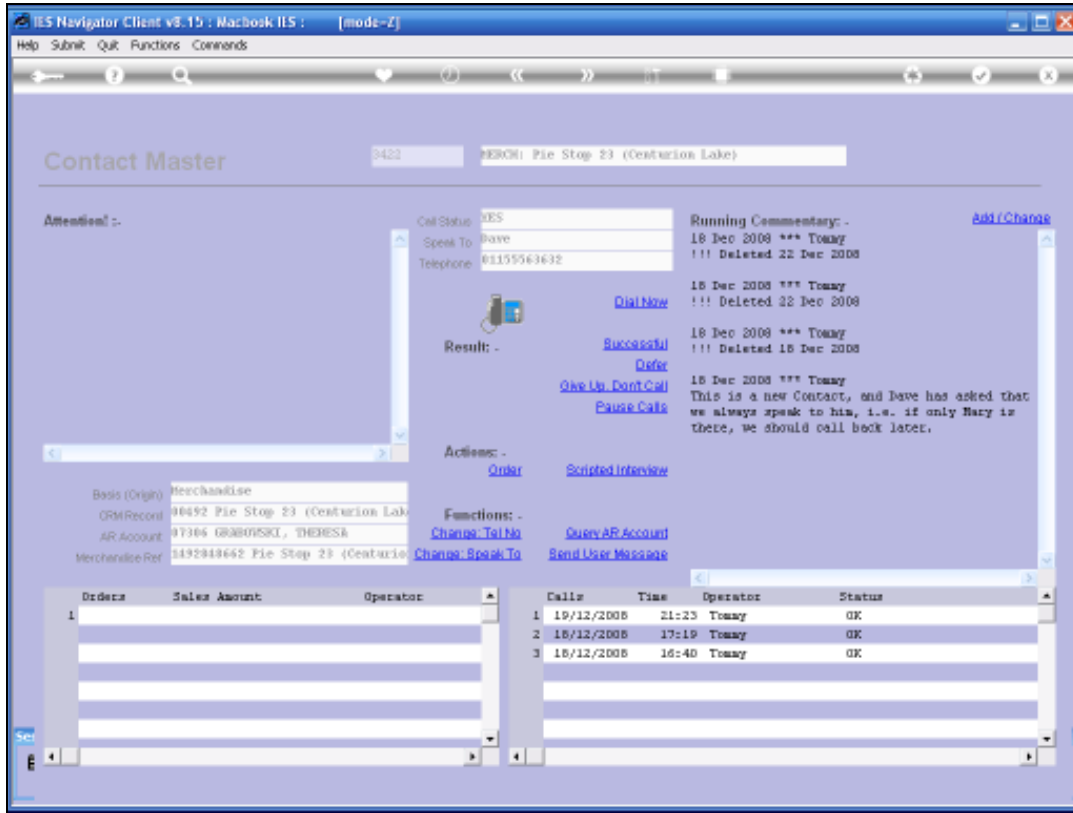
Slide 12

Slide notes: Or we may enter the Order Function. The Order Function is demonstrated in a separate tutorial.



Slide 13

Slide notes: Where relevant, we may add to the Comments. For example, something may arise during the Call that is good or necessary to record. For example, if the call is about Collections, we may need to record some comments about what was said or agreed.



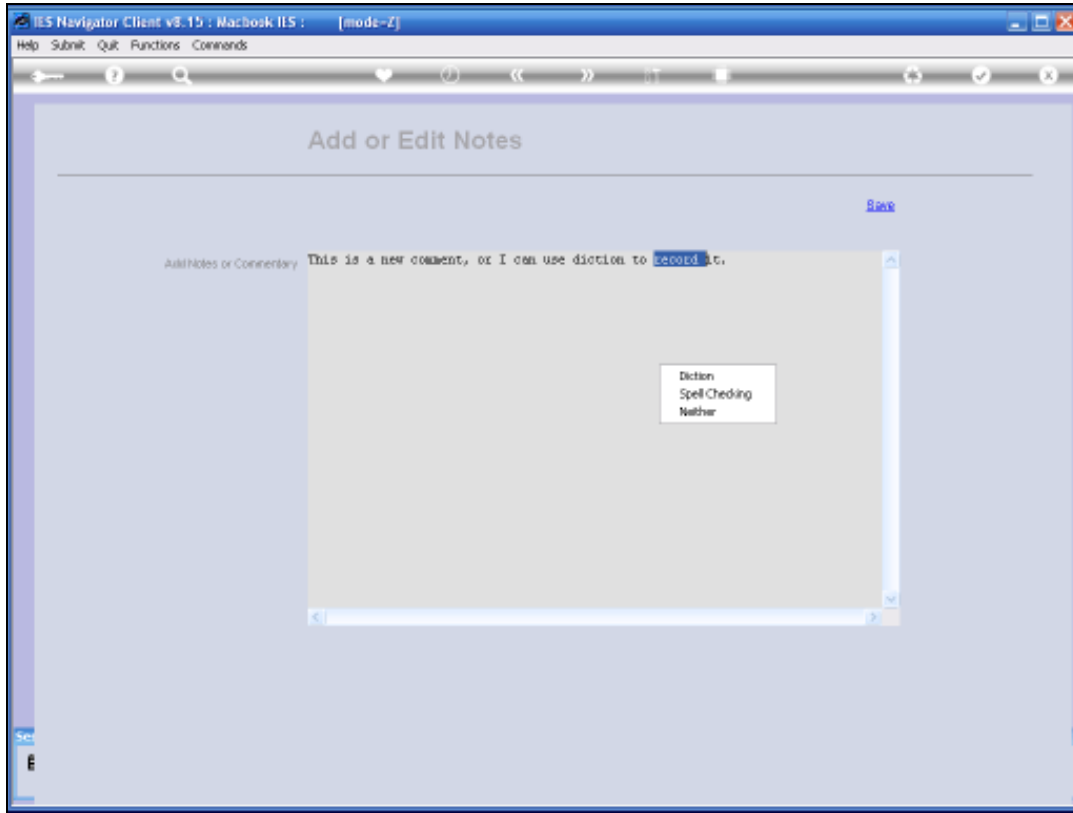
Slide 14

Slide notes:



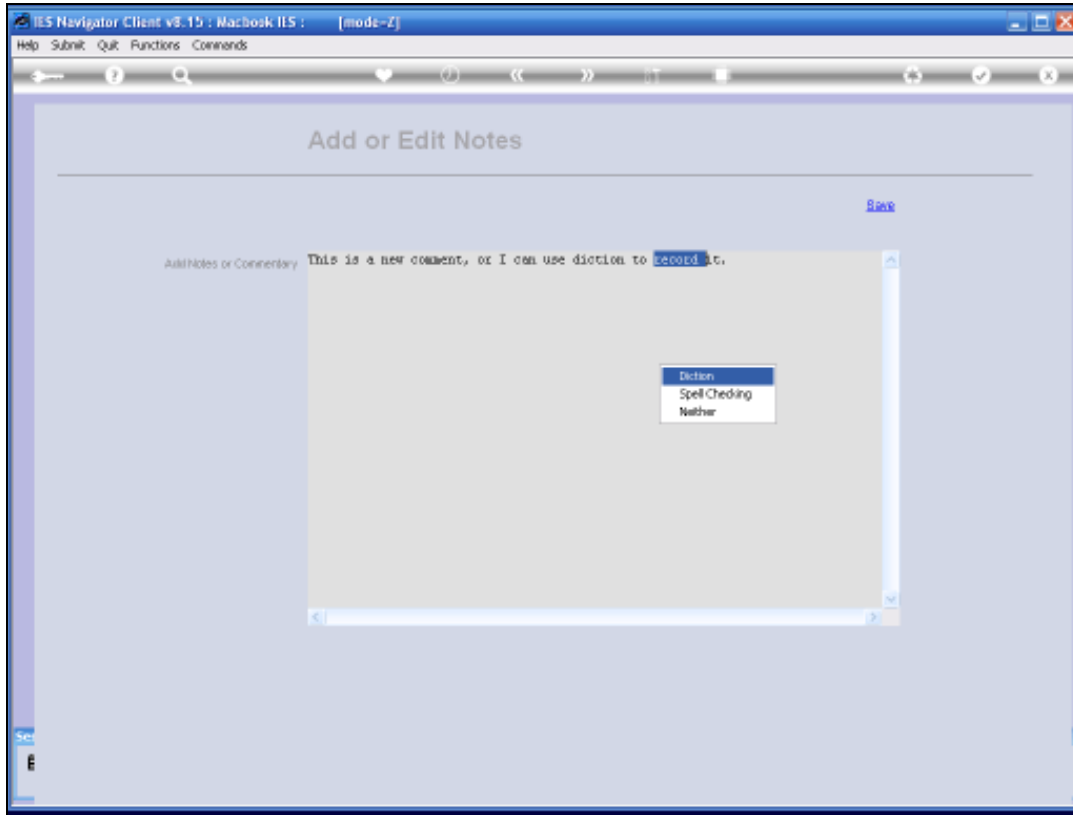
Slide 15

Slide notes: The Comments can be typed, or can be dictated.



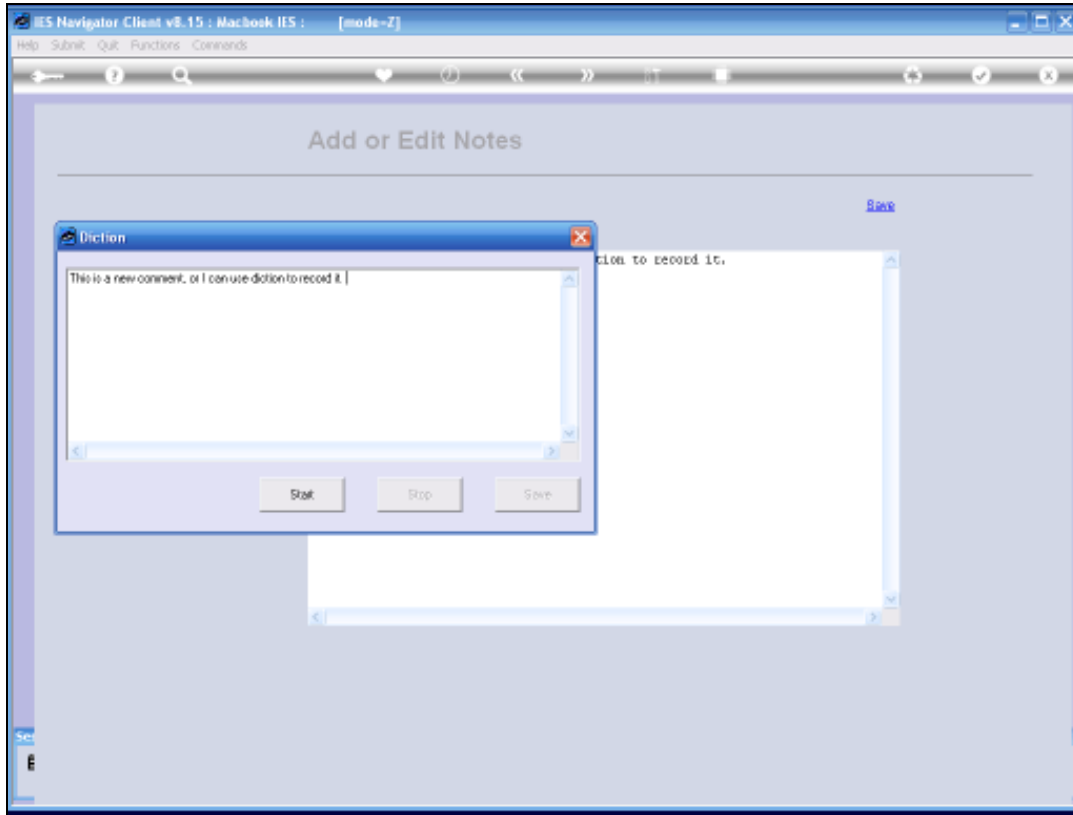
Slide 16

Slide notes: A dbl-click on the Comment box will reveal an option to enter DICTION mode.



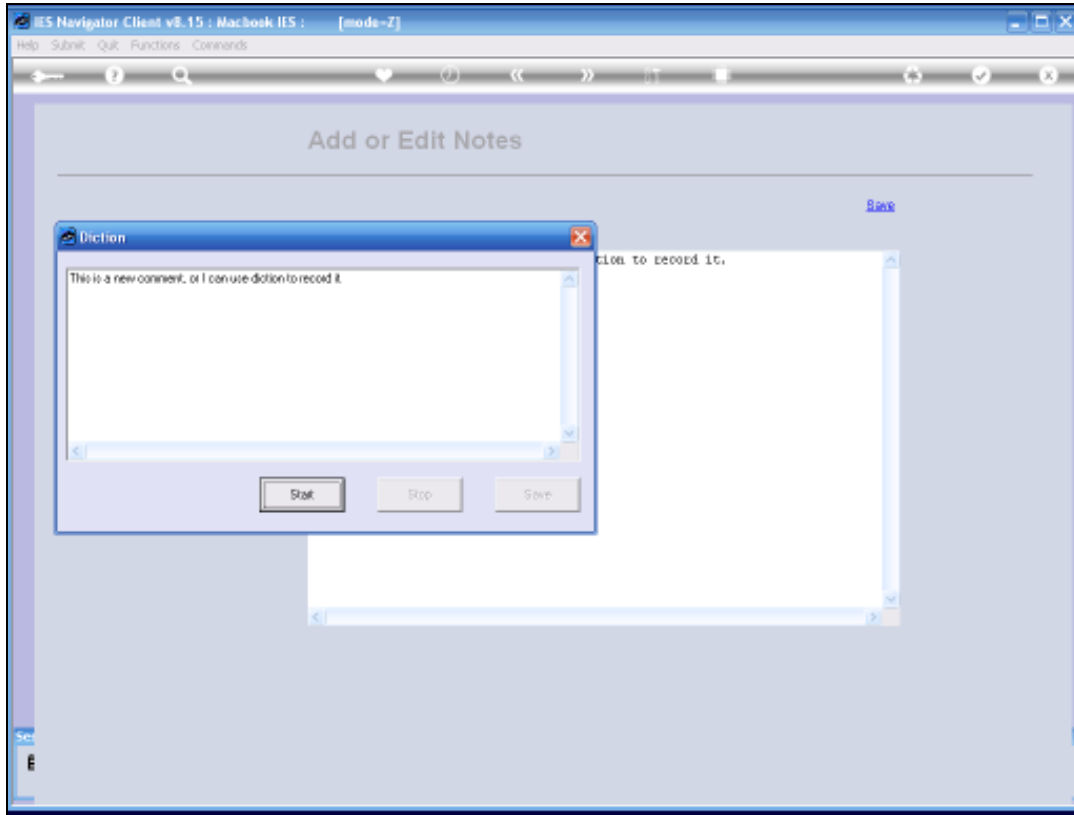
Slide 17

Slide notes:



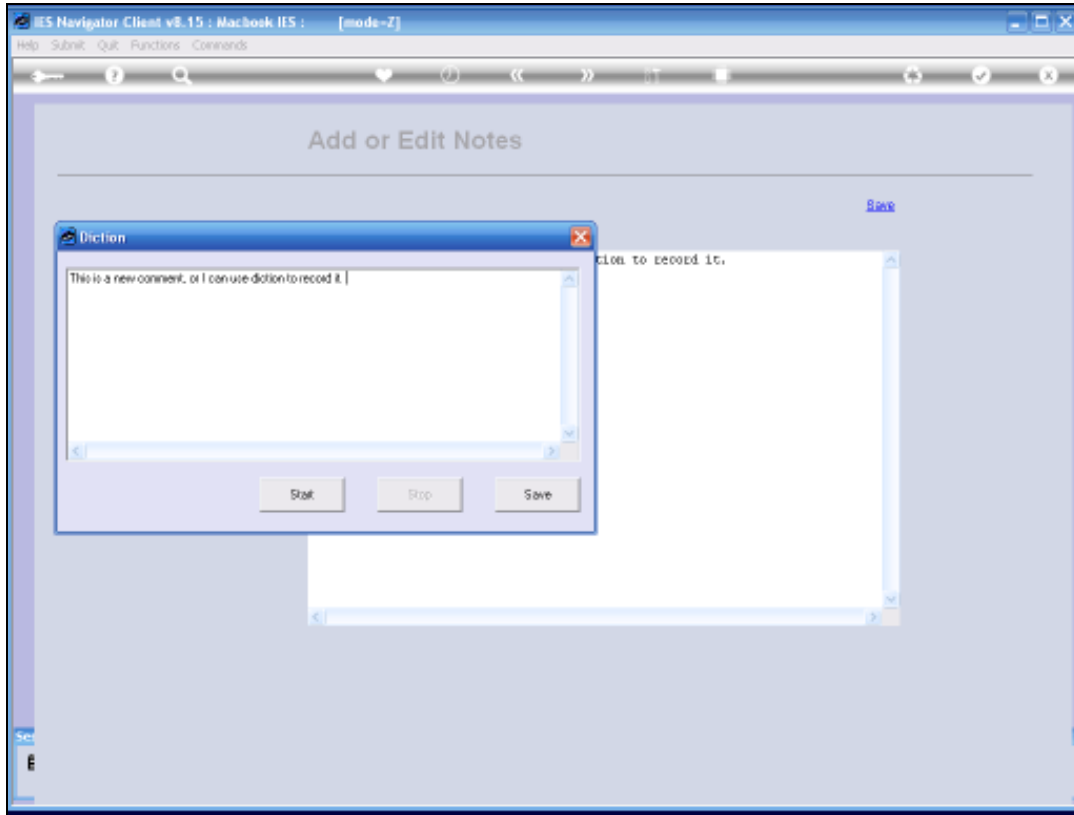
Slide 18

Slide notes: Here we can click start to record what we speak, i.e. speech to text.



Slide 19

Slide notes:



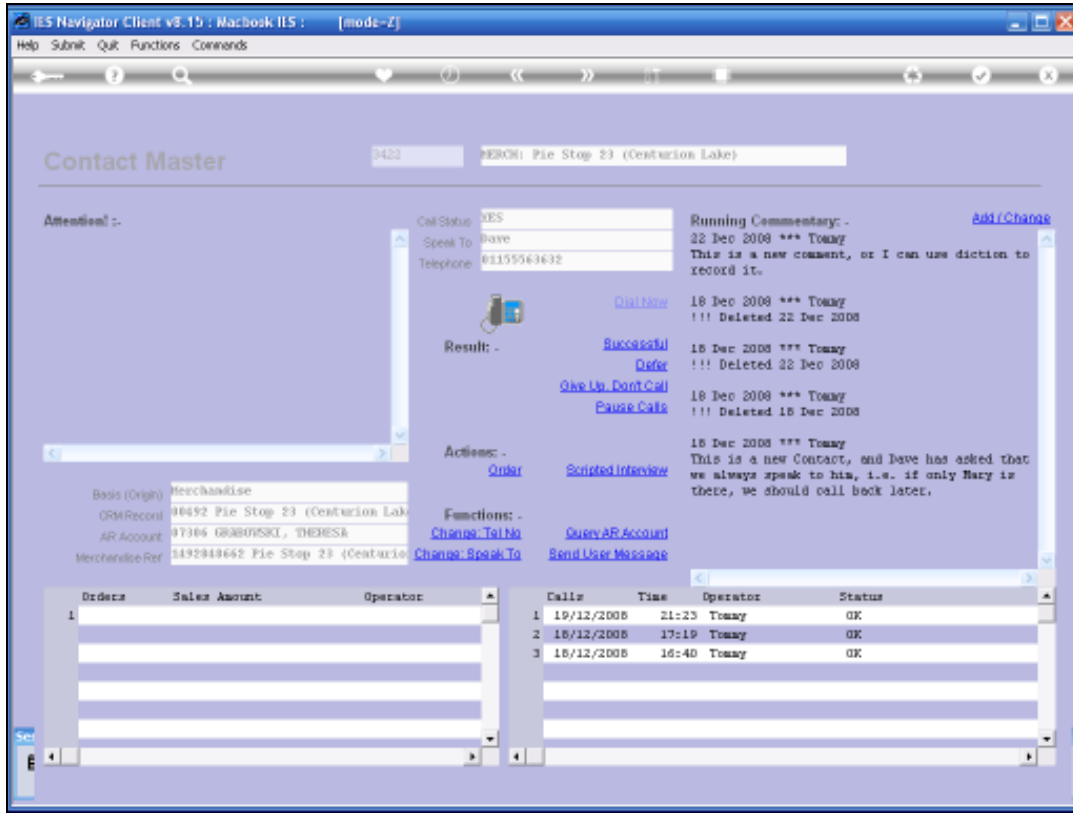
Slide 20

Slide notes: Then click STOP and SAVE.



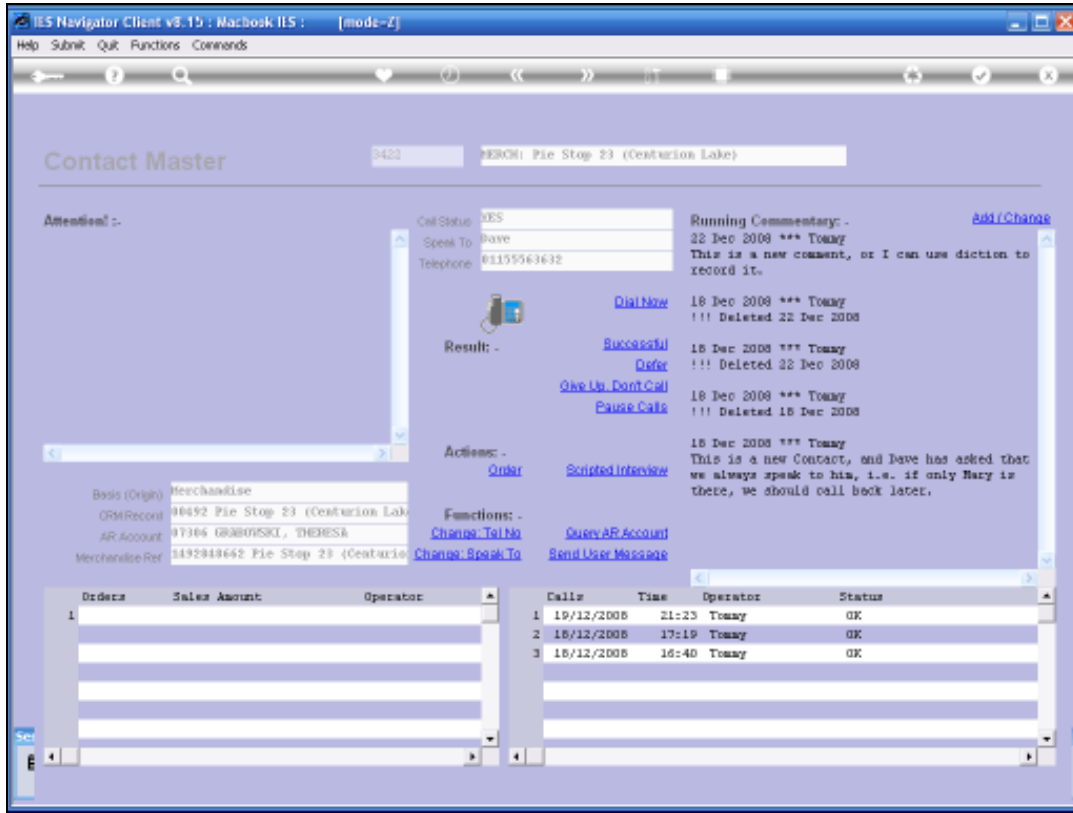
Slide 21

Slide notes: Save the final comment.

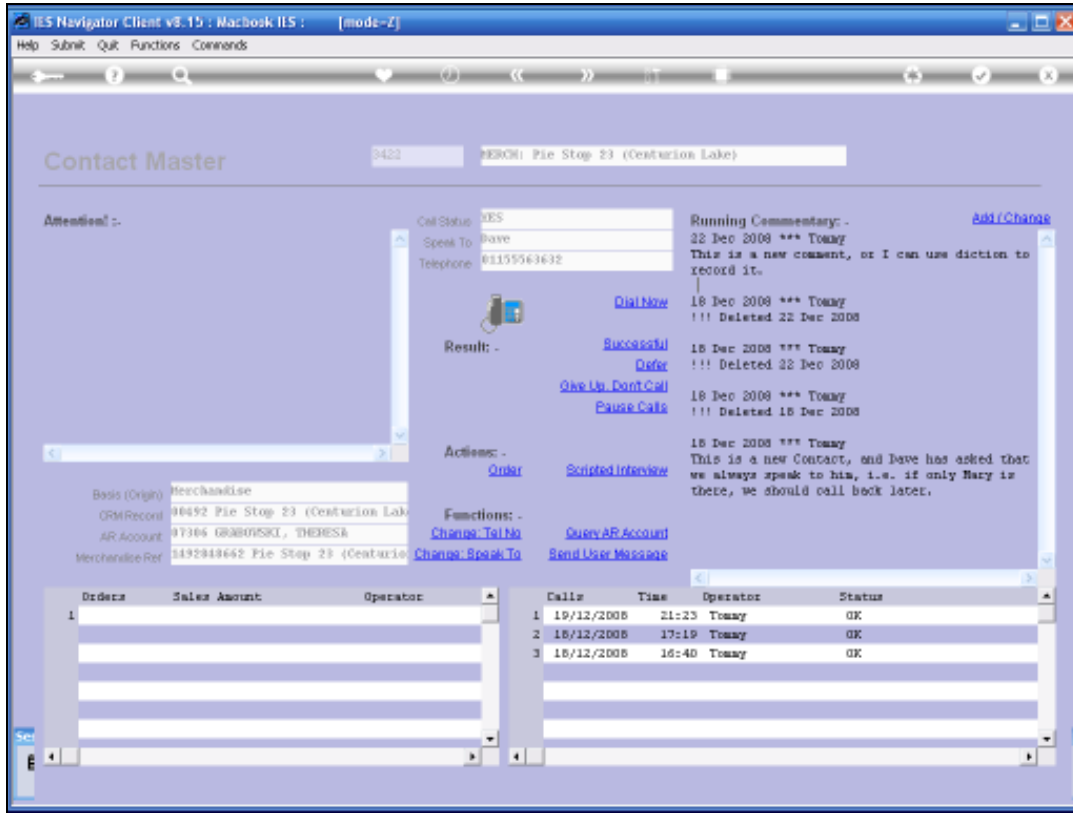


Slide 22

Slide notes: And the comment is now part of the Contact Record.

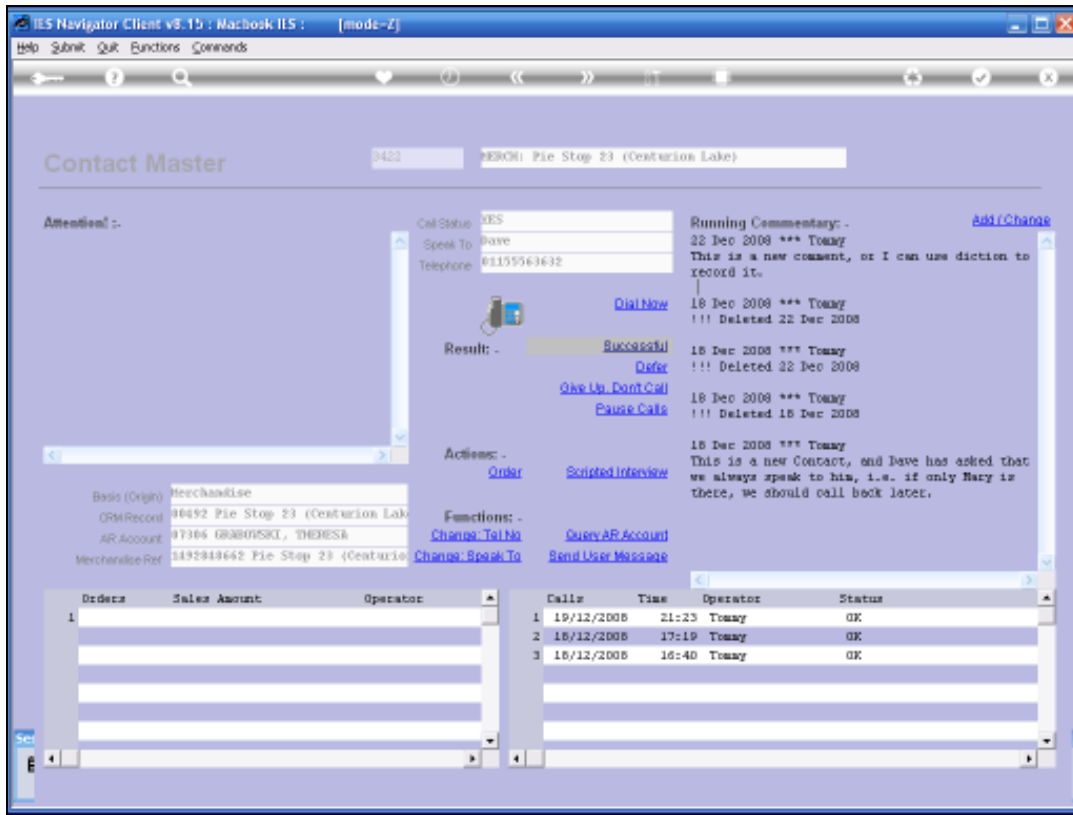


Slide 23
 Slide notes:



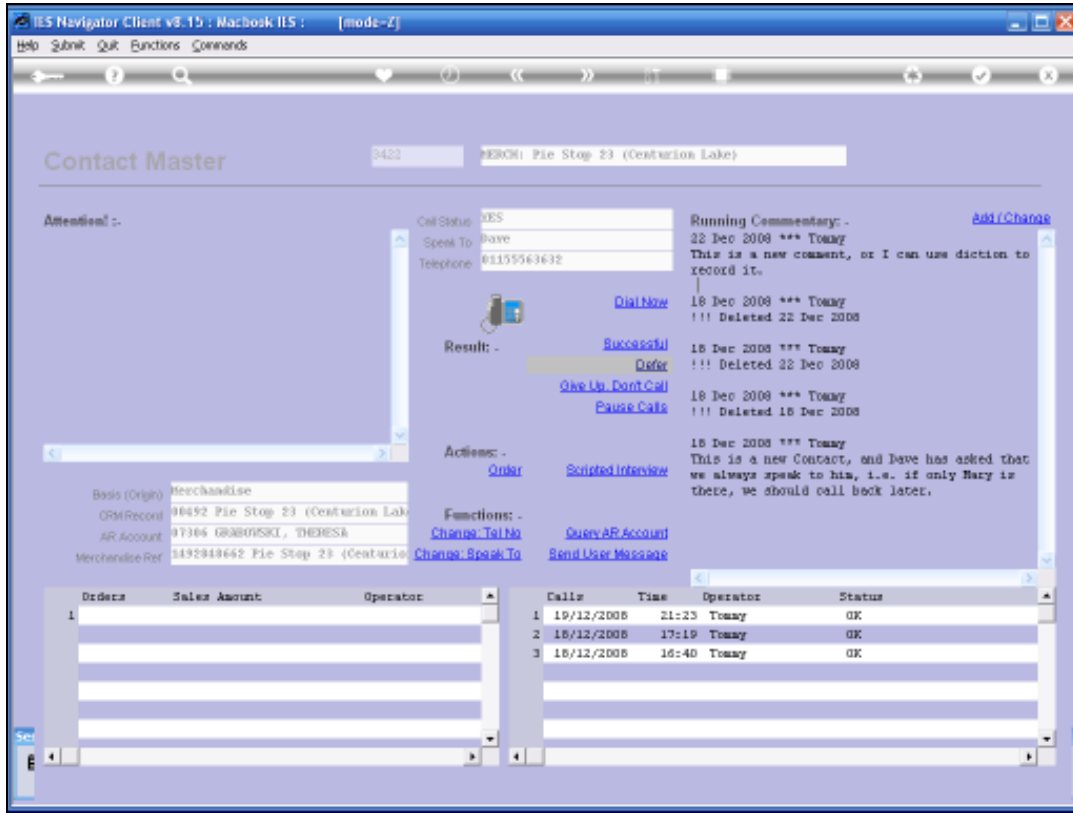
Slide 24

Slide notes:



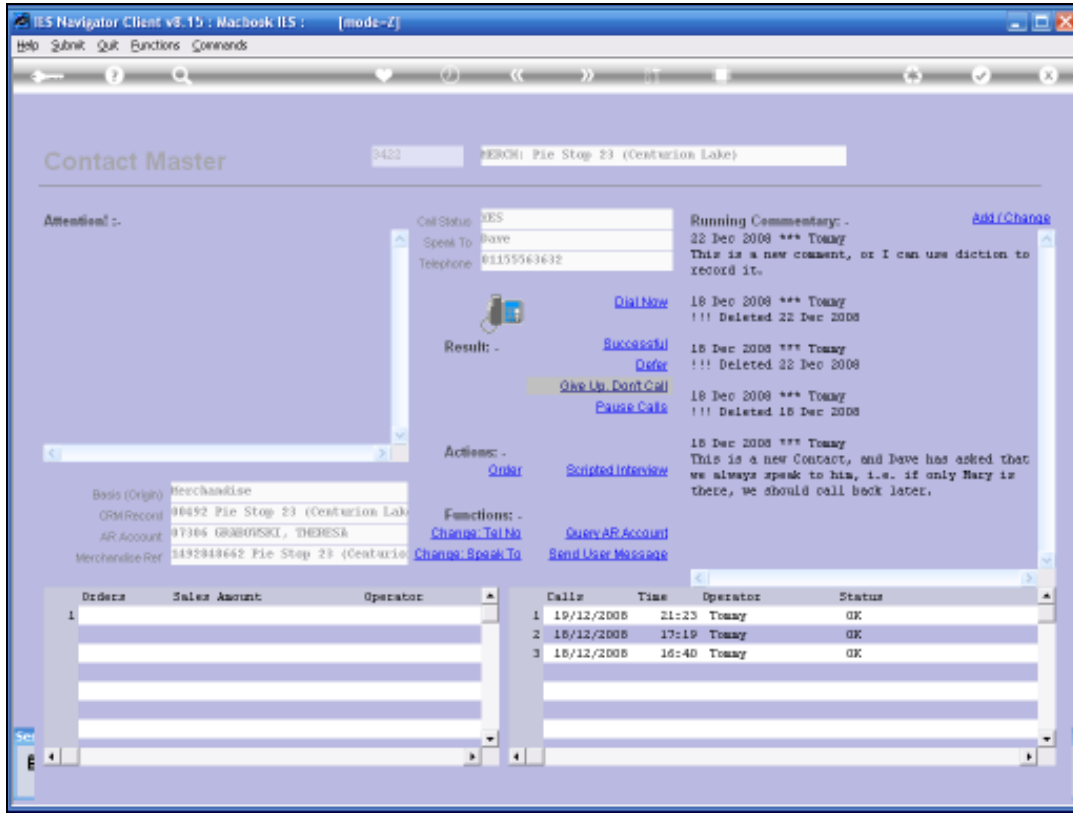
Slide 25

Slide notes: If indeed we got through to the Contact, we will choose SUCCESSFUL when we are ready to conclude with this Contact and move on to the next one.



Slide 26

Slide notes: We will use DEFER if we cannot get through. The entry is then pushed to the back of the Call List queue and will come up again later.



Slide 27

Slide notes: We use GIVE UP if there is no way we can reach the Contact, and in this case the system will prompt some standard reasons to select from, and this fact will also automatically be recorded for the "Unsuccessful Calls" report.

The screenshot shows the IES Navigator Client interface. At the top, there's a navigation bar with 'Help', 'Workflow', 'Connectivity', 'Logout', and other options. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two summary tables: 'MY:' and 'ALL:'. The 'MY:' table shows data for 'Calls', 'Orders', and 'Sales' for 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'. The 'ALL:' table shows similar data for all users. The 'Dashboard' section includes a 'Current Profile' dropdown, a 'Call List' input field with a 'Change' button, and a list of actions: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is an 'Active Call List Indicators' section with a table showing 'List Description', 'Profile', and 'When Activated'. At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Custom', each with a list of sub-links.

Slide 28

Slide notes: We can use PAUSE at any stage to return to the dashboard, and when we choose EXECUTE again, we will have the same Contact as when we paused, unless we re-organize the List in the meantime.

The screenshot displays the IIS Navigator Client interface for 'Macbook IIS'. The main window title is 'IIS Navigator Client vs.15 : Macbook IIS : [mode-Z]'. The browser address bar shows 'http://localhost:8080/...'. The interface is titled 'Contact Marketing' and features a 'Dashboard' section.

MY: -

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	185	44	11,550.00
This Week	0	0	0.00
Last Week	485	452	44,500.00
This Month	1512	1671	166,100.00
Last Month	1395	735	554,150.00

ALL: -

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	420	336	44,200.00
This Week	0	0	0.00
Last Week	2136	1800	267,500.00
This Month	6840	4200	605,200.00
Last Month	5640	2940	400,000.00

Dashboard

Current Node: 982: Route 1 - Downtown (Dining)

Call List: [Input Field] [Change](#)

To Open a Single Contact - [On Demand Contact](#)

[Query Call List](#)
[Activate Call List](#)
[Create Call List](#)
[Execute Call List](#)
[Release Call List](#)

Active Call List Indicators -

List Description: [Input Field]
 Profile: Downtown Downtown
 when activated: 21 Dec 2008 0:00:11

Total Orders	11
Ready Order	0
Total Remaining	11

Reports

- Call Lists
 - [Call List Master](#)
 - [Call List Detail](#)
 - [Contact on Call List](#)
 - [Contact not on Call List](#)
 - [Contact on multi Call List](#)
- General
 - [Contact Master](#)
 - [Contact Masters](#)
 - [Call Statistics](#)
 - [Events and Non-Calls](#)

File Maintenance

- [Generate Contact Master](#)
- [Maintain Contact Master](#)
- [Contact Masters](#)
- [New Call List](#)
- [Call List Master](#)
- [Settings](#)

Administration and Control

- [Disk](#)
- [Tasks: Submit New](#)
- [Tasks: Perform](#)
- [Tasks: Edit](#)
- [Tasks: List/Active](#)
- [Tasks: Check Progress](#)
- [Local](#)

Slide 29

Slide notes: So the Call procedure is well facilitated.