

Slide 1

Slide notes: In this tutorial we are discussing how we operate Contact Marketing from the dashboard. It is possible for a non-Marketer to use the Application functions, but such a person will not be able to execute Call Lists, i.e. will only use the other Contact Marketing functions. In this case, as we can see on the left, there are no call statistics for the User.

The screenshot shows the IIS Navigator Client interface for 'Macbook IIS'. The main window title is 'IIS Navigator Client v8.15 : Macbook IIS : [mode-Z]'. The interface is titled 'Contact Marketing' and features a 'Dashboard' section.

MY: -

	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	0	0	0.00
This Week	0	0	0.00
Last Week	0	0	0.00
This Month	0	0	0.00
Last Month	0	0	0.00

ALL: -

	Calls	Orders	Sales
Today	479	839	44,200.00
Yesterday	510	950	49,960.00
This Week	2334	4040	207,340.00
Last Week	3040	5250	267,300.00
This Month	9840	17341	887,200.00
Last Month	5640	9740	499,000.00

Dashboard

Current Profile:

Call List: [Change](#)

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

Active Call List Indicators -

List Description when activated:

Total Orders:

Already Called:

Total Remaining:

Reports

- Call Lists

Reports

- General

File Maintenance

- General Contact Master
- Maintain Contact Master
- Contact Makers
- New Call List
- Call List Master
- Settings

Administration and Control

- Diagnose
- Tasks: Submit New
- Tasks: Perform
- Tasks: Edit
- Tasks: List/Active
- Tasks: Check Progress
- Local

Navigation links at the bottom include: Call List Master, Call List Detail, Contact on Call List, Contact not on Call List, Contact on multi Call List, Contact Master, Contact Makers, Call Statistics, Events and Non-Calls, General Contact Master, Maintain Contact Master, Contact Makers, New Call List, Call List Master, Settings, Diagnose, Tasks: Submit New, Tasks: Perform, Tasks: Edit, Tasks: List/Active, Tasks: Check Progress, Local.

Slide 2

Slide notes:

The screenshot shows the IIS Navigator Client interface. The main window title is "IIS Navigator Client vs.15 : Macbook IIS : [mode=Z]". The browser address bar shows "http://localhost:8080/". The page content includes a "Contact Marketing" header, a "Dashboard" section, and a navigation menu on the right. The dashboard features two tables: "MY:" and "ALL:". The "MY:" table shows zero values for Calls, Orders, and Sales. The "ALL:" table shows data for the current day and previous periods. The navigation menu on the right lists various system functions such as Accounting Controls, Budget, and Reports.

MY:	Calls	Orders	Sales
Today	0	0	0.00
Yesterday	0	0	0.00
This Week	0	0	0.00
Last Week	0	0	0.00
This Month	0	0	0.00
Last Month	0	0	0.00

ALL:	Calls	Orders	Sales
Today	479	839	44,200.00
Yesterday	510	950	49,960.00
This Week	2334	4040	217,360.00
Last Week	3040	5250	281,200.00
This Month	9840	1704	487,200.00
Last Month	5640	2940	299,600.00

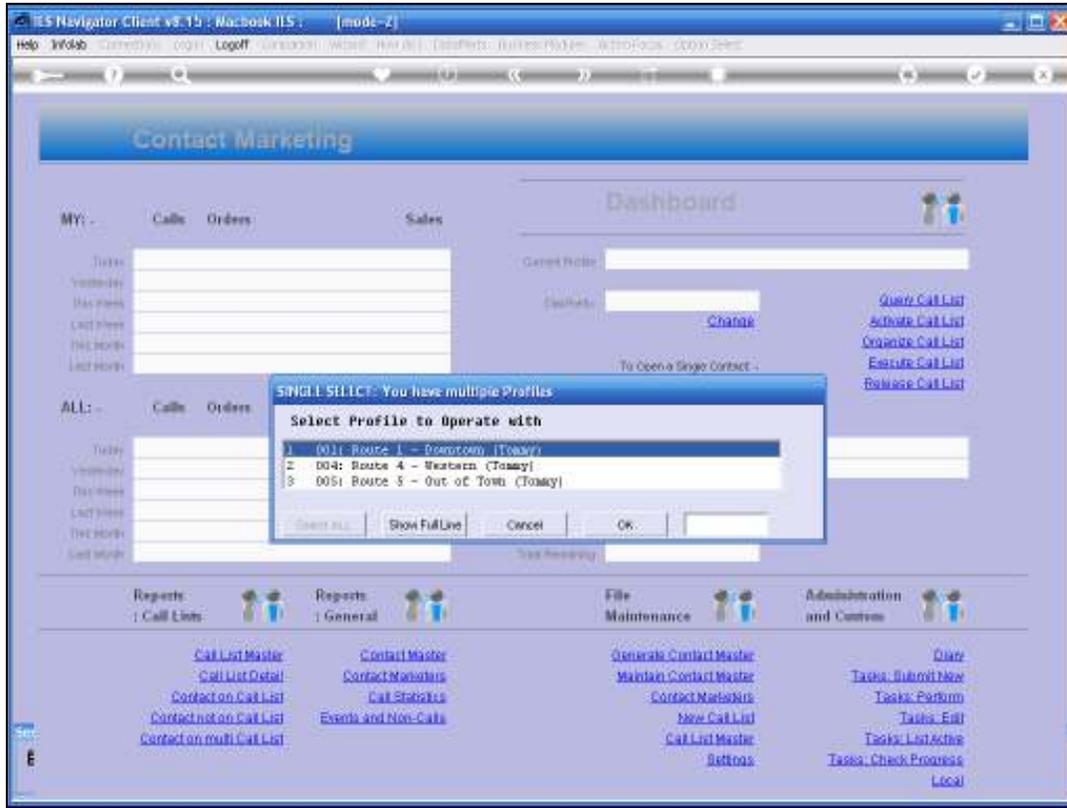
Slide 3

Slide notes:

The screenshot shows the ILS Navigator Client interface. At the top, there's a navigation bar with 'Help', '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' field, a 'Call List' search box, and several action links like 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there are sections for 'Active Call List Indicators' and 'File Maintenance'. At the bottom, there are navigation buttons for 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. A footer bar contains various system links and a status message: 'Season Index InfoWeb working in SPECIAL BUSINESS SERVICE (available)'. The browser window title is 'ILS Navigator Client vs.15 : Macbook ILS : [mode-Z]'.

Slide 5

Slide notes:



Slide 6

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there's a browser window with the address bar showing 'http://www.ies.com'. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two tables: 'MY:' and 'ALL:'. Each table has columns for 'Calls', 'Orders', and 'Sales' and rows for 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'. The 'MY:' table shows data for a user named 'Dorothy'. The 'ALL:' table shows aggregated data for all marketers. Below the tables, there are sections for 'Reports' (Call Lists and General), 'File Maintenance' (Generate, Maintain, Contact, New, Call List, Buttons), and 'Administration and Control' (Queue, Tasks, Submit New, Perform, Edit, List Active, Check Progress, Local). The interface is designed with a blue and white color scheme and includes various icons and links for navigation.

Slide 7

Slide notes: If you are a Marketer, then the statistics on the left will include your statistics as well as those for all Marketers. These statistics show up-to-the-minute comparisons of Calls, Orders and Sales for Today and Yesterday. For This Week and Last Week, and for This Month and Last Month.

The screenshot shows the ILS Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and 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 showing 'Calls', 'Orders', and 'Sales' for the same time periods.
- Dashboard:** A section with a 'Current Profile' dropdown menu set to '981: Route 1 - Downtown (Dining)'. It includes a 'Change' button and several links: 'Queue Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is a link to 'To Open a Single Contact - On Demand Contact'.
- Active Call List Indicators:** A section with three input fields for 'List Description', 'Why Activated', and 'List Dates'.
- Reports:** Two columns of report links: 'Call Lists' and 'General'.
- File Maintenance:** A column of links for 'Generate Contact Master', 'Maintain Contact Master', 'Contact Mailing', 'New Call List', 'Call List Master', and 'Buttons'.
- Administration and Control:** A column of links for 'Queue', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 8

Slide notes:

The screenshot shows the ILS Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and is divided into several sections:

- MY: -** A table showing sales data for 'Calls', 'Orders', and 'Sales' over a period of 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'.
- ALL: -** A similar table showing aggregate sales data for 'Calls', 'Orders', and 'Sales' over the same time periods.
- Dashboard:** A section containing a 'Current Profile' dropdown menu (set to '981: Route 1 - Downtown (Dining)'), a 'Locations' input field, and a 'Change' button. It also includes links for 'View Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is a section for 'Active Call List Indicators' with input fields for 'List Description', 'Why Activated', 'Total Orders', 'Ready Orders', and 'Total Revenue'.
- Reports:** Two columns of report links: 'Call Lists' and 'General'.
- File Maintenance:** A column of links for 'Generate Contact Master', 'Maintain Contact Master', 'Contact Mailing', 'New Call List', 'Call List Master', and 'Buttons'.
- Administration and Control:** A column of links for 'Data', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 9

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and 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 showing 'Calls', 'Orders', and 'Sales' for the same time periods.
- Dashboard:** A section with a 'Current Profile' dropdown set to '981: Route 1 - Downtown (Dining)', a 'Districts' input field with '7' and a 'Change' link, and a list of actions: 'View Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is a link 'To Open a Single Contact - On Demand Contact'.
- Active Call List Indicators:** A section with three input fields labeled 'List Description', 'Why Activated', and 'List Dates'.
- Reports:** Two columns of report links: 'Call Lists' and 'General'.
- File Maintenance:** A column of links including 'Generate Contact Master', 'Maintain Contact Master', 'Contact Mappings', 'New Call List', 'Call List Master', and 'Buttons'.
- Administration and Control:** A column of links including 'Data', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 10

Slide notes: The dashboard will clearly show the current profile that is active.

The screenshot shows the IES Navigator Client software interface. The window title is 'IES Navigator Client v8.15 : Macbook ILS : [mode-Z]'. The interface is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two tables: 'MY:' and 'ALL:'. Each table has columns for 'Calls', 'Orders', and 'Sales'. The 'MY:' table shows data 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 menu set to '981: Route 1 - Downtown (Tone)', a 'Dial Prefix' input field with '9', and a 'Change' button. Below this, there are links for 'To Open a Single Contact - On Demand Contact' and 'Active Call List Indicators'. At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links for various system functions.

MY:	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	609	442	49,950.00
Last Week	442	335	38,420.00
This Month	3517	1071	366,300.00
Last Month	3395	735	354,150.00

ALL:	Calls	Orders	Sales
Today	429	238	44,300.00
Yesterday	230	150	30,960.00
This Week	2336	1040	267,360.00
Last Week	1968	1250	201,300.00
This Month	9548	4284	605,280.00
Last Month	5640	2940	400,680.00

Slide 11

Slide notes: The dial prefix is automatically loaded from the system settings. However it is possible to change it if it does not apply for your call station.

The screenshot shows a web application interface for 'Contact Marketing'. It features a navigation bar at the top with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the navigation bar is a 'Contact Marketing' header. The main content area is divided into several sections:

- MY: -** A table showing sales data for 'Calls', 'Orders', and 'Sales' for 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'.
- ALL: -** A similar table showing aggregate sales data for 'Calls', 'Orders', and 'Sales' for the same time periods.
- Dashboard:** A section with a 'Current Profile' dropdown menu set to '981: Route 1 - Downtown (Dining)'. It includes a 'Change' button and links for 'Queue Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is a link to 'Open a Single Contact - On Demand Contact'.
- Active Call List Indicators:** A section with three input fields for 'List Description', 'When Activated', and 'List Expires'.
- Navigation and Reports:** A bottom section with four main categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links for managing call lists and reports.

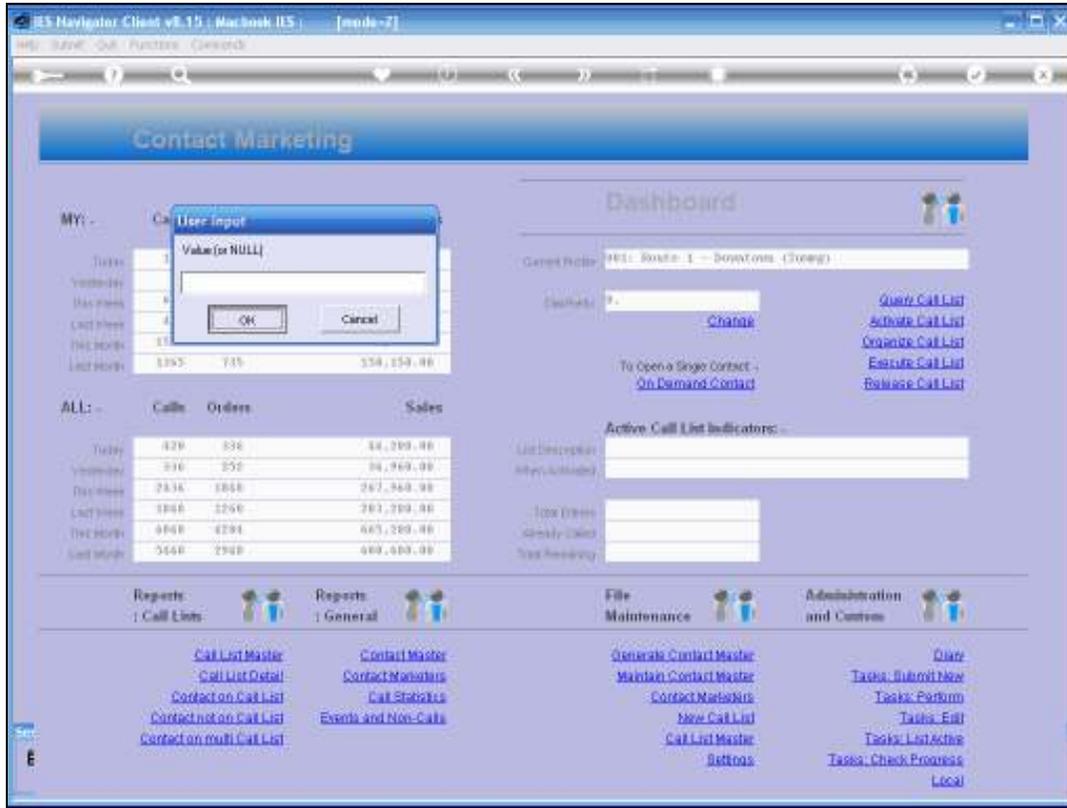
Slide 12
Slide notes:

The screenshot shows the ILS Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and is divided into several sections:

- MY: -** A table showing sales data for 'Calls', 'Orders', and 'Sales' for 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'.
- ALL: -** A similar table showing aggregate sales data for the same categories.
- Dashboard:** A section with a 'Current Profile' dropdown menu set to '981: Route 1 - Downtown (Tring)', a 'Default' dropdown set to '7', and a 'Change' button. It also includes links for 'Query Call List', 'Schedule Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this is a section for 'Active Call List Indicators' with input fields for 'List Description', 'Why Activated', 'Total Orders', 'Ready Orders', and 'Total Revenue'.
- Reports:** Two columns of report links: 'Call Lists' and 'General'.
- File Maintenance:** A column of links for 'Generate Contact Master', 'Maintain Contact Master', 'Contact Mailing', 'New Call List', 'Call List Master', and 'Buttons'.
- Administration and Control:** A column of links for 'Data', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 13

Slide notes:



Slide 14

Slide notes:

The screenshot shows the ILS Navigator Client software interface. The window title is 'ILS Navigator Client v8.15 : Macbook ILS : [mode-Z]'. The interface is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two 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 set to '993: Route 1 - Downtown (Dining)', a 'Default:' field, and a 'Change' button. Below this are links for 'Open a Single Contact' and 'On Demand Contact'. There are also sections for 'Active Call List Indicators' and 'List Description' with input fields. At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links for various tasks and reports.

MY:	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	609	442	49,950.00
Last Week	442	335	38,820.00
This Month	3512	1071	366,300.00
Last Month	3395	735	354,150.00

ALL:	Calls	Orders	Sales
Today	429	238	44,200.00
Yesterday	230	150	28,960.00
This Week	2836	1840	267,360.00
Last Week	3048	2260	283,200.00
This Month	9548	4284	865,200.00
Last Month	9548	2940	489,600.00

Slide 15

Slide notes:

The screenshot displays the ILS Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and 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 showing 'Calls', 'Orders', and 'Sales' for the same time periods.
- Dashboard:** A section with a 'Current Profile' dropdown set to '981: Route 1 - Downtown (Dining)', a 'Default:' field, and a 'Change' button. It also includes links for 'Queue Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this are sections for 'To Open a Single Contact -' (with a link to 'On Demand Contact') and 'Active Call List Indicators -'.
- Reports:** Two columns of report links under 'Call Lists' and 'General'.
- File Maintenance:** A column of links for 'Generate Contact Master', 'Maintain Contact Master', 'Contact Mailing', 'New Call List', 'Call List Master', and 'Buttons'.
- Administration and Control:** A column of links for 'Queue', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 16

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there's a title bar with 'IES Navigator Client v8.15 : Macbook ILS : [mode-Z]'. Below it is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two tables: 'MY:' and 'ALL:'. Each table has columns for 'Calls', 'Orders', and 'Sales' with data for 'Today', 'Yesterday', 'This Week', 'This Month', and 'Last Month'. The 'MY:' table shows values like 195 calls and 11,570.00 sales today. The 'ALL:' table shows 479 calls and 44,390.00 sales today. To the right of the tables is a 'Dashboard' section with a 'Current Profile' dropdown set to '981: Route 1 - Downtown (Tring)'. Below this are fields for 'Description' and 'To Open a Single Contact -' with a link for 'On Demand Contact'. There are also sections for 'Active Call List Indicators' and 'List Description' with empty input fields. At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links for tasks like 'Call List Master', 'Contact Master', 'Generate Contact Master', etc.

Slide 17

Slide notes: The "On Demand Contact" is used for ad hoc entering of a Call Contact record, without having to go via the Call List that is active. We discuss this option in a separate tutorial.

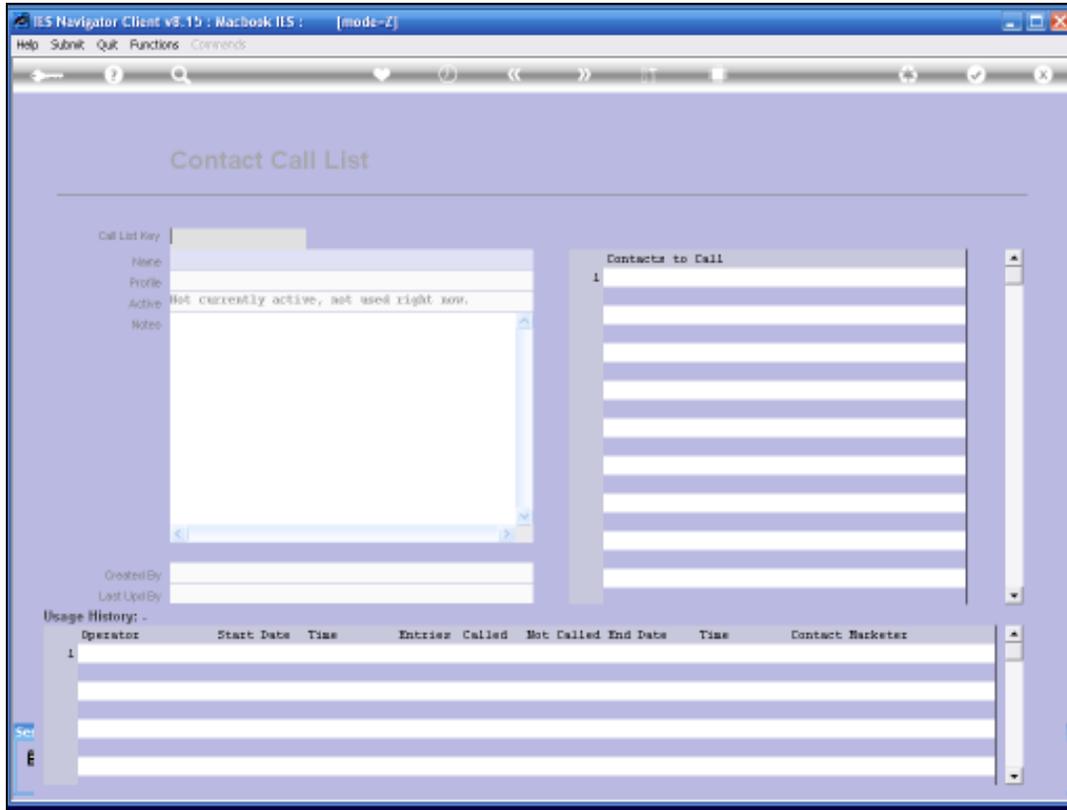
The screenshot shows the ILS Navigator Client interface. At the top, there's a navigation bar with 'Help', 'Workflow', 'Connect', 'Logout', and other options. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two summary tables: 'MY:' and 'ALL:'. The 'MY:' table shows data for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL:' table shows similar data for all users. The 'Dashboard' section on the right includes a 'Current Profile' dropdown, a 'Call List' search field with a 'Change' button, and several action links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there are sections for 'Active Call List Indicators' and 'List Description when activated'. At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links.

MY:	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	409	182	48,990.00
Last Week	452	215	58,820.00
This Month	1517	1071	186,310.00
Last Month	1395	735	158,150.00

ALL:	Calls	Orders	Sales
Today	479	238	48,200.00
Yesterday	216	110	28,960.00
This Week	2338	1160	567,360.00
Last Week	3068	1560	703,390.00
This Month	9868	4284	205,280.00
Last Month	5648	2748	489,600.00

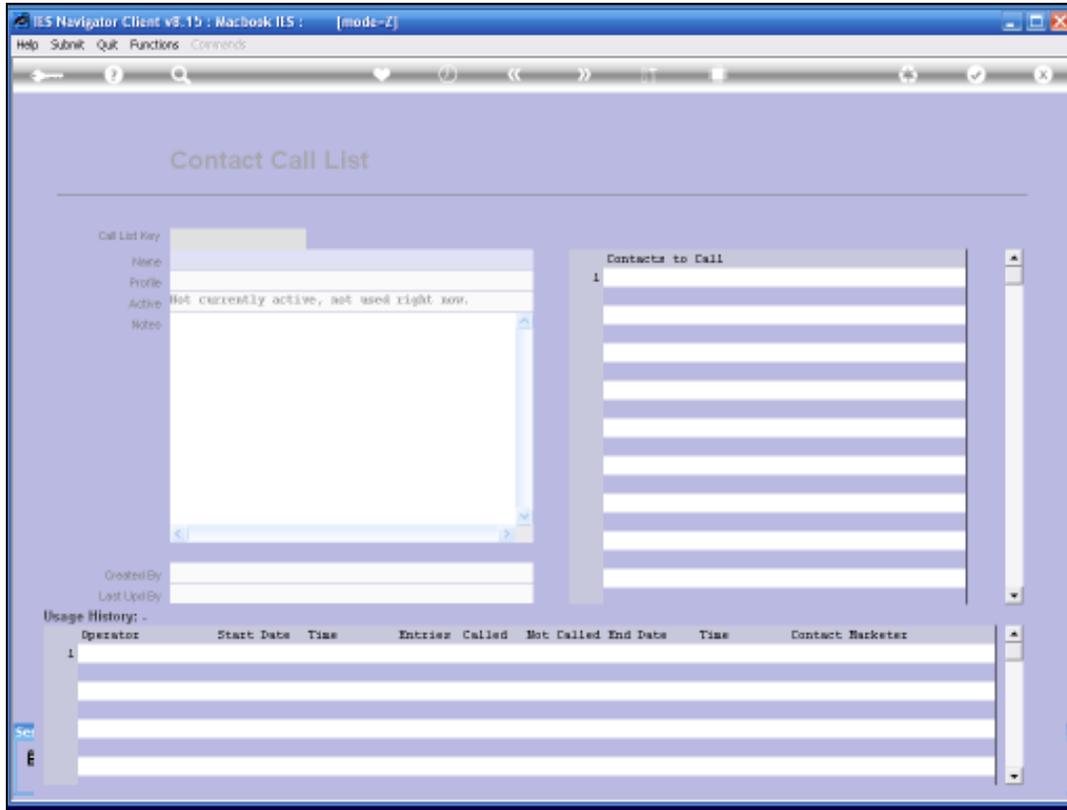
Slide 18

Slide notes: As a Contact Marketer performing calls, the primary functions are the Call List functions on the main dashboard. The 1st, Query a Call List, can be used to query any Call List.



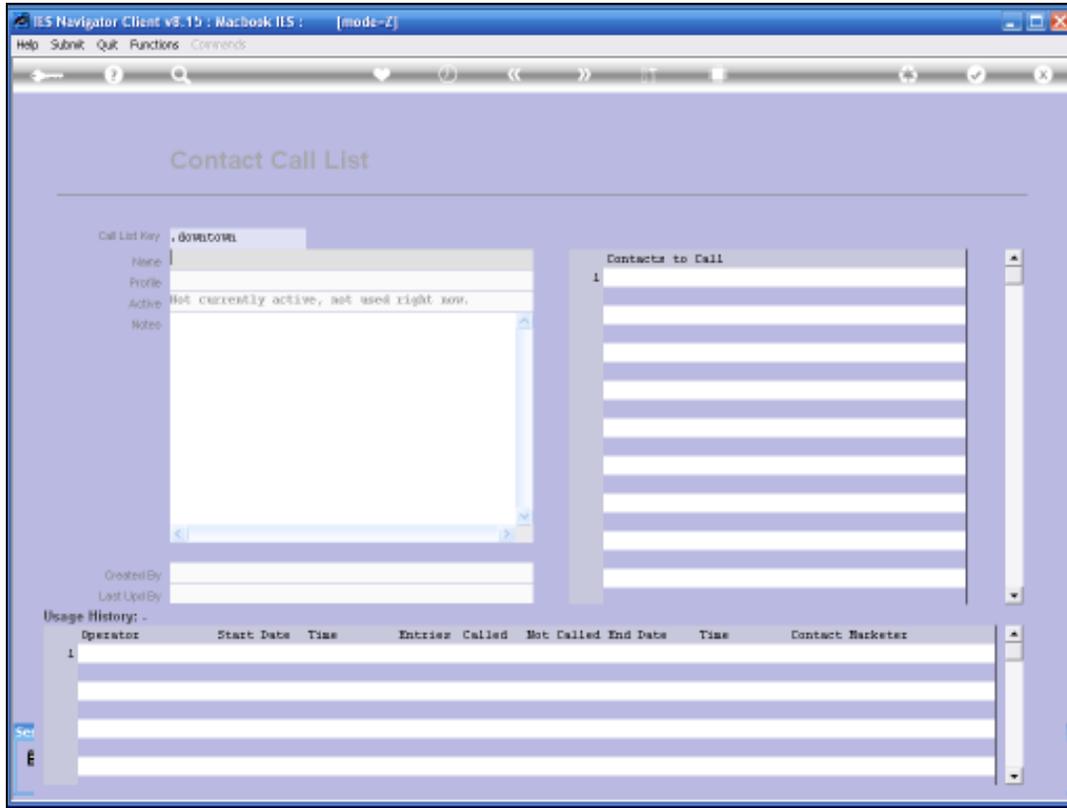
Slide 19

Slide notes:



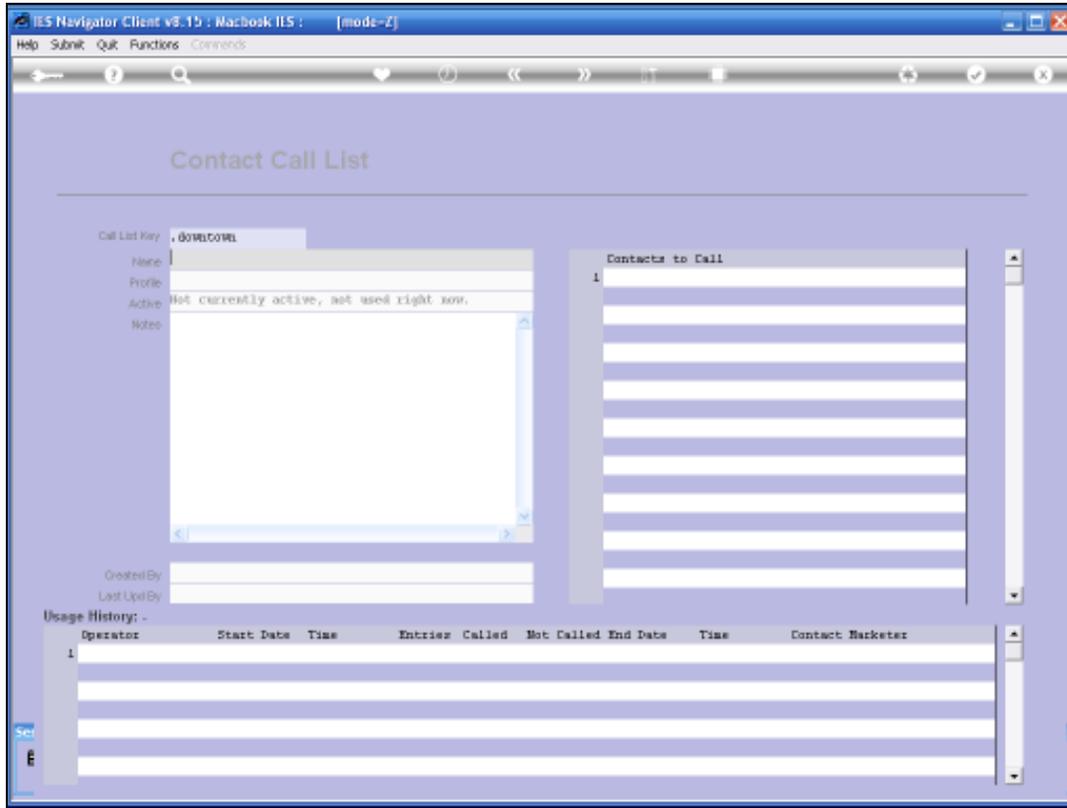
Slide 20

Slide notes:



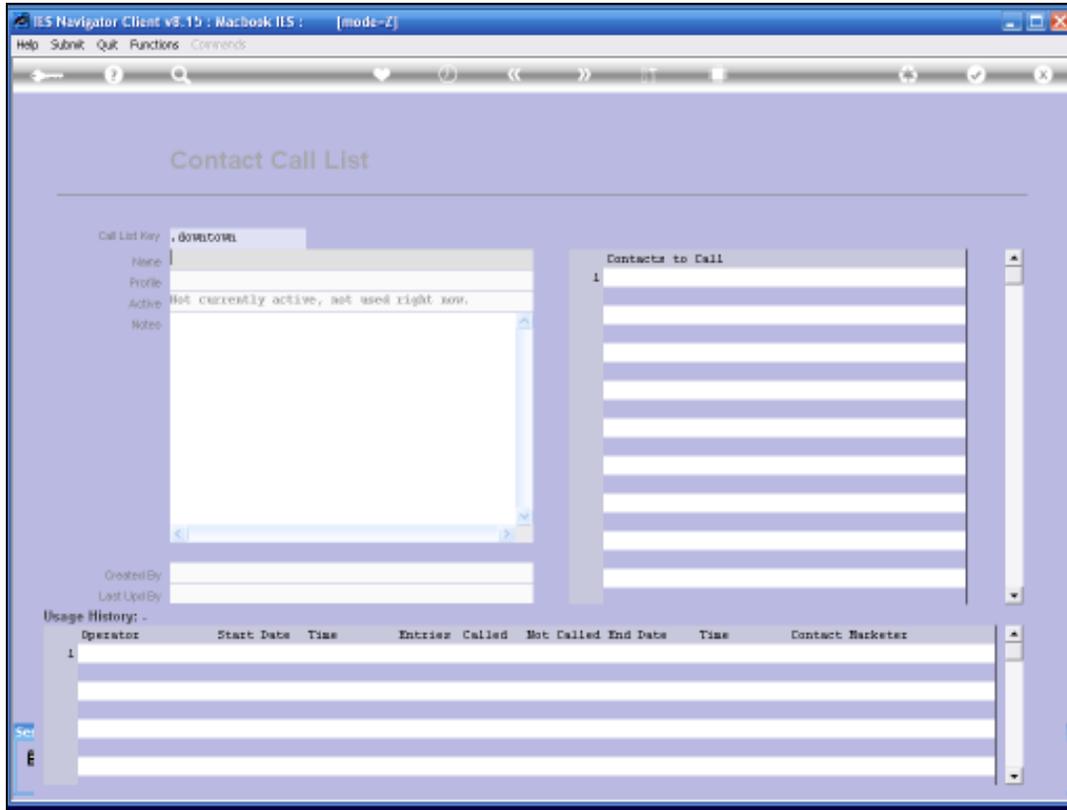
Slide 21

Slide notes:



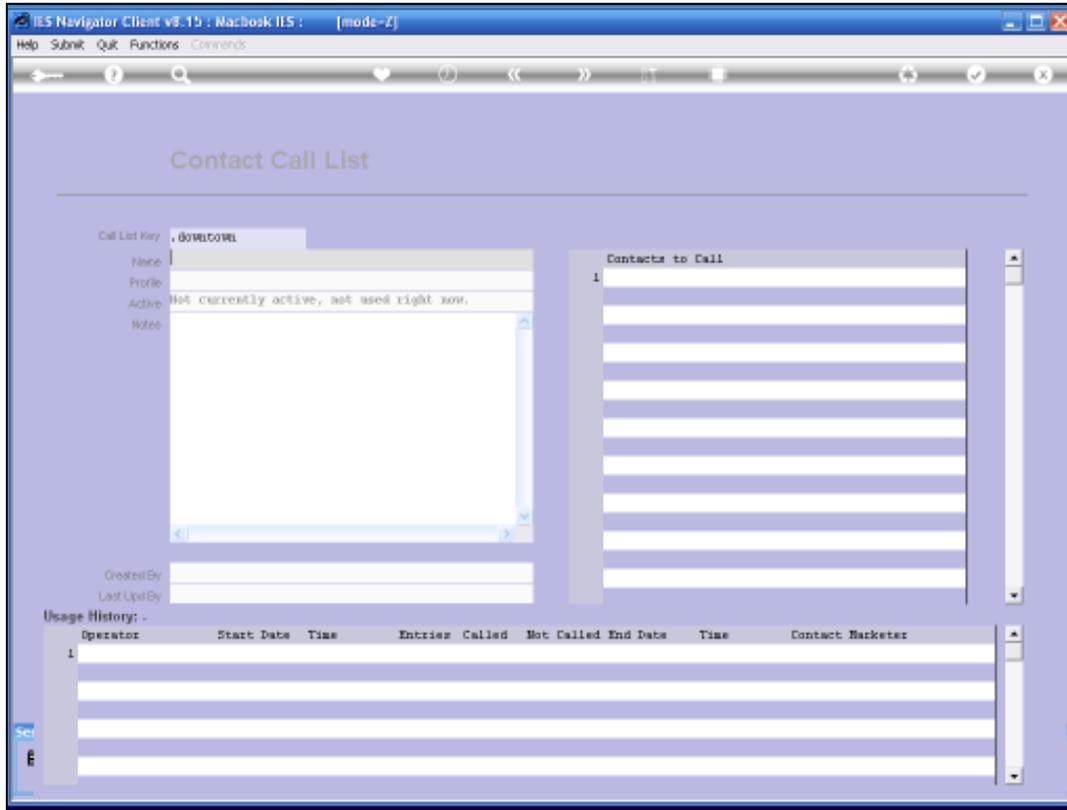
Slide 22

Slide notes:



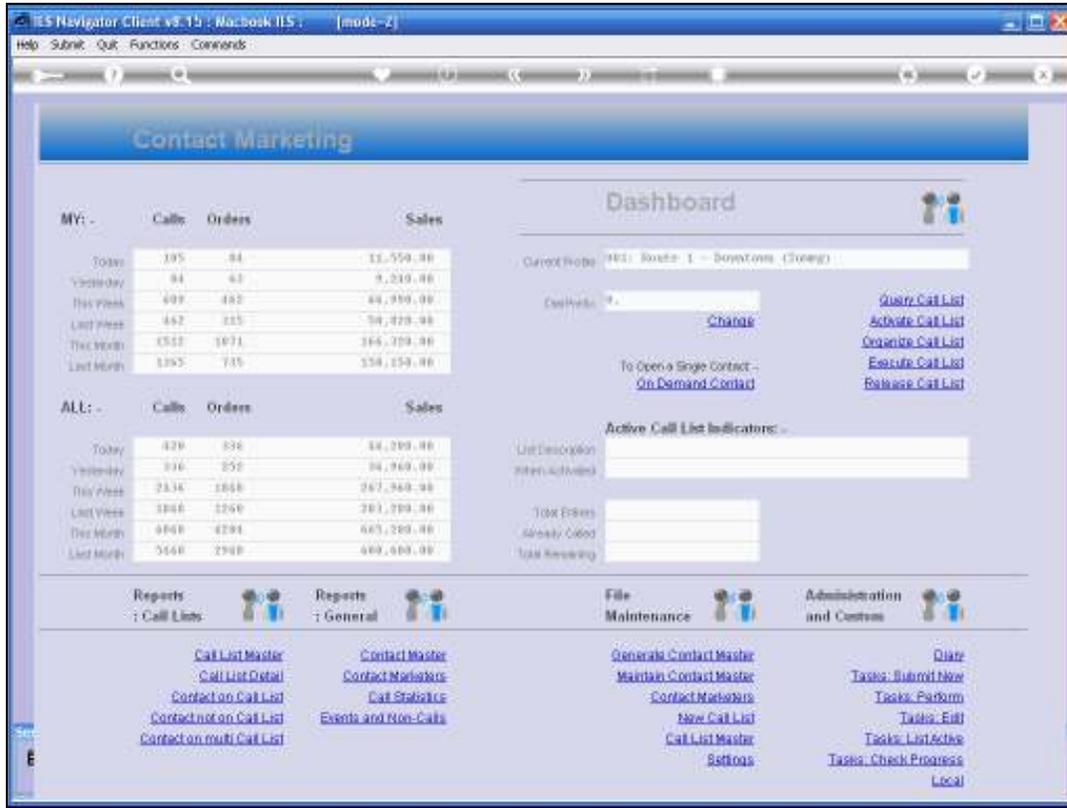
Slide 23

Slide notes:



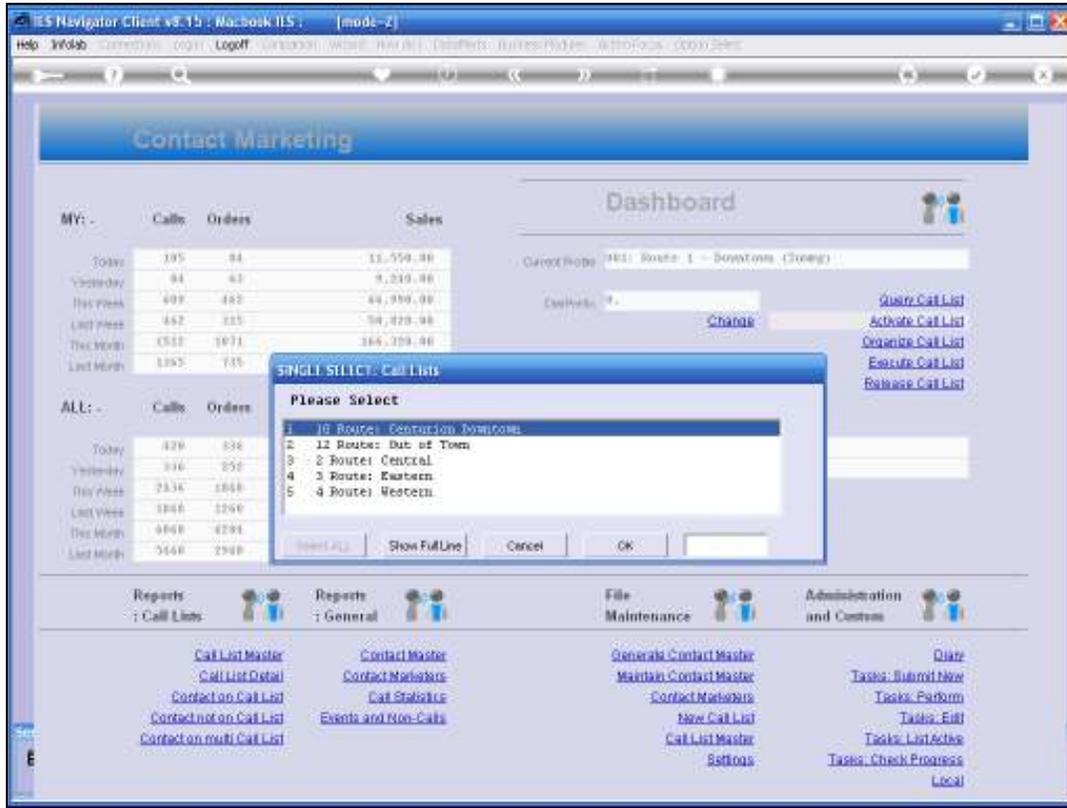
Slide 24

Slide notes:



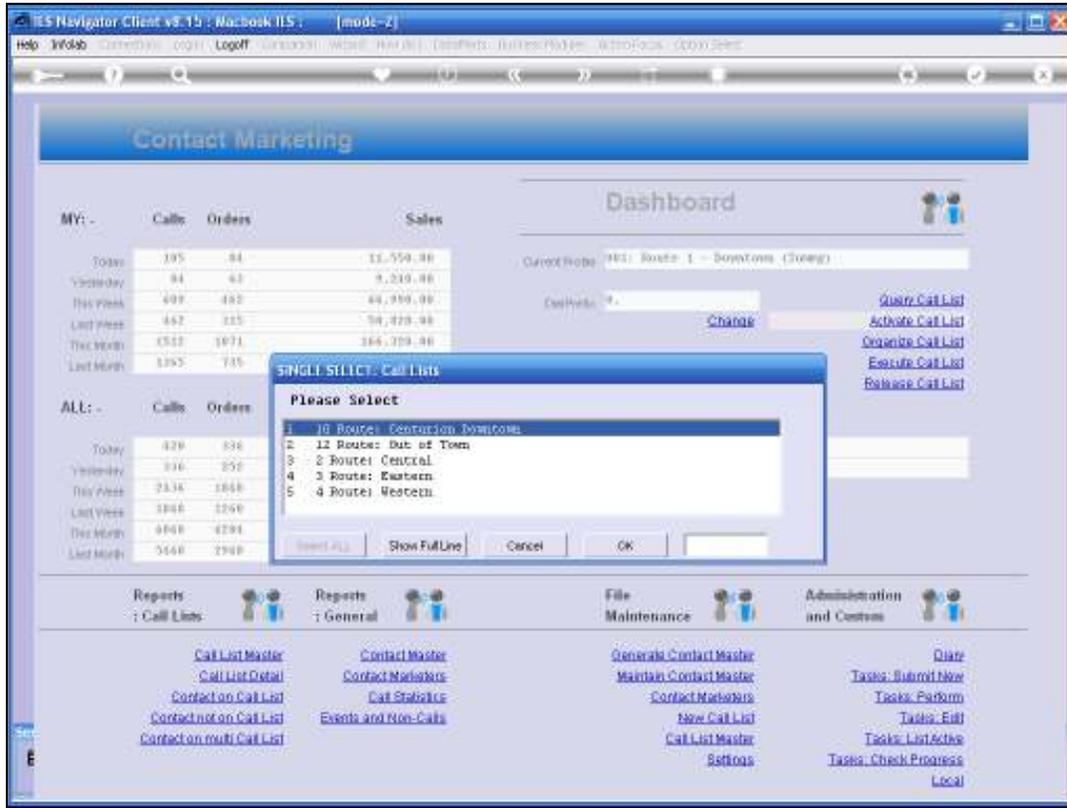
Slide 25

Slide notes: The "Activate Call List" option is used to select a Call List to work on, i.e. to make Calls.



Slide 26

Slide notes:



Slide 27

Slide notes:

The screenshot displays the IES Navigator Client interface. At the top, there's a browser window with the address bar showing 'http://localhost:8080/ies/Navigator/Default.aspx?Pages=AdminPages...'. 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' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL:' table shows similar data for all users. The 'Dashboard' section includes a 'Current Node' field, a 'Call List' dropdown, and several action links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there's an 'Active Call List Indicators' section with a table showing 'List Description', 'Status', and 'When Activated'. At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links.

Slide 28

Slide notes: The system will show 'up to date' indicators for the Active List at all times. The List will remain active until released, and that can be a few minutes, or a day or a week or longer. At any time the Marketer can pause current calls and return here, and continue again at any stage where he or she last left off.

Contact Marketing

MY: -

	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	63	3,210.00
This Week	609	462	66,990.00
Last Week	462	315	50,820.00
This Month	1512	1071	166,320.00
Last Month	1345	735	150,150.00

ALL: -

	Calls	Orders	Sales
Today	420	336	46,200.00
Yesterday	336	252	36,960.00
This Week	2436	1848	267,960.00
Last Week	1848	1260	203,280.00
This Month	6048	4284	665,280.00
Last Month	5440	2940	400,600.00

Dashboard

Current Profile: 901: Route 1 - Boston.com (Towing)

Call Prefix: 9, [Change](#)

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

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

Active Call List Indicators: -

List Description	Route	Created	When Activated
	Censtar.com Boston.com	21 Dec 2008 @ 15:18	

Total Entries	13
Already Called	0
Total Remaining	13

Reports : Call Lists

- [Call List Master](#)
- [Call List Detail](#)
- [Contact on Call List](#)
- [Contact not on Call List](#)
- [Contact on multi Call List](#)

Reports : 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](#)
- [Refines](#)

Administration and Custom

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

Slide 29

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there's a browser window title 'IES Navigator Client vs.15 : Macbook IES : [mode-Z]' and a menu bar with 'Help', 'Workflow', 'Connectivity', 'Logout', 'Workbooks', 'Work', 'Navigation', 'Dashboards', 'Business Pages', 'WebForms', and 'Connectivity'. Below the browser window is a navigation bar with icons for back, forward, search, and other functions.

The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two summary tables: 'MY:' and 'ALL:'. Each table has columns for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month).

The 'MY:' table data is as follows:

	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	409	182	24,990.00
Last Week	452	215	28,820.00
This Month	1517	1071	144,310.00
Last Month	1395	735	154,150.00

The 'ALL:' table data is as follows:

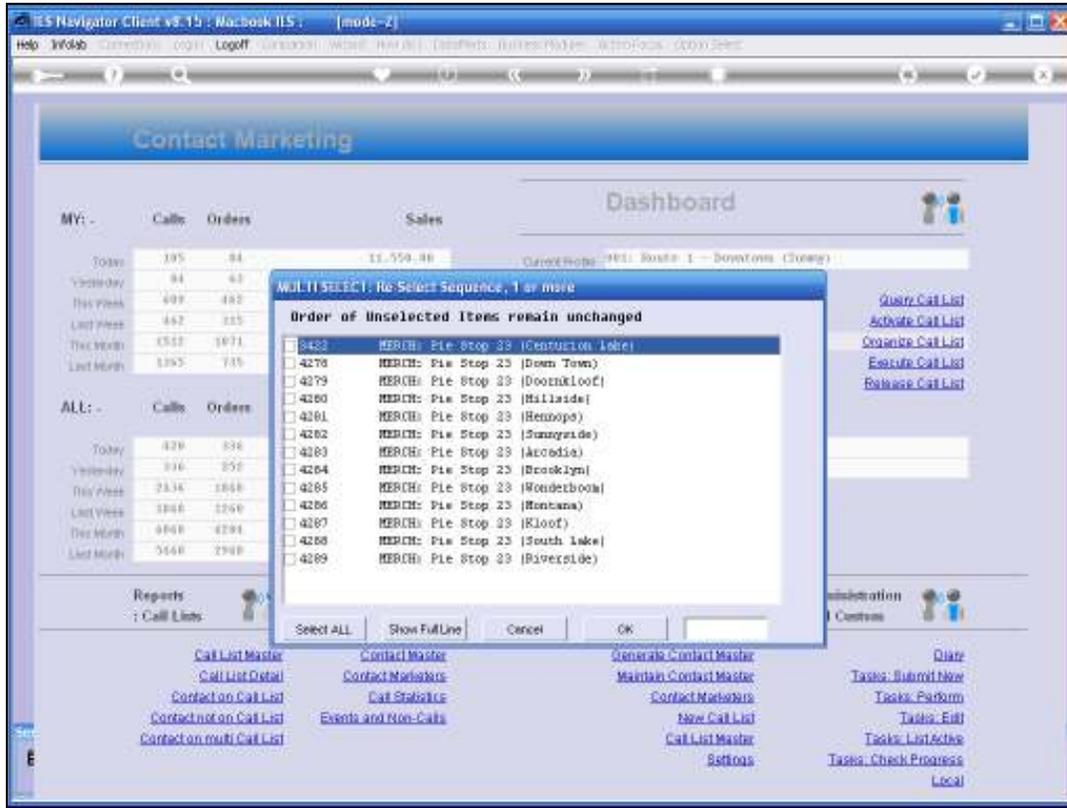
	Calls	Orders	Sales
Today	479	238	44,200.00
Yesterday	216	107	20,960.00
This Week	2334	1164	367,340.00
Last Week	3048	1560	301,390.00
This Month	9848	4284	1,075,280.00
Last Month	5648	2948	609,600.00

The 'Dashboard' section on the right includes a 'Current Node' field with the value '981: Route 1 - Downtown (Dining)'. Below this is a 'Call List' field with a search box and a 'Change' button. There are several action links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. A note says 'To Open a Single Contact - On Demand Contact'. Below that is an 'Active Call List Indicators' section with a table showing 'List Description', 'Profile', and 'When Activated'.

At the bottom of the dashboard, there are four main categories: 'Reports', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links and icons.

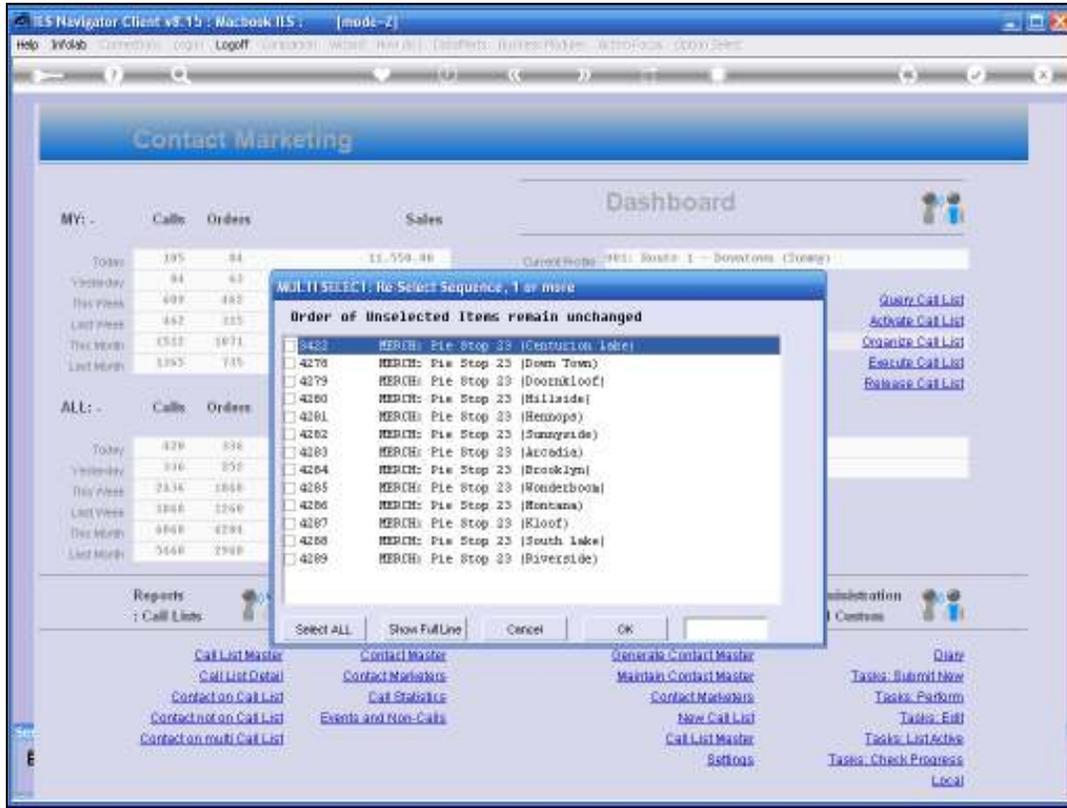
Slide 30

Slide notes: ORGANIZE can be used at any time to re-organize the Active Call List, and any entries that are selected are moved to the top, thereby becoming the next Contacts to call.



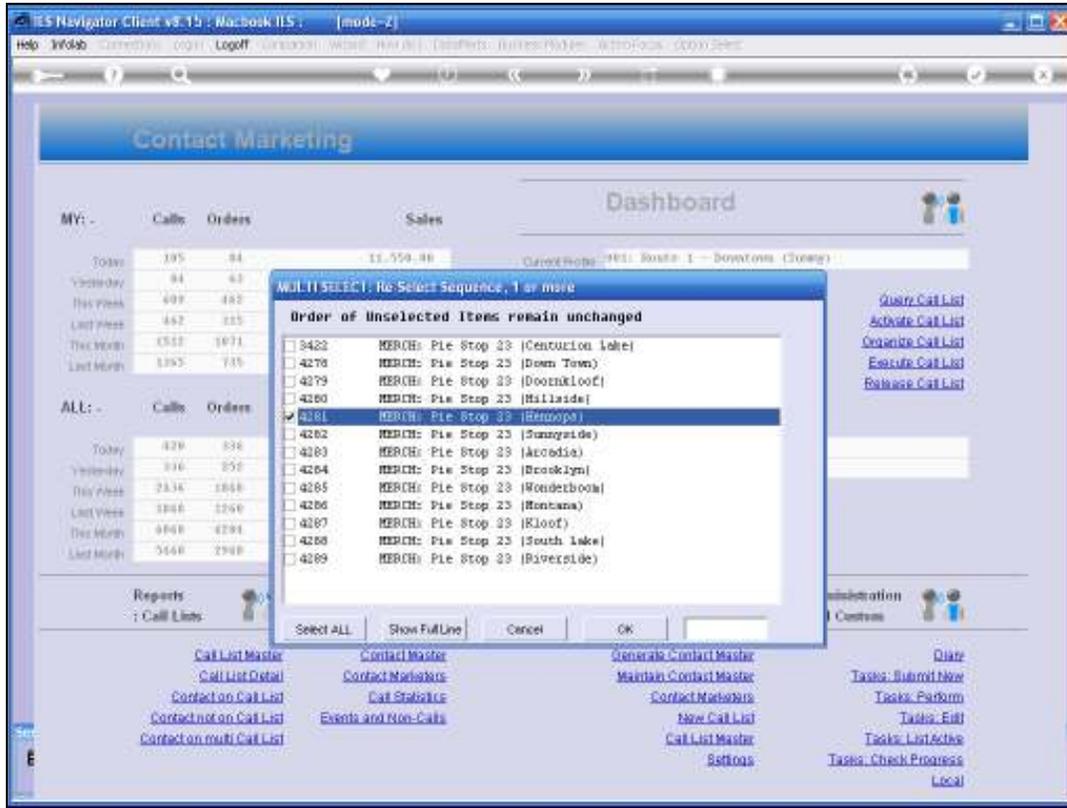
Slide 31

Slide notes:



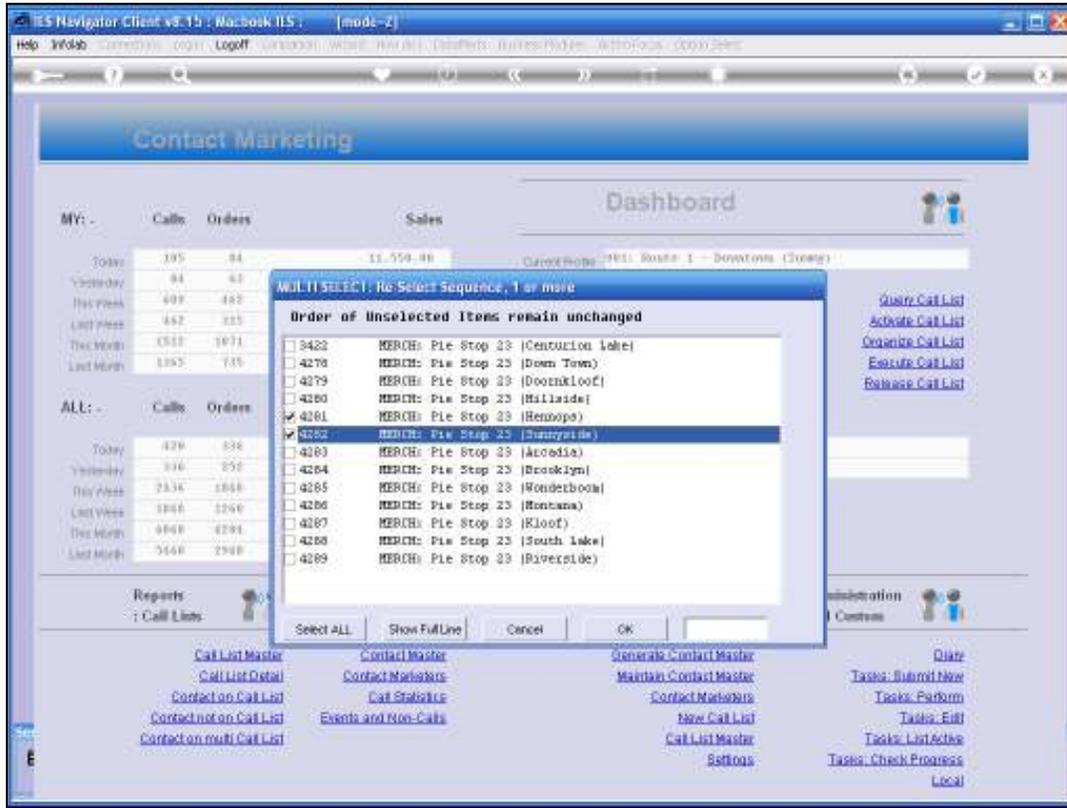
Slide 32

Slide notes:



Slide 33

Slide notes:



Slide 34

Slide notes:

The screenshot shows the IIS Navigator Client interface for 'Macbook IIS'. 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' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL:' table shows similar data for all users. The 'Dashboard' section includes a 'Current Node' field, a 'Call List' dropdown, and several action links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there is an 'Active Call List Indicators' section with a table showing 'List Description', 'Profile', and 'When Activated'. At the bottom, there are four main navigation categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links.

	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	609	482	48,990.00
Last Week	482	335	38,820.00
This Month	4517	1871	344,370.00
Last Month	3395	135	554,150.00

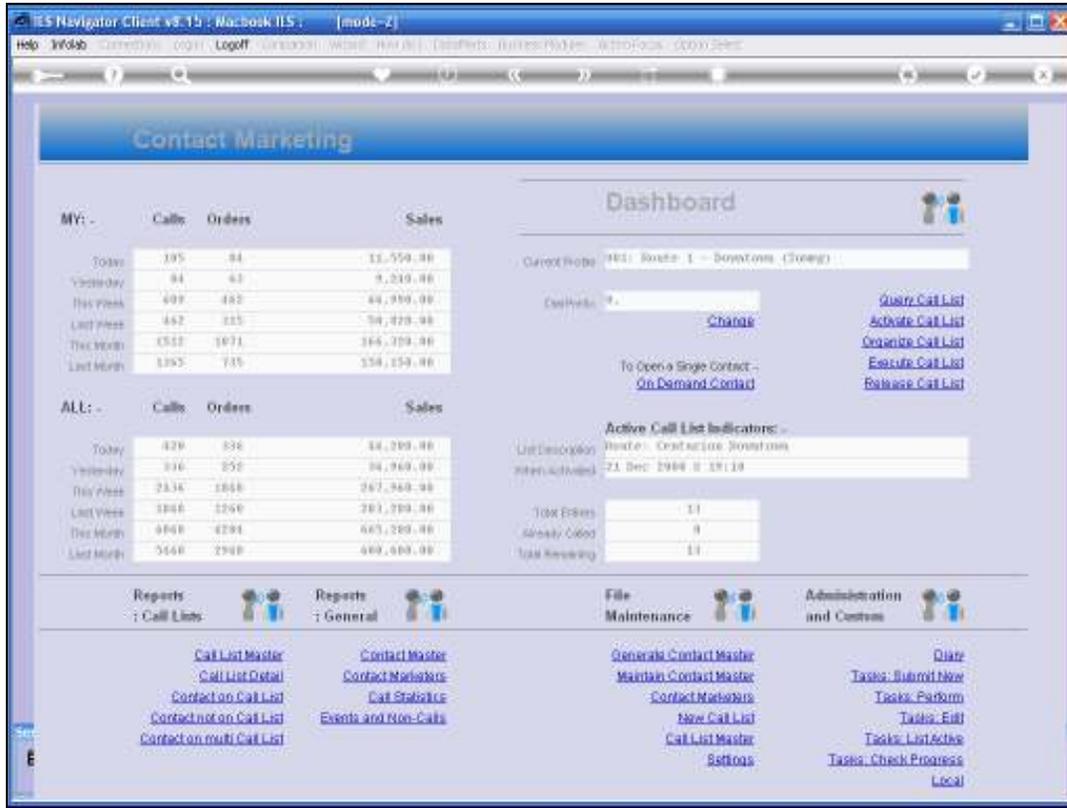
	Calls	Orders	Sales
Today	429	838	44,200.00
Yesterday	330	650	38,960.00
This Week	2338	1840	267,340.00
Last Week	3868	3260	283,390.00
This Month	9848	4284	685,280.00
Last Month	5648	2940	489,680.00

List Description	Profile	When Activated
Orderline Promotion		21 Dec 2008 0:00:00

	Count
Total Orders	11
Ready Order	0
Total Revenue	11

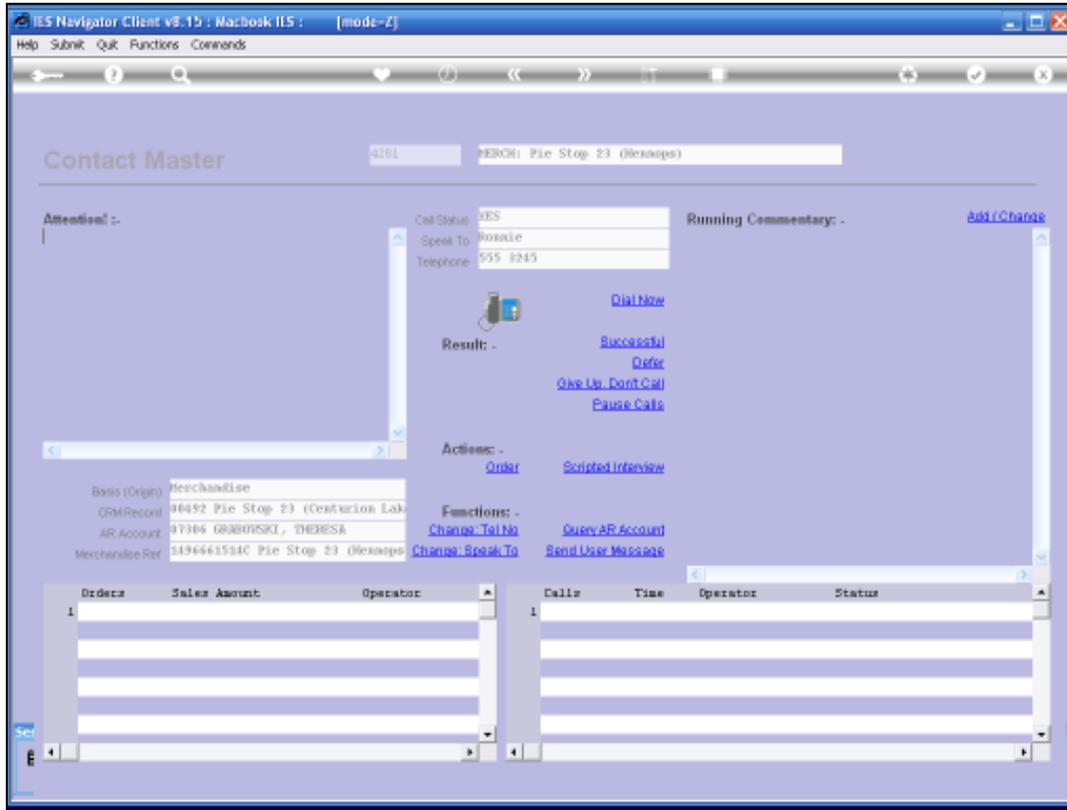
Slide 35

Slide notes:



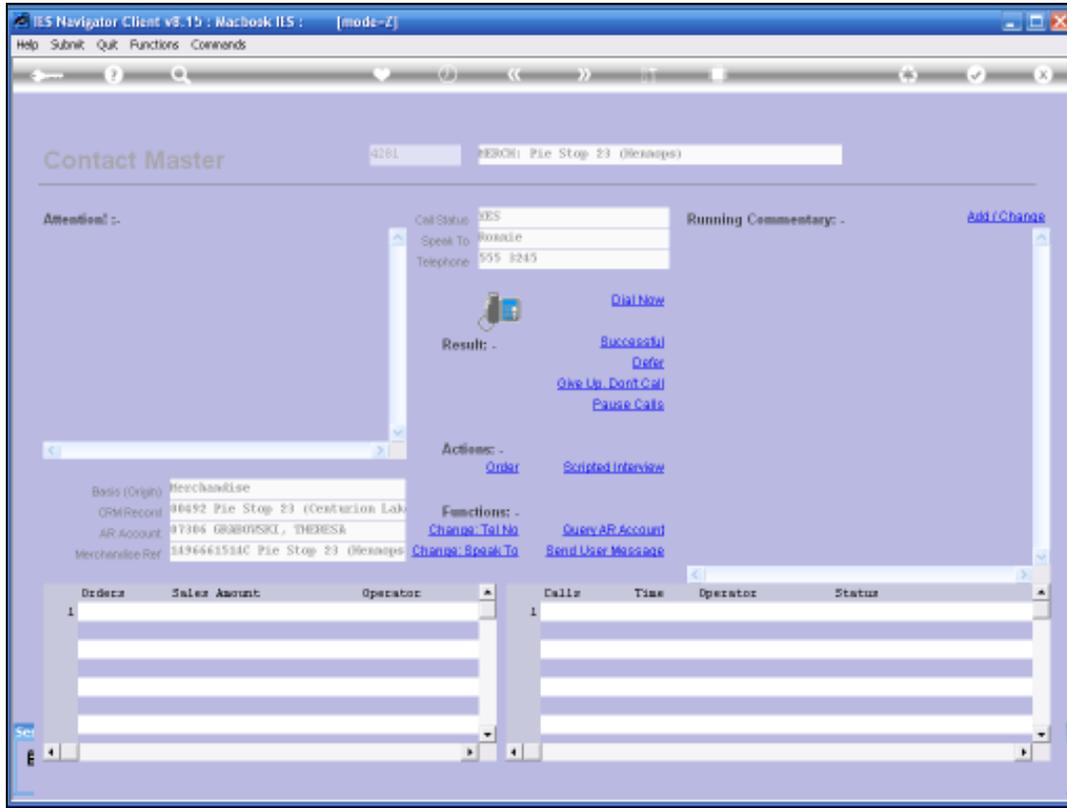
Slide 36

Slide notes: The primary activity takes place when we EXECUTE the current Call List. This leads to one Contact Call after another.



Slide 37

Slide notes: There is plenty to be said about the Call Contact screen, but that is the subject of a separate tutorial.



Slide 38

Slide notes: For now, we will simply select PAUSE CALLS, and this option is used whenever we want to return to the dashboard.

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 metrics for Calls, Orders, and Sales for Today, Yesterday, This Week, Last Week, This Month, and Last Month. The 'ALL:' table shows similar metrics for all users. The 'Dashboard' section includes a 'Current Node' field, a 'Call List' dropdown, and several action links: 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there's an 'Active Call List Indicators' section with a table showing 'List Description', 'Start', and 'End' dates. At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links.

	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	409	182	24,990.00
Last Week	452	215	28,425.00
This Month	1517	1071	144,310.00
Last Month	1395	735	154,150.00

	Calls	Orders	Sales
Today	429	238	44,200.00
Yesterday	210	120	24,960.00
This Week	2134	1240	267,340.00
Last Week	1848	1250	201,390.00
This Month	9848	4284	145,280.00
Last Month	5648	2940	109,600.00

List Description	Start	End
Orderline - Downtown	21 Dec 2008 0:00:00	21 Dec 2008 0:00:00

Metric	Value
Total Orders	11
Ready Order	0
Total Revenue	11

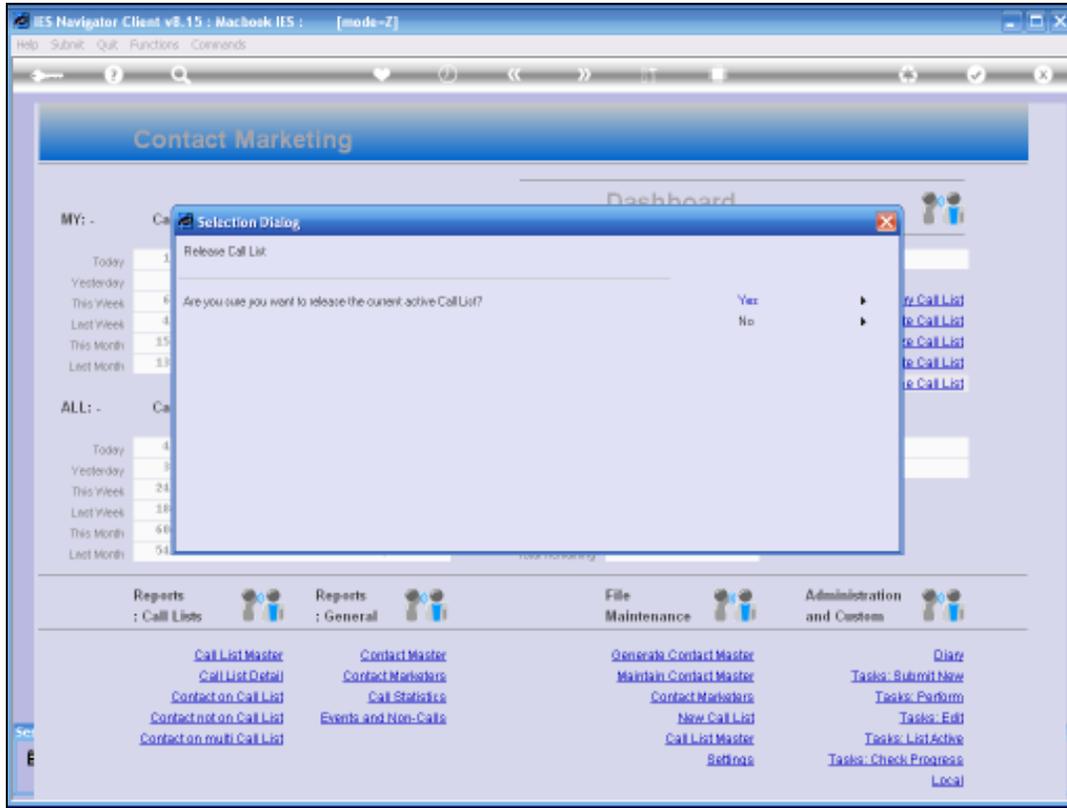
Slide 39

Slide notes: We can choose EXECUTE again, of course, and we will be back at the same Contact Call where we paused, except if we re-organize the list and put another entry at the top.

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' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL:' table shows similar data for all users. The 'Dashboard' section includes a 'Current Node' field, a 'Call List' dropdown menu, and several action links like 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there's an 'Active Call List Indicators' section with a table showing 'List Description', 'Status', 'Total Calls', 'Ready Calls', and 'Total Remaining'. At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-links.

Slide 40

Slide notes: When we have exhausted the Call List or for some reason choose not to continue with it, then we will RELEASE the Call List.



Slide 41

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Comments'. Below the menu is a navigation bar with several icons. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section.

The dashboard includes two data tables for 'MY:' and 'ALL:' categories, each with columns for 'Calls', 'Orders', and 'Sales'. The 'MY:' table shows data for Today, Yesterday, This Week, Last Week, This Month, and Last Month. The 'ALL:' table shows similar data for a broader period.

Below the tables, there are four main sections: 'Reports', 'Reports', 'File Maintenance', and 'Administration and Control'. Each section contains several sub-links and options. For example, the 'Reports' section includes 'Call List Master', 'Call List Detail', 'Contact on Call List', 'Contact not on Call List', and 'Contact on multi Call List'. The 'File Maintenance' section includes 'General Contact Master', 'Maintain Contact Master', 'Contact Master', 'New Call List', 'Call List Master', and 'Settings'. The 'Administration and Control' section includes 'Disk', 'Tasks: Submit New', 'Tasks: Perform', 'Tasks: Edit', 'Tasks: List Active', 'Tasks: Check Progress', and 'Local'.

Slide 42

Slide notes: And that describes the primary sequence of operating from the dashboard.