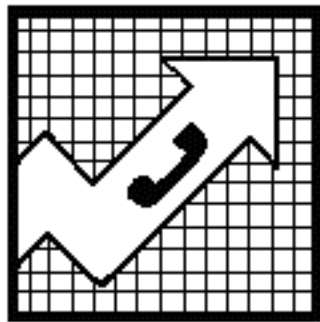


TELETASK AUTODIALER SYSTEM



Teletask, Inc.
5150 Sunrise Blvd Suite #F-4
Fair Oaks, CA 95628
(916) 863-2200
Fax (916) 863-2211

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1. THE INTEGRATED AUTODIALER SYSTEM

The Integrated Autodialer System is a Computer Telephony System that is composed of many different software modules to create a powerful and flexible telephone-call-processing tool. The Autodialer module of the system allows for a variety of reminder and recall messages to be delivered in an automated manner. A multitasking operating system and software allow the Autodialer to concurrently process requests from multiple callers on different lines. A variety of software modules can be added to meet the growing demands of your organization such as: Auto Attendant, Voice Mail, Audiotext, Order Entry, Call Sequencing, Automated Call Distribution (ACD), and Fax Response applications. In addition, support is available for host computer database interaction on a custom design basis. These additional elements can be used for a variety of applications, including the ones described in Appendix A.

1.1 Intended Audience

This Technical Guide is intended for System Operators and System Users who maintain the Integrated Autodialer System. It is recommended that the primary system operator who is responsible for the day-to-day maintenance of the system have some experience with personal computers (PCs).

2. AUTODIALER SUITE AND MAIN SCREEN

All the functions of the Teletask Autodialer can be accessed from the Teletask Autodialer Suite (see figure 1). The Teletask Autodialer Suite can be accessed by either double clicking on the small task bar icon on the bottom-right of the screen (see figure 2), or if it is not there, by starting the Autodialer Suite from the Teletask folder. You will typically have to access this to make reports, make changes to the system setup, make changes to your recordings, or to manually start the autodialer. From the Teletask Autodialer Suite you have access to seven main components:

Autodialer – Main screen includes real-time status of the system, controls and testing for the autodialer.

Report – For viewing, options, and exporting of reports from an autodialer session.

Convert Data – For when you need to manually convert a database file to be read into the autodialer.

Label – The label maker provides the tools to print addresses on Avery labels.

Dialer GIS – The optional GIS Module component of the autodialer allows you to select a group of people in your database according to the geographical area that you select on the map.

Setup – Sets up many options for the autodialer including the scheduler, phone lines, and e-mail.

Launcher - Runs in the background until an application is scheduled to run, in which case it launches it.

No Call List – This is the Do Not Call list data entry program. When someone doesn't want to be called from the autodialer, you would enter his or her name and phone number onto this list.

Hide – Hides this form.



Figure 1: The Teletask Autodialer Suite

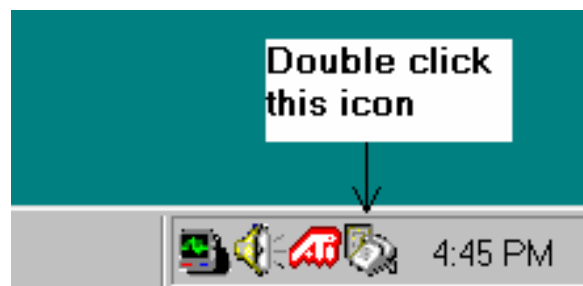


Figure 2: The Teletask Autodialer Suite in the Icon Tray

2. AUTODIALER SUITE AND MAIN SCREEN (continued)

To start the autodialer wait at least 30 seconds after Windows has finished booting, then select Autodialer on the Autodialer suite. When you click on the Autodialer button on the Teletask Autodialer Suite screen, the Main Screen will appear (see figure 3). This Main Screen with various windows allows the system operator to check the real-time status of the system, including that of individual lines, at a glance.

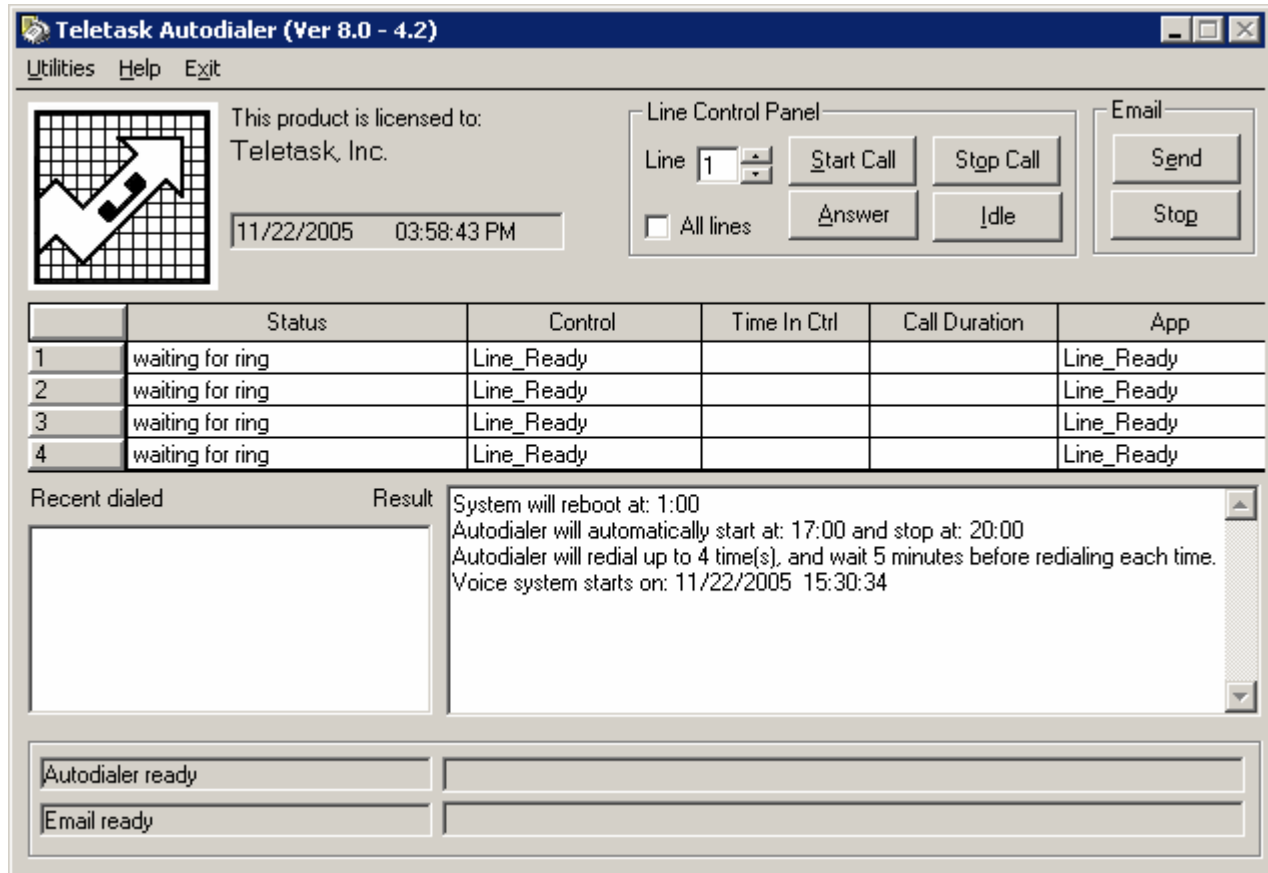


Figure 3: The Autodialer Main Screen

2.1 Line Status Window

The Line Status Window shows the current status of each active telephone line. Many of the status conditions shown only appear on the display for a fraction of a second, as the status display is designed to show what is actually occurring on the line. For example, in figure 3, line one through four are waiting for incoming calls in the main menu. This is a generic representation of the Line Status Window so the number of lines may differ from this figure 3. The Autodialer Main Screen under the Utilities menu has pull-down menus to include **Record Messages**, **Clear Message Window**, and **Test**. The **Help** menu is also setup for a pull-down menu that has the entire manual and an **About** selection for Teletask information.

2. AUTODIALER SUITE AND MAIN SCREEN (continued)

Description of the line status messages from Figure 3.

<i>Line Status</i>	<i>Description</i>
Idle	Line is idle (not ready to answer calls)
Caller hung up	The caller has hung up
Dialing	Line is dialing a phone number
Playing Entry	A message of a particular level is being played
Precall Delay	Line is re-setting to get ready for the next call
Waiting for digits	Line is waiting for caller to input digit(s)
Waiting for ring	Line is ready to answer calls
Waiting for dialtone	Line is waiting for a dial-tone before dialing a phone number

2.2 Time Window

The text box above the line status window displays the current system time.

2.3 Message Window

This is the window below the Lines Control Panel and is used to display “transient” information about the system. This window is the system ‘blackboard’ for general messages so just because you see a message in this window does not mean it is a recent message. In general, messages in this window are NOT updated in real-time mode as they are in the Line Status Windows. This window gets cleared only when the application is restarted or by clicking on **Utilities**, then **Clear Message Window**.

2.4 Recent Dialed Window

The Recent Dialed window contains the most recently dialed phone numbers and their results. This window allows the system operator to quickly check the real-time status of the dial out session. If there is a problem such as no dial tone or error, the system operator can act quickly to remedy the problems.

2.5 Progress Bars

The two progress bars located at the bottom of the screen show the progress of the current session for the Autodialer and Email, respectively.

2.6 Line Control Panel

You can manually start and stop calls any time by clicking on the Start or Stop call button.

2.7 Email Control Panel

You can manually start and stop sending email any time by clicking on the Send or Stop button.

3. INITIAL SETUP OF THE AUTODIALER

Before the Autodialer can be used or tested, you will have to do the initial setup. In most cases, Teletask personnel take care of this setup for you. This section is provided for reference in the event that changes need to be made in the future. The first step you need to take is to provide the Autodialer with your own phone line information (Phone Line Setup) so that it can dial phone numbers correctly. You also need to schedule the Autodialer (Autodial Scheduler). After the initial setup, you will need to record the messages. Please refer to the Remote Message Manager section for information on how to record a message.

3.1 Setup the Dialing Properties (Phone Line Tab)

After clicking on **SETUP** and then the **Phone Line** tab, you will see a screen like Figure 4 (see next page). On this screen there are eight areas to set up. These areas are as follows:

- **The local area code:** This is the area code of the phone lines that the system is attached to. To change this, click on the box, erase the old number and enter the new number.
- **To access an outside line, first dial:** This should include any sequence of numbers needed to dial an outside phone number from the phone line the Autodialer is attached to. If no number is needed then this space is left blank. This number is usually a '9'. To change this, click on the box, erase the old number and enter the new number.
- **For long distance, first dial:** This box shows any sequence of numbers needed to dial a long distance phone number from the phone line the Autodialer is attached to. This sequence is usually a '9' and a '1', entered as '9,1'. If no nine is needed simply enter a '1' in this space or a number that is needed for dialing long distance. To change this, click on the box, erase the old number and enter the new number.
- **Dial long distance number after the dial:** In some cases before a long distance number can be connected, a code must be entered after the phone number is dialed. If such a sequence is needed it would be entered in this space; otherwise this space is left blank. To change this, click on the box, erase the old number and enter the new number.
- **Good Area Codes:** This is a drop down list of all the area codes in the US as we know it at the time of installation for your system. If there is an area code you do not wish the Autodialer to dial, you must delete it from this list. When the Autodialer sees a phone number with an area code that is not on this list, it will label the phone number as bad on the report and will not dial this number. To remove an area code from this list, select the area code you wish to remove from the drop down list and click the remove button on the left. To add an area code, click on the add button on the left, enter the new number, and click on OK.
- **Local Prefixes:** The prefix is the first three digits of a normal seven-digit phone number. This drop down list should be left blank unless a '1' is needed for dialing certain seven digit phone numbers from your prefix. If this is needed please refer to your area phone book for a list of prefixes that are long distance from your location. To remove or add a new prefix, please refer to the above section.

3. INITIAL SETUP OF THE AUTODIALER (continued)

- **Bad Prefixes:** This is a drop down list of prefixes that the Autodialer should not dial under any circumstances. When the system sees a phone number with a prefix that is on this list, it will label the phone number as bad on the reports and will not dial this number. To remove or add a new bad prefix, please refer to the section above (Good Area Codes).
- **Number of Lines available to the system:** This field displays how many lines are available on your system. Only Teletask personnel can add or remove the number of lines on your system.
- **Line Select:** This area allows you to select which line(s) the system will use to dial out on. If the number of lines available to the system is 2 and you wish to dial out on both lines, boxes 1 and 2 should be checked. This would assume that phone lines are hooked up to Ports 1 & 2.

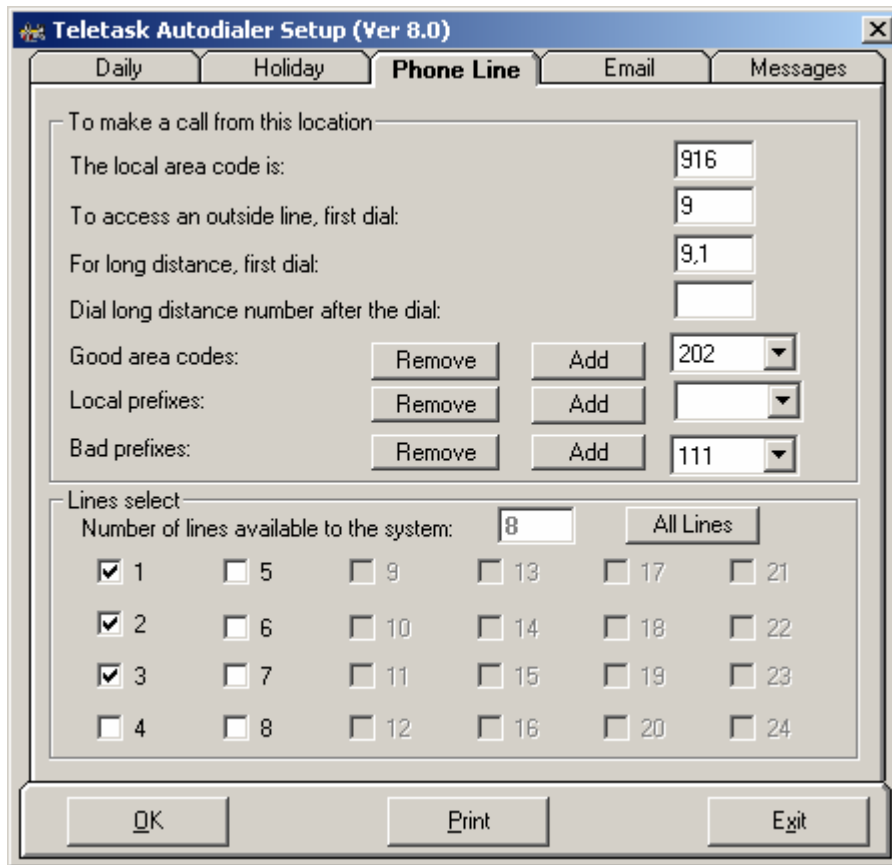


Figure 4

3. INITIAL SETUP OF THE AUTODIALER (continued)

3.2 Setup the Autodial Properties (Daily Tab)

This section of the setup program controls the time and date the Autodialer will dial as well as how many times it is to repeat dialing phone numbers that were not successfully reached during the previous attempt. Since a system operator rarely needs to run this utility under normal operation, you do not need to run this program on a daily basis. When you double click on the 'Autodial Scheduler' icon, or run Auto_Sch.exe in C:\Teletask\Autodial folder, you will see a screen like Figure 5. In this example, we schedule the Autodialer to start dialing out at 18:00 (6:00 PM) and stop at 21:00 (9:00 PM). Since we do NOT wish the Autodialer to dial out on Friday and Saturday, notice the check boxes under Fri and Sat are not checked.

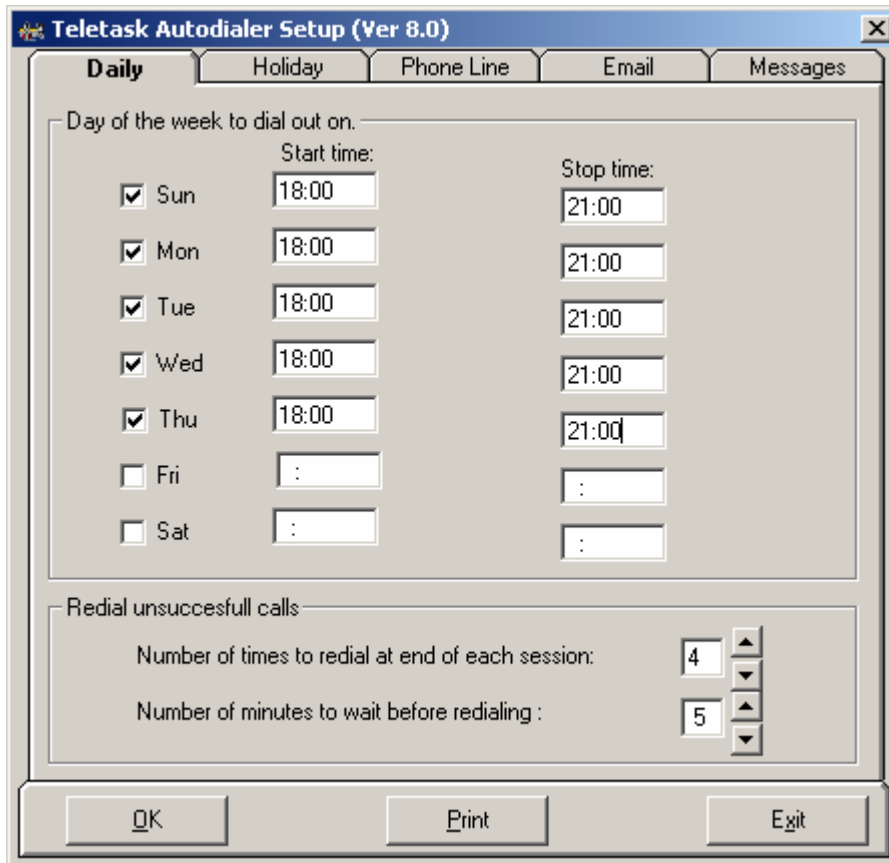


Figure 5

The number of times to redial at the end of each session tells the Autodialer how many times the system will redial unsuccessful calls when it reaches the end of the list. When redialing, the Autodialer will only dial numbers that it did not get through on the previous attempt(s). To change this, click on either the up or down arrow button at the right of the number or simply click on the number and type in the new value.

3. INITIAL SETUP OF THE AUTODIALER (continued)

The number of minutes to wait before redialing the list tells the Autodialer the proper number of minutes it will wait before redialing the list. To change the number of minutes click on either the up or down arrow button at the right of the number or simply click on the number and type in the new value.

IMPORTANT NOTE: The Autodialer will only dial out between 09:00 (9:00AM) and 21:00 (9:00PM) even if you set it up to start before 09:00 and stop after 21:00.

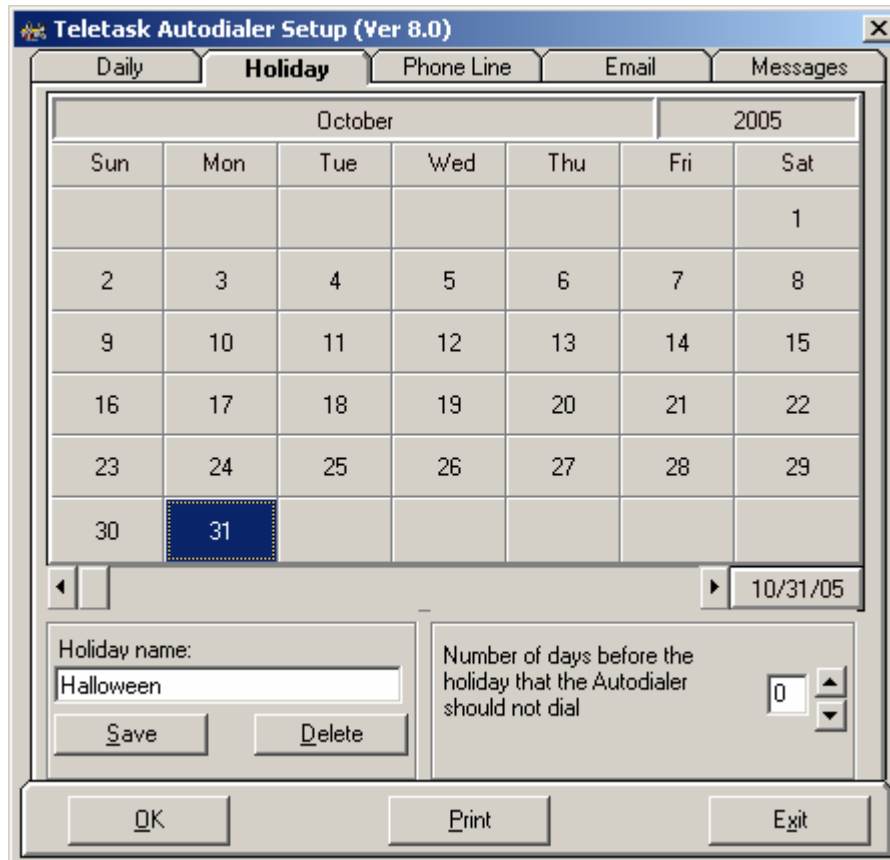


Figure 6

Although the holiday option is available, most system operators rarely need to run this utility under normal operation. Only run this program if you do NOT wish the Autodialer to dial out on holidays (assuming that a holiday is on a weekday). From the screen like Figure 5, click on the Holiday tab, and you will see a screen like Figure 6. In this example, October 31st is a holiday, and it is on Monday. Since it is Monday, the Autodialer will dial out on this day, but if you do NOT wish it to dial out on this day, highlight the day by clicking on it, then enter the holiday name and make sure you click on **SAVE**. After saving the holiday name, the color of the day highlighted is changed to bright red. Each day when the Autodialer starts, it checks to see if the current date is a holiday and if it is, the Autodialer will not dial out that day. If you have a printer connected, you can print out the Autodialer's Holiday Schedule by clicking on **PRINT**.

3. INITIAL SETUP OF THE AUTODIALER (continued)

3.3 Email Reminder Setup (Email Tab)

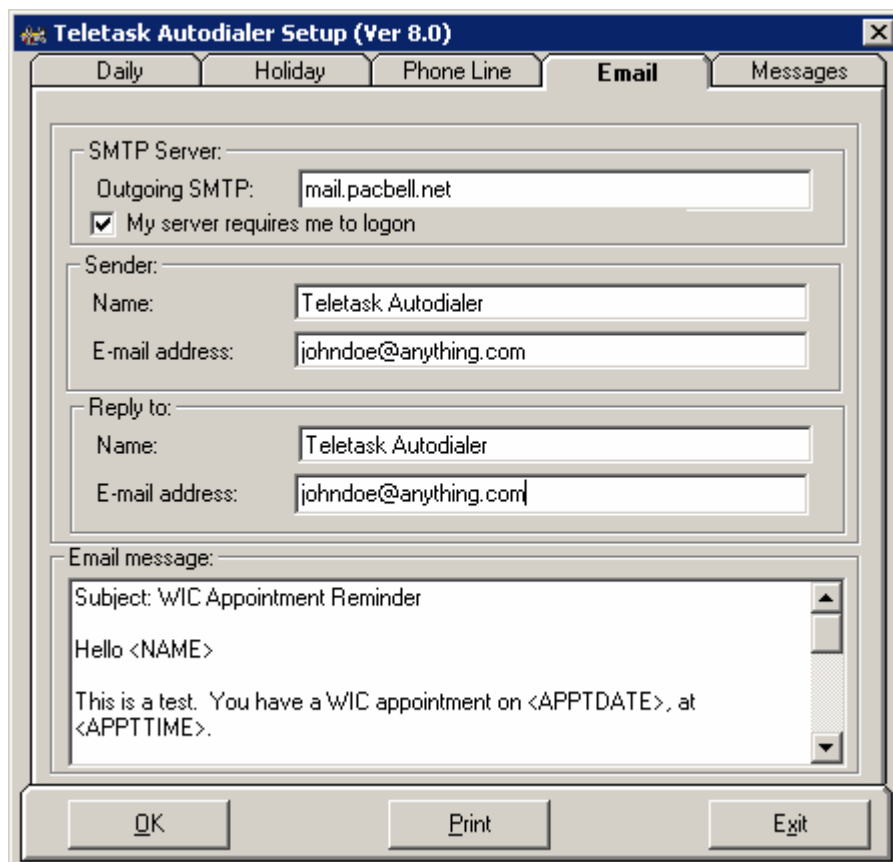
You will probably need help from your technical services staff to set this up. This setup process will be similar to setting up your email for the first time. You may wish to give the system its own account.

“Outgoing SMTP” needs to be filled with the server address used for outgoing e-mail. Before you can send e-mail, you must first define the SMTP server you use. Normally this information is provided by your ISP(Internet Service Provider). Typically, the address consists of mail.[your domain name].com.

The Sender e-mail address should be the email address from which the reports are being sent. The Reply e-mail address should be the address you wish to be e-mailed back at.

The Sender and Reply to e-mail addresses should only be different if you send e-mails from a different address than you receive them.

If you click on the “Print” button from the Email tab you will print the email settings on the system plus the sample email message.



The screenshot shows a Windows-style dialog box titled "Teletask Autodialer Setup (Ver 8.0)". It has five tabs: "Daily", "Holiday", "Phone Line", "Email" (which is selected), and "Messages". The "Email" tab contains the following fields and controls:

- SMTP Server:**
 - Outgoing SMTP:
 - My server requires me to logon
- Sender:**
 - Name:
 - E-mail address:
- Reply to:**
 - Name:
 - E-mail address:
- Email message:**
 - Subject: WIC Appointment Reminder
 - Hello <NAME>
 - This is a test. You have a WIC appointment on <APPTDATE>, at <APPTTIME>.

At the bottom of the dialog box are three buttons: "OK", "Print", and "Exit".

Figure 7

3. INITIAL SETUP OF THE AUTODIALER (continued)

3.4 Do Not Call List (Button in Autodialer Suite)

The do not call list is a list of names that the Autodialer will not call under any circumstances. When the Autodialer receives data it will check each phone number it was told to call against the do not call list. If the phone number is on the list it will not be called.

Adding: To add a new record to the do not call list, start entering information into the blank entry boxes. After you have finished entering the data click on **SAVE**.

Clearing: If you don't want to save a record click on **CLEAR**.

Deleting: To delete a record in the do not call list, select the record and click on **DELETE**. An alert box is then displayed asking if you are sure you want to delete and if so click on Yes.

Editing: To edit a record in the do not call list, find the entry in the list box (See Figure 8), highlight it and click on the **EDIT** button. After making your changes click on **SAVE**.

Note: To locate a record that you want to edit or delete you can sort the list by clicking on the heading of the column you want to sort by.

Printing: You may wish to have a printed list of all the phone numbers on the do not call list. To do so simply click on the **PRINT** button and make sure your printer is ready.

Exiting: Once you are done using this program there is no need to save the data as you would with a word processor. If the data is in the table, it is saved. You may simply click on **EXIT**.

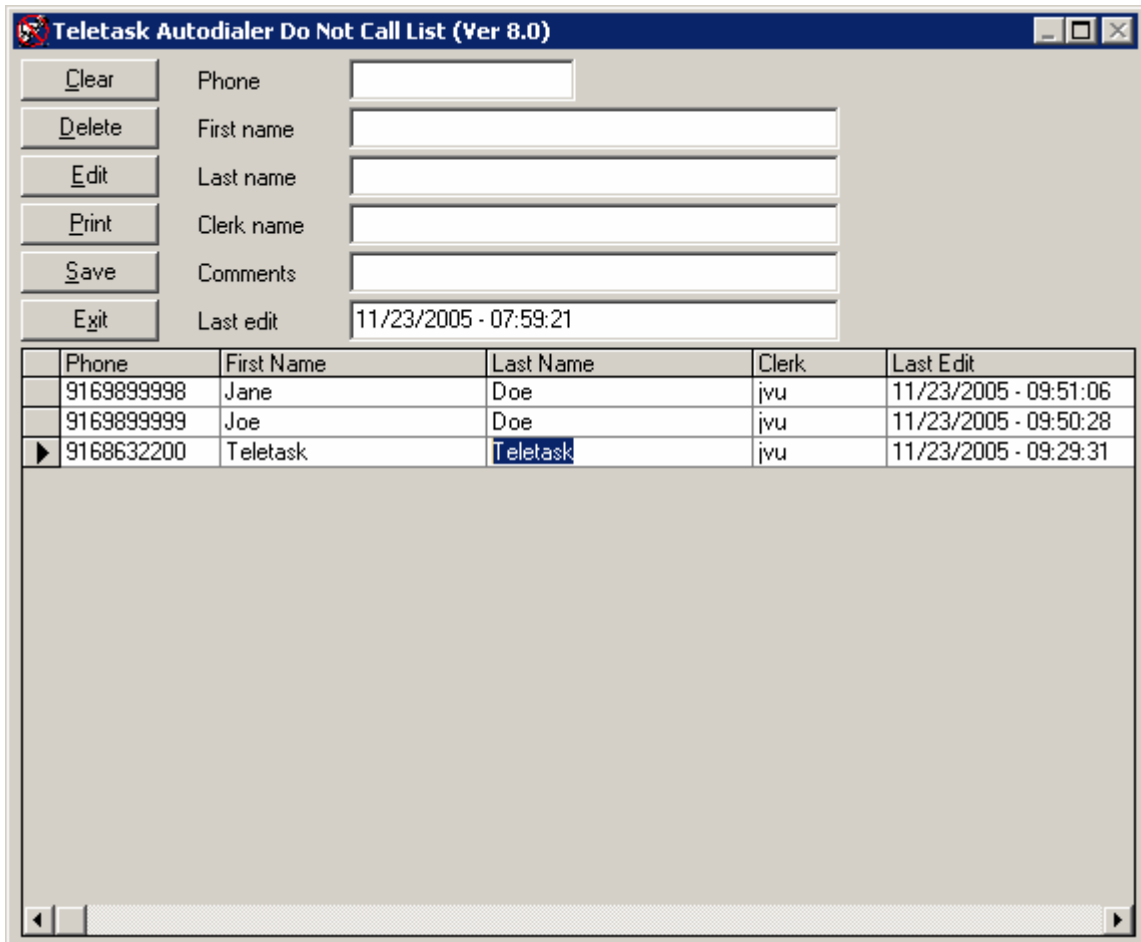


Figure 8

4. REMOTE MESSAGE MANAGER (RMM)

The Remote Message Manager is a part of the system that allows the system operator to make changes to the system messages. It is possible to add, play and re-record any speech message.

Before dialing into the system, please make sure that the Autodialer software is running on your computer. If you don't see the Autodialer screen, please start it from the Teletask folder. Make sure the line status is "Waiting for Ring".

Hint: To prevent silent gaps at the beginning and at the end of your messages, start speaking as soon as you hear the beep and press [9] momentarily when you stop speaking. After recording, you have the option to review the message or re-record it if you prefer. Also, many people have a tendency to take a deep breath before they start speaking into the mouthpiece so to avoid recording this undesirable sound, try to draw a breath just before the beep, and start speaking immediately after the beep. It may take some practice to acquire a good set of messages.

The following is a guide on how to record the messages.

- 1) Double click on the **AUTODIALER** icon. This will start the Autodialer system.
- 2) Find a quiet room with a phone and make sure you have your script with you.
- 3) Dial the system's phone number (if you hear the modem answer, disable PC Anywhere).
- 4) The system will answer after two rings. Press [#] (the pound key).
- 5) You will be prompted for your passcode. Enter '1111' on your touch-tone phone.
- 6) You will now be prompted to enter a message number. Each paragraph of the script should have a four digit number associated with it, this is the message number you need to enter.
- 7) You will then hear the following menu:
 - Press [1] to Record this message
 - Press [2] to Select another Message
 - Press [3] to Hear what you recorded.
- 8) Press [1] to record the message you selected. Once you are done recording the current message, end the recording by pressing the [9] key on your touch-tone phone.
- 9) You will then hear the following menu:
 - Press [1] to Save the message
 - Press [2] to Select another message
 - Press [3] to Hear what you recorded.
- 10) Once you are satisfied with your message, save it. You then will be prompted to enter another message number (as in step 6); this will allow you to start recording the next message.

5. TESTING THE AUTODIALER

When all the phone line(s) are connected properly, and after you're done with the initial setup and recording of all the necessary messages, you can test the Autodialer. At the Main Screen, click on **UTILITIES**, then click on **TEST** and then you will see a screen like Figure 9. Enter the phone number you would like the Autodialer to call, the outgoing message group number (normally [0] for testing – see script provided by Teletask for further details), the language (normally [0] for English), and the line used to call. At this point, you have a choice to cancel or to direct the Autodialer to dial by clicking on the appropriate button. You can monitor the progress of the call on the line status window. If any problem arises during this test call, a message will be printed on the message window.

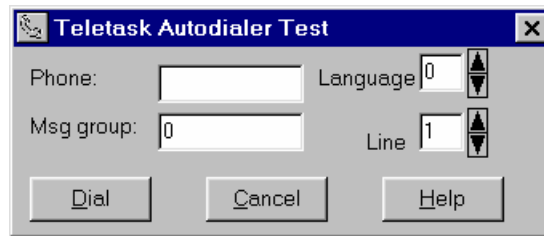


Figure 9

6. VOICE MAIL

In some cases, a “light version” of Teletask voice mail is included with the Teletask Autodialer. If this is true in your case, you have one mailbox available whose number is ‘1111’ and a password that is usually the same. A mailbox is where messages are stored to be retrieved by staff personnel at a later time.

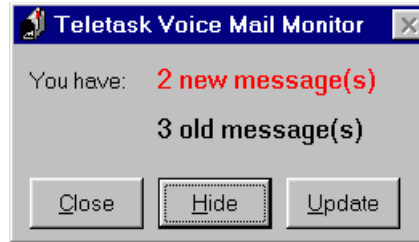


Figure 10

After a person leaves a message in your voice mailbox, you will see a box like Figure 10 in the lower right corner of the screen informing you of how many new and old messages you have in your mailbox. New messages are messages that you have not listened to, and old messages are the ones that you have listened to at least once and have not deleted them. This form only pops up when there is at least one new message in your box. To check your voice mail, simply follow the steps below. Before dialing into the system, please check to see if the Teletask Autodialer screen is loaded and the line status is “Waiting for Ring.” If not, double click on the Teletask Autodialer icon in the Teletask icon group. When you see the Teletask Autodialer screen, and the line status is “Waiting for Ring”, the system is ready for you to dial in.

6.1 Retrieving Messages

Step #1 Dial into the system

Dial the system’s phone number. As soon as you hear the “Initial Greeting” message, press [*] (the star key) to enter the voice mail system. This option is **not** announced on the “Initial Greeting” message.

Step #2 Enter mailbox number and passcode (both are 1111)

You will then be prompted to enter the mailbox number as well as the passcode for that particular mailbox.

Step #3 Reviewing messages

The system will announce how many new and old messages you have in your box. It then provides a menu of choices for you to pick. You can enter your selection at anytime while this menu is being played. The following choices are available:

- [1] Previous msg [2] Play current msg [3] Next msg
- [4] Rewind 5 sec. [5] Pause playback [6] Fast fwd 5 sec.
- [7] Delete msg [8] Save msg as new [9] Time and date the msg was left
- [*] Quit

6. VOICE MAIL (continued)

Selection [1] Previous message

This action will move **back** to the message in your mailbox that was left before the current one. Once the previous message has been found, it will be played. If there is no previous message, the first message will be played.

Selection [2] Play current message

This function **repeats** the current message from the beginning.

Selection [3] Next message

This selection is similar to selection [1] except that it moves **forward** in the mailbox to the next available message and immediately begins to play the message when found. If no next message is found, you will be informed.

Selection [4] Rewind 5 seconds

This is a transcription feature that is useful during playback of long messages. When [4] is pressed, the system will **rewind** approximately 5 seconds from the current point in the message and resume playing.

Selection [5] Pause playback

At any time during the playback of a message, you can **pause** the playback of the message by pressing [5]. To **resume** playback of the message, press [5] again.

Selection [6] Fast forward 5 seconds

This transcription feature allows you to **fast forward** through the message in approximately 5 second increments.

Selection [7] Delete message

This feature allows you to **delete** a message that you have listened to. Unless you specifically delete a message, it will remain in your mailbox indefinitely (or until your System Administrator clears it). It is advisable to keep your mailbox free of old messages to avoid having your box fill up.

Selection [8] Save message as new

This will save the voice mail message as **new** (as if you had not yet listened to it).

Selection [9] Time and date

This option will announce the **time and date** that the message was left.

Selection [*] Quit

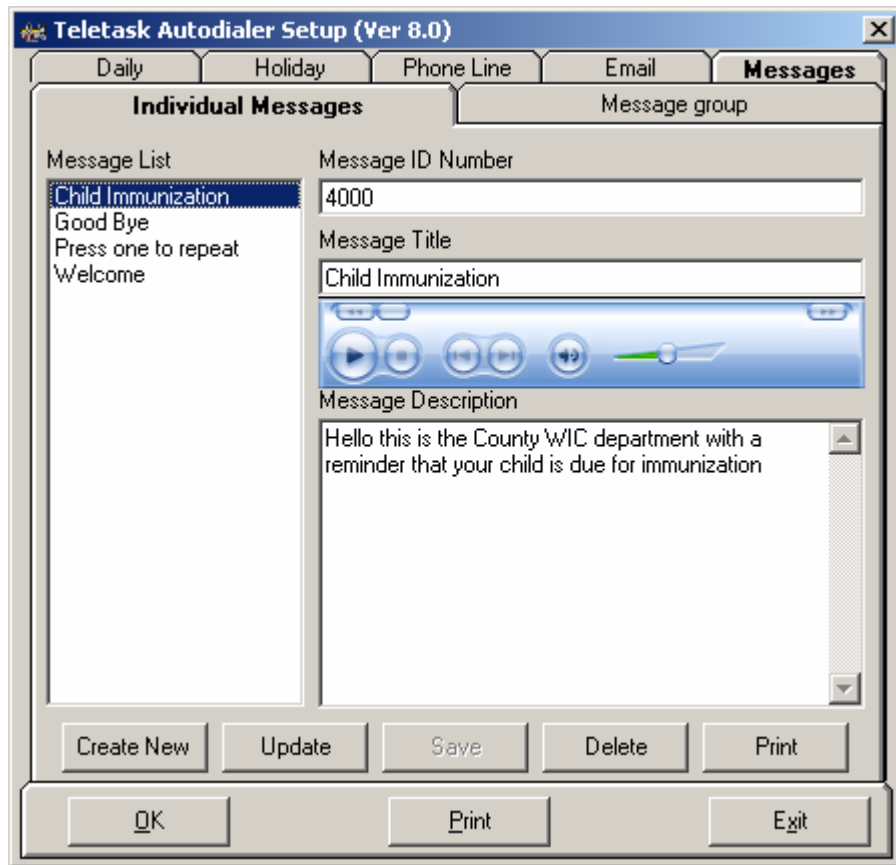
This will give you the option to **exit** the system.

6.2 Message Manager

The message manager helps organize and keep track of the individual messages as well as the message group as a whole.

6.2.1 Individual Messages (Messages Tab in Setup)

The individual messages section is used to keep track of each separate sound file (wave file) used in the messages played over the phone for each separate notification. Click on the message name in the Message List to get details of each of the messages.



Here you can add or change the Message ID Number, Message Title and Message Description for each individual message. The corresponding message can be played by clicking on the play button on the player above the message description.

Adding New Messages – Click on the “Create New” button and add the Message ID Number, Message Title and the Message Description and click “Save”. The Message Title is the name and the message description is the script for the message. Make sure that the Message ID Number is the same as the message file name (i.e. if the message file is 4000.wav enter the Message ID Number as 4000). The user will have to dial in to the system in order to record the corresponding audio message for this message number.

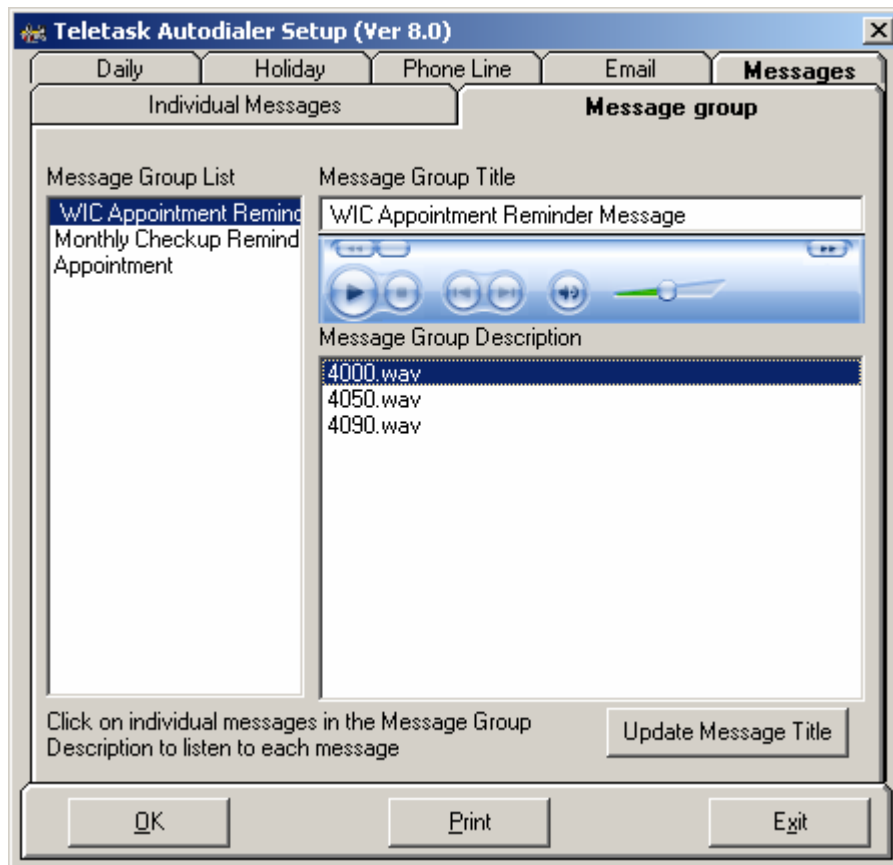
Change/Update a Message – Select the message that you want to edit in the Message List. The corresponding message details will be displayed. Now change the Message ID Number, Message Title or the Message Description and click on “Update”.

Delete a message – Select a message from the Message List and click on “Delete”. Then a window will pop up asking for confirmation to delete. Remember that when you delete the message from the list, the corresponding voice file will be lost. Click OK to confirm deletion of the message.

Print – Click “Print” to print the selected message details.

6.2.2 Message Groups

The Message group is a collection of individual messages (wave files) that make up the outgoing messages the called person will hear.



Message Group List is a list of message groups that have been defined for the system.

Message Group Title is how the message group is referred to.

Message Group Description is a list of the individual messages (wave files) that will be heard when that message group plays. Click on the individual messages (wave files) in the Message Group Description to listen to each message.

Click on **Update Message Title** to update the title of the selected Message Groups.

Print – Click “Print” to print the selected message group details.

Note: If you want to add new message groups contact our service department at 1-888-484-9911 option 3 in the main menu and we’d be happy to help you.

7. AUTODIALER REPORTS

The Autodialer provides you an option to create ‘ad-hoc’ reports. You can set it up so that the printed report will only contain the information that you need. The program will list all the available data fields that the database holds. You can include or exclude a specific field by checking or un-checking it.

To run the reports program, click on the “Report” button. The report screen will appear as you see it in Figure 11. The “Basic Settings” tab includes fields common to many autodialers. The data in your Autodialer may or may not include all of these fields. The “Extended Settings” tab includes data specific to your set of data. For an example, please see Figure 13.

7.1 Basic Settings

In the basic settings area you can see 21 fields listed. The check boxes next to those fields describe whether a field is to be included on the report or not. If the check box is checked then the field will be in the report.

The screenshot shows the 'Teletask Autodialer Report (Ver 8.0)' dialog box. It has three tabs: 'Basic Settings', 'Extended Settings', and 'Sort Parameters'. The 'Basic Settings' tab is selected. Below the tabs, there is a section titled 'Please select the field(s) you wish to include:' with a list of 21 fields and checkboxes. The checked fields are: Dial result, Phone number, Appointment date, Appointment time, Full name, Address, Response(s), and Message group. The unchecked fields are: Last date dialed, Last time dialed, Duration of call, Number of times dialed today, Number of days dialed, Alternate phone, Sex, Language, Last name, Email address, Email result, and Messages left. Below this list is the 'Dialed Date Options' section, which includes a 'Dialed date(s) to include:' section with 'Month and year' (Nov, 2005) and 'Day range' (1 to 22) dropdowns. There are four radio button options: 'All dates from the most recent dialed list' (selected), 'Only selected dates from the most recent dialed list', 'Only selected dates from the monthly archive', and 'Include all records'. There are also two checkboxes: 'Include all records' and 'Include no duplicates'. On the right side of the dialog, there are buttons for 'Print / Copy', 'Fax', 'Setup', 'View', 'Email', and 'Exit'.

Figure 11

7. AUTODIALER REPORTS (continued)

The fields are as follows:

Last date dialed: The last date a phone number on the current list was dialed.

Last time dialed: The last time a phone number on the current list was dialed.

Dial result: What happened to the call.

Answered: The call was answered.

Answering Machine: Detected an answering machine and left a message.

Bad Phone: The phone number was deemed improper by the Autodialer.

Busy: The phone number was busy.

Error: An internal error was encountered by the system.

Fax: A fax machine or modem answered.

No Answer: The call was not answered.

No Ring: After dialing the phone number no rings were heard.

No Tone: When picking up the phone to dial, the Autodialer detects no dial tone (usually denotes a problem with the phone line).

Not Yet Dialed: The Autodialer has not dialed the phone number yet.

Operator: The operator intercept tone was detected which usually means the phone number is no longer in service or has been disconnected.

No Call (Duplicate): Two phone numbers in a row were the same and the second one was not dialed.

Duration of call: Length of time the call lasted in seconds.

Number of times dialed today: Number of times the Autodialer dialed this phone number today.

Number of days dialed: Number of days the Autodialer has dialed this number.

Phone number: The phone number that was dialed.

Alternate Phone: An alternate phone number.

Appointment Date: The date of the appointment.

Appointment Time: The time of the appointment.

DOB: Date of birth of the person.

Sex: Gender of the person.

Language: The preferred language.

Message group: What group of pre-recorded messages was delivered during this call.

Last Name: The person's last name.

Full Name: The person's full name.

Address: The person's address.

Responses: Any touch-tone responses the person may have entered at the end menu of the outgoing message. These responses can be listed as digits or the description such as "confirmed" or "exit".

Email Address: The email address of the person.

Email Result: If the email was sent to the person.

Messages left: Message number recorded by caller.

7. AUTODIALER REPORTS (continued)

7.2 Extended Settings

The extended settings are fields included in the data that are unique to your system. These extended settings are set up by Teletask personnel. These settings work the same way as the basic settings. If a field is checked it will appear in the report.

7.3 Sort Parameters

You have control over how the report will look. The Autodialer report allows you to choose the column the way you would like the data list to be sorted. You can have the data list sorted by appointment date, last name, phone number, date of birth, or dial results. If the field you choose is not available in the database, the report will default to sorting by last name.

Teletask Autodialer Report (Ver 8.0)

Basic Settings | Extended Settings | **Sort Parameters**

Report sort features:

- Sort by appointment date
- Sort by last name
- Sort by phone number
- Sort by date of birth
- Sort by dial results

Dialed Date Options | Additional Options

Dialed date(s) to include:

Month and year: Nov 2005 | Day range: 1 to 23

- All dates from the most recent dialed list
- Only selected dates from the most recent dialed list
- Only selected dates from the monthly archive
- Include all records
- Include no duplicates

Print / Copy
Fax
Setup
View
Email
Exit

Figure 12

7. AUTODIALER REPORTS (continued)

7.4 Date(s) to include (Dialed Date Options)

You will see a selection here for the month and year you wish to include in the report as well as the range of days. Using these selections you can specify what dialing dates you wish to include in the report.

There are two data sources the report can be generated from: the current Autodialer data or the archived data. To use the current Autodialer data, which is the data that the Autodialer recently dialed, check the box labeled “All dates from the most recent dialed list”.

To create a report from the past data, check the box labeled “Only selected dates from the monthly archive”. This gives you the ability to make a report of an autodial session that you had dialed months or years earlier.

The screenshot shows the 'Teletask Autodialer Report (Ver 8.0)' window. The 'Extended Settings' tab is selected. Under 'Please select the field(s) you wish to include:', the 'Agency' checkbox is checked. In the 'Dialed Date Options' section, the 'Month and year' is set to 'Nov' and '2005', and the 'Day range' is '1' to '23'. The radio button for 'All dates from the most recent dialed list' is selected. The 'Include all records' checkbox is checked, and 'Include no duplicates' is unchecked. On the right, there are buttons for 'Print / Copy', 'Fax', 'Setup', 'View', 'Email', and 'Exit'.

Figure 13

NOTE: The report created from the “monthly data archive” differs from the standard “Autodialer current data” report. The latter will show the outcome of the Autodialer’s last attempt at dialing phone numbers from the designated list(s). The report made from the monthly data archive,

7. AUTODIALER REPORTS (continued)

which will appear if the “Include all records” box is checked, will show all attempted calls made to the list(s), including busy signals, no answers, etc. You can also create an archive report for current data by selecting a specific date. When the “Include no duplicates” box is checked, the data archive will only show the result of the last attempt at dialing the phone numbers.

7.5 Additional Options

This section has four options: “Show unsuccessful calls only”, “Show all calls”, “Show all touch tone digits”, and “Show statistical summary only (no individual records)”. This option will let you select which group of calls to include in the report based on the dial result.

To receive a report of all records make sure the “Show all calls” box is checked. To receive only calls that were not completed make sure the “Show unsuccessful calls only” box is checked.

To have the system show all touch-tone digits that the caller has entered at the end menu of the outgoing message, make sure the “Show all touch tone digits” box is checked. This option can be useful if you wish to see whether people are pressing the repeat option too many times, but usually the last touch-tone pressed is the most important.

To receive a report of just the statistical summary, check the “Statistical summary only” box.

7.6 Print Options

Two Report options are available, “Print the summary report only” and “Print separate report per clinic (no summary)”.

To create a separate report for each clinic, be sure that the “Print separate report per clinic (no summary)” option button is selected.

To create a summary report for all clinics combined, select the "Print the summary report only" option button.

7.7 Making a report

After selecting all the desired information you wish to have in the report, you can click on any one of the command buttons in the bottom right corner.

1. **PRINT/COPY** displays the options:

-Print summary/Print all Clinics: Prints the report to the printer. Before clicking on this button, make sure your printer is correctly connected and is on.

-Copy Summary/Copy all Clinics: Copies the report to the Drive specified in **SETUP** (see section 7.6).

-Cancel: Exits the print/copy menu.

7. AUTODIALER REPORTS (continued)

2. **FAX** Sends a fax of the report to the recipient specified in **SETUP**.
3. **VIEW** Allows you to view the report on the screen first before sending it to the printer.
4. **E-MAIL** Sends an e-mail of the report to the recipient specified in **SETUP**.
5. **EXIT** Exits out of the program and returns you back to Windows.

7.8 Setup Button Features

SETUP Allows users to enter information about where they wish to send their reports. By filling in the fields in figure 14, including correct Fax Number and E-Mail address, an account is created which can receive reports by Fax and/or E-mail.

The screenshot shows a Windows-style dialog box titled "Teletask Autodialer Report (Ver 8.0)". The main heading is "Autodialer Report Setup:". Below this, there are several text input fields: "Clinic ID:" (0000000001), "Manager first name:" (John), "Manager last name:" (Doe), "Fax number:" (916-863-2211), "Email:" (johndoe@teletask.com), "Address:" (5150 Sunrise Blvd. Suite F-4), "City:" (Fair Oaks), "State:" (CA), and "Zip:" (95628). To the right of these fields are buttons for "New", "Delete", and navigation arrows (left, right, home, end). A checkbox labeled "Email reports as attachment" is checked. Below the main fields is a section titled "Message groups and description:" containing a list box with two entries: "0000 - WIC Reminder" and "0100 - WIC Recall". To the right of this list are "Add" and "Remove" buttons. At the bottom of the dialog, there are several checkboxes: "Print summary / separate report(s)" (unchecked), "Fax reports to clinics" (checked), "Email reports to clinics" (checked), and "Copy reports to:" (A:\). A "Time to execute:" field is set to "2100". On the far right, there are buttons for "Email Setup", "Save", and "Cancel".

Figure 14

NEW creates a new account.

DELETE eliminates the current viewed account.

The Arrow Keys allow the user to move freely between accounts.

E-mail reports as attachment sends reports in a separate file and not in the e-mail's text.

Message Groups and Description field includes information about the recorded auto-dialer message(s).

7. AUTODIALER REPORTS (continued)

If you wish to have reports sent automatically, the boxes in the lower left part of the screen may be checked to:

- Print summary & separate reports (for clinics)
- Fax reports to Clinics
- E-mail reports to Clinics
- Copy reports to the directory or disk of your choosing.

These tasks will be performed at the time of day designated in the “Time to execute” field.

SAVE will retain any changes made to accounts within the setup menu.

CANCEL will ignore any alterations made in the setup menu.

E-mail Setup sets the Teletask Autodialer Report to send e-mail.

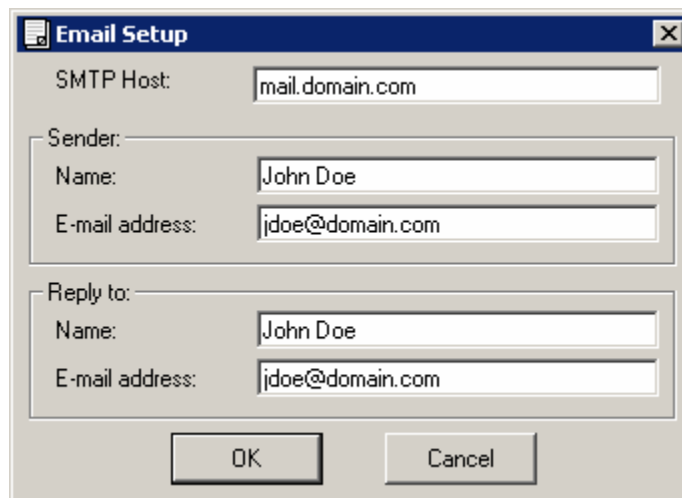


Figure 15

“SMTP Host” needs to be filled with the server address used for outgoing e-mail. Before you can send e-mail, you must first define the SMTP server you use. Normally this information is provided by your ISP(Internet Service Provider). Typically, the address consists of mail.[your domain name].com.

The Sender e-mail address should be the email address from which the reports are being sent. The Reply to e-mail address should be the address you wish to be e-mailed back at.

The Sender and Reply to e-mail addresses should only be different if you send e-mails from a different address than you receive them.

7.9 Export to CSV

A Comma Separated Variable (CSV) file is made automatically when the report is viewed or printed. This file will contain the same fields as the reports that were viewed or printed. You can copy this file. It is called c:\Teletask\autodial\sum.csv. It can be imported to Microsoft Excel as well as many other spreadsheets and databases.

8. AUTODIALER LABEL MAKER

You can access the Teletask Label Maker by clicking on **UTILITIES** and then **LABEL**. The label maker is set up to print addresses on Avery labels. The two column option is set up for Avery # 5261 (1"x 4"). The three column option is set up for Avery # 6233 (1" x 2 5/8"). The label maker generates a viewable report that you can look at before you decide to print the labels. The **PRINT** button prints names and addresses on labels. The **VIEW** button allows you to view the report before printing. Press the **EXIT** button if you wish to leave the program. The **HELP** button brings up this document. When clicking on the **OPTIONS** button, you will see a form like Figure 17. Depending on what you have in your database, you have the option to include the parent's and/or the child's name. You also can choose which record(s) you would like to exclude. Lastly, if the bottom check box is checked, then the label maker generates labels for unsuccessful calls only.

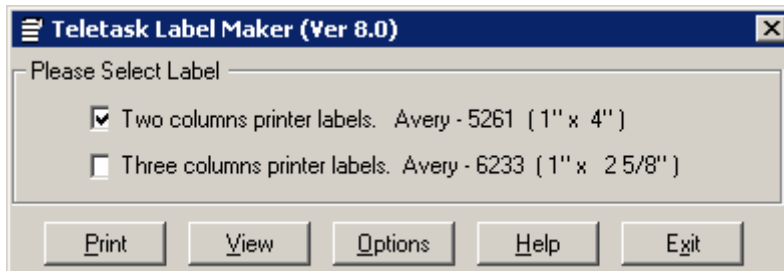


Figure 16

IMPORTANT NOTE: Do not attempt to print from Wordpad. If you wish to print the labels, make sure you click on the **PRINT** button.



Figure 17

9. DIALER GIS

The optional GIS Module component of the autodialer allows you to select a group of people in your database according to the geographical area that you select on the map. For example, suppose you have a certain group of people within a 2-5 mile radius in your database of WIC participants that you want to inform about a special event like a Farmer's Market, you would then be able to circle that 2-5 mile radius on the map as in Figure 19 below and you could use the Dialer GIS to call out to this group of people. This is one of many situations where Dialer GIS would be the most useful.

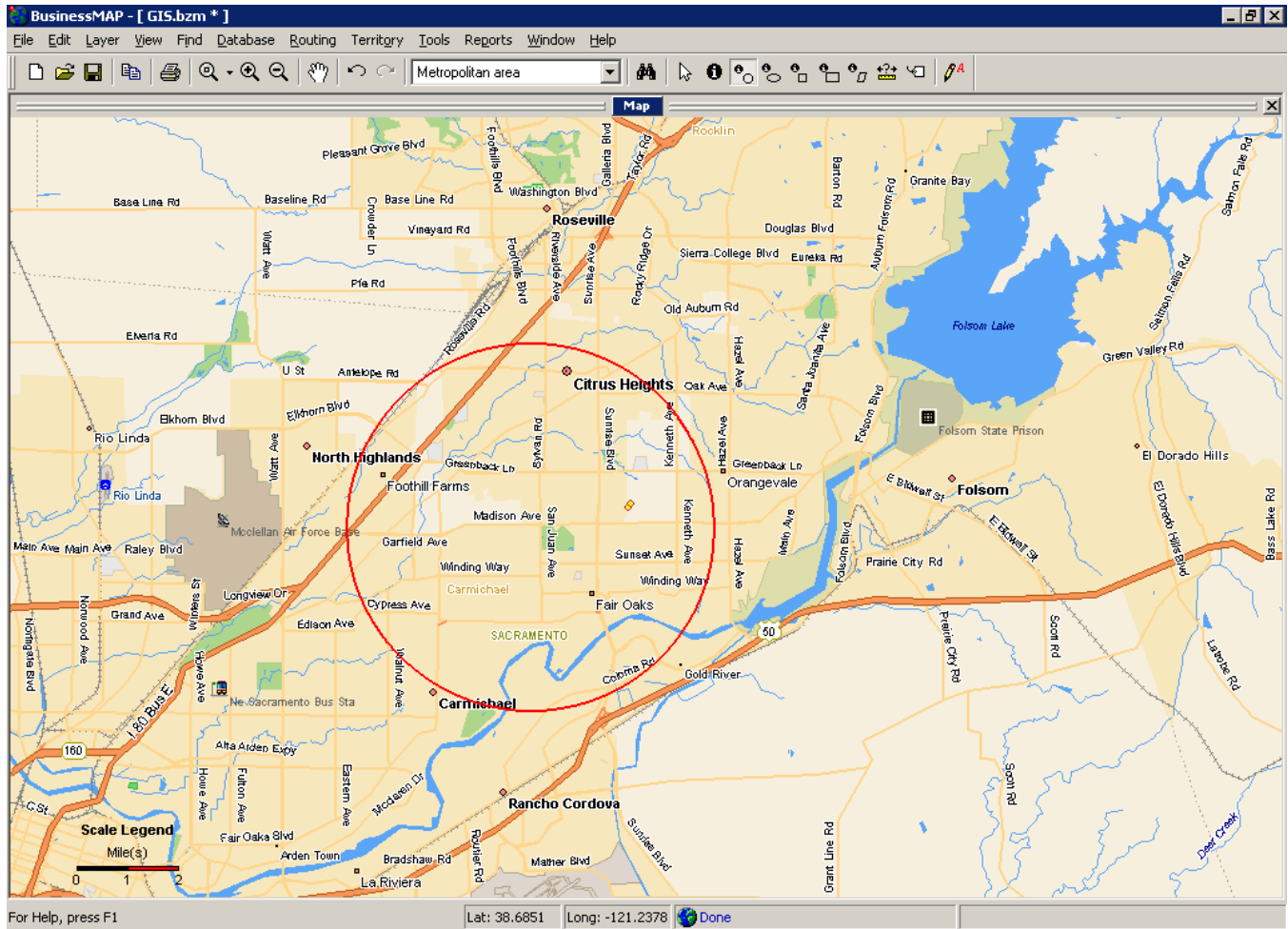


Figure 18

10. CLINIC CLOSED FEATURE

The Clinic Closed feature is used to call back the most recently dialed list of people to inform them of new and important information. This important information may include: a change of site due to a scheduling conflict, clinic closed due to bad weather, or whatever information you think is important.

This feature will typically be used in the morning to call the list dialed the previous night. You can make this happen from any touch-tone phone. You will first need to record a closed clinic message then program it to start. Here are the steps:

1. Make sure the Autodialer is running, and then dial the system phone number from any touch-tone phone.
2. After 1 or 2 rings you will hear it answer. Press the # (pound key).
3. You will be prompted for a passcode. The passcode is settable by you. If you need help to find out what your passcode is, please call Teletask Service line at 888-484-9911, Ext 3.
4. After your passcode is entered you will hear a menu of 2 choices [1] to record messages or [2] to set up the clinic closed message. Press [2] at this point.
5. At the next menu press [1] to record the message to be delivered. You will then be prompted to record a message. Press the [9] key to stop the recording.
6. After the message is recorded you have the option to [1] save the current message, [2] re-record the current message, [3] review the current message, or [4] cancel the current message. You may want to press [3] to review the message, or press [2] if you feel you can improve upon the message quality. Once you are satisfied with the message press the [1] key to save it.
7. To activate the clinic closed message you have two choices. You can activate it right away or at a specified time. You will hear a menu of 3 choices: Press [1] to have the Autodialer start dialing right away, press [2] to set the start time, or press [3] to cancel.
 - a. To activate it right away press the [1] key at this menu
 - b. To activate it at a specified time press the [2] key during this menu. You will then be prompted to enter a 4 digit start time in military format, i.e. 9:00 am would be 0 9 0 0 and 2:00 pm would be 1 4 0 0.
 - c. If you change your mind and do not want the Autodialer to start dialing press the [3] key during this menu.
8. The system will now be dialing the list of people to be called and play the message you recorded.

11. CLICK 'N LEARN

Click & Learn Operating Instructions

Overview:

Click & Learn provides computer based nutrition training. Each module contains text, graphics, and tables as well as full audio in both English and Spanish. A short quiz is provided at the end of each module so that the participant and staff can be sure that the material is understood.

Participants log in, read the material, and take the quiz. Upon completion of the quiz they have the option of printing a certificate of completion. The score is saved on the system so that staff may review the performance of the participants at any time.

Staff may view a summary report of the performance of all the participants by selecting "Administration" at the bottom of the page.

Instructions:

- Enter your name in the text box provided and enter a number in the ID text box.
- Read the material, listen to the audio version, and answer the questions at the end.
- Print a certificate if desired.
- Staff may review the performance of all participants by selecting "Administration" at the bottom of the page. A username and password are already entered by default in this version.

The limited version included with the Autodialer is designed for stand-alone use. The full version is designed for high volume Internet use and full access to reports by staff at remote locations.

12. SYSTEM MOVES OR CHANGES

It is advisable to notify Teletask prior to any system moves or changes. However if this is not practical and any applicable system warranties have expired, the following is a list of precautions to be taken when moving the system:

- Make sure to perform complete system backup of all files.
- Make sure you have a current copy of the system voice message script.
- Document the existing system wiring plan. This is done by making notes on what is plugged in to the system and where. Often a diagram is helpful in reconstructing exactly how to wire the system correctly. All cables should be labeled to aid this process.
- Shut down the Autodialer. Turn off all power switches on the system, video screen, printer and any other attached equipment.
- Packaging specifically designed for computers should be used to minimize any harm that may come to the system during a move.
- When setting up the system after a move, attempt to set the system up identically to the way it was prior to the move. Do not try to make any changes to the system at this point.
- After the system has been correctly set up, power up the system (turn everything on). If the system is wired right, the system should start up automatically.
- If there are problems, check to make sure all cables are firmly attached (and in the right spot).
- If nothing shows up on the video display, check that it is turned on. Then check that it is plugged into the system correctly. If the screen is still blank, check that the "contrast" and "brightness" adjustments are set properly. Often these are knocked out of alignment during shipping. If you are unsure of the correct settings for these, simply move them back and forth in various combinations until a picture is achieved.
- If the system is still not operational, attempt to contact the TELETASK service department. If this is not possible, a qualified PC technician may be able to correct any hardware problems that might arise from shipping.

13. OTHER AVAILABLE TELETASK TECHNOLOGY

13.1 IVR System Description & Flowcharts

Immunization Voice Response (IVR) System Description - from Teletask

The Immunization Voice Response (IVR) System provides health agencies with technology tools designed to build strategic links with private providers, school officials, coalition members and parents. Inbound (voice response) and outbound (Autodialer) applications deliver key information and data that is accessible at any time via phone. Effective communications with these groups contributes to more on-time, fully immunized children. Applications are tailored to specific needs and can include:

- **Provider/School Dataline**
- **Parent Immunization Infoline**
- **Coalition Communication Center**
- **Dial-out IZ Reminders & Recalls**

Teletask provides hardware, software, and technical assistance to implement and maintain the IVR System including application development, integration with existing database & telecom systems, staff training and operational support.

Provider/School Dataline

Provider and/or school officials are given a passcode protected phone number allowing dial in access to patient immunization histories & future due dates via spoken or FAXed back data. Callers enter identifiers (i.e. ID number, or birth date & 1st letters of last name) to access specific histories. Other options include FAX back of reports, forms etc., & touch tone/voice shot data entry. Easy access & input of IZ data increases shots given and builds links with providers & schools.

Parent Immunization Infoline

Parents (or others responsible for child welfare) can dial in at any time and hear IZ information in the language of their choice. Prerecorded message information about the nearest clinic location (by zip code entry), hours, addresses & directions, what to bring to the clinic, immunization events, and standard IZ dates & vaccinations for an entered birth date gives parents information they need to know. Providing convenient 24-hour-a-day access to IZ information in multiple languages enhances targeted outreach efforts to specific ethnic groups.

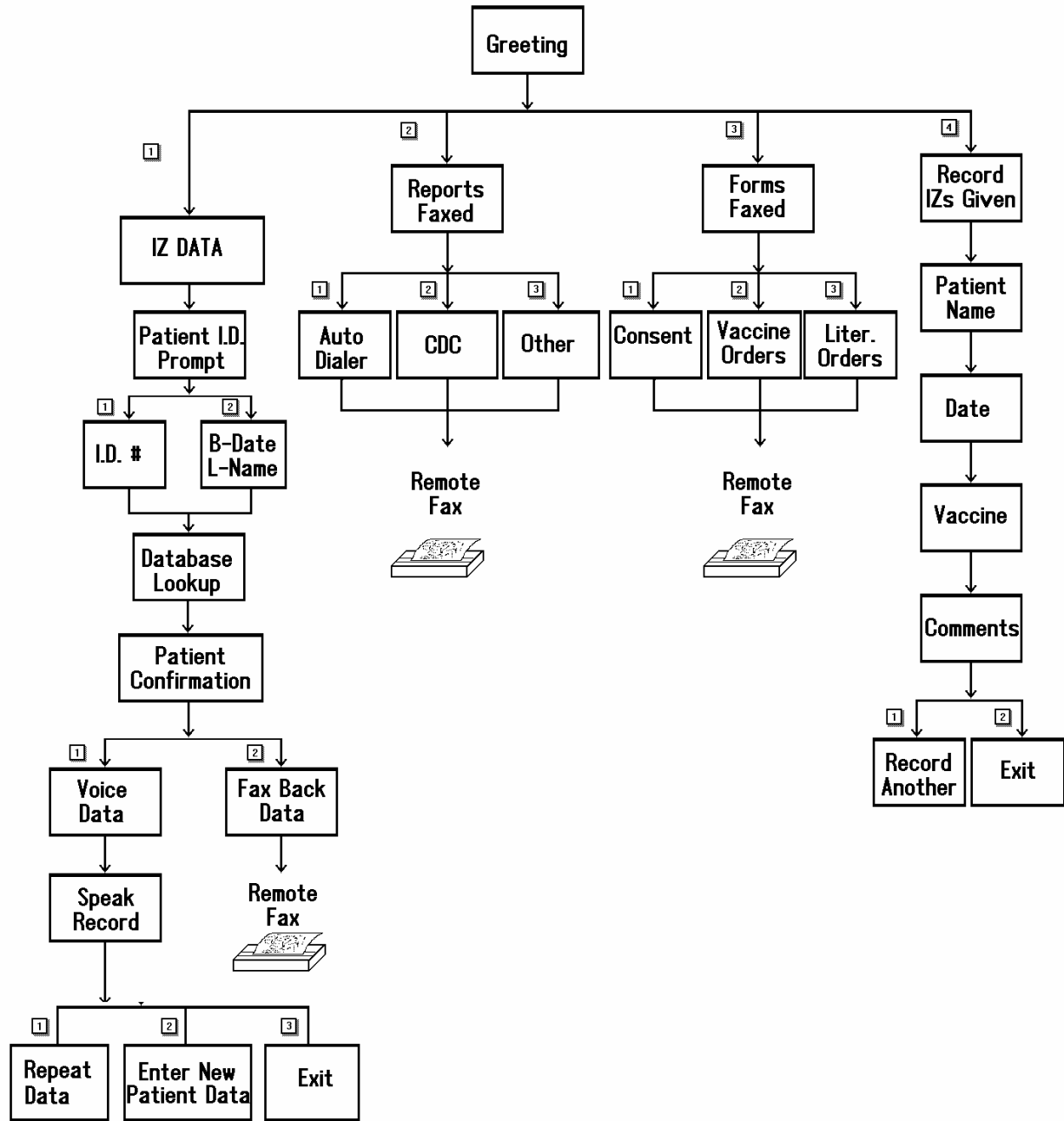
Coalition Communication Center

Coalition members can access up-to-date prerecorded messages, FAX back forms & documents, etc. at any time by touch-tone phone. Coalition leaders can easily change messages at any time to convey late breaking announcements, events etc. Voice Mail capabilities allow for personal messaging between coalition members on an ongoing basis without the need for "real time" discussion. Volunteer groups can be mobilized quickly and efficiently via system Autodialer capability.

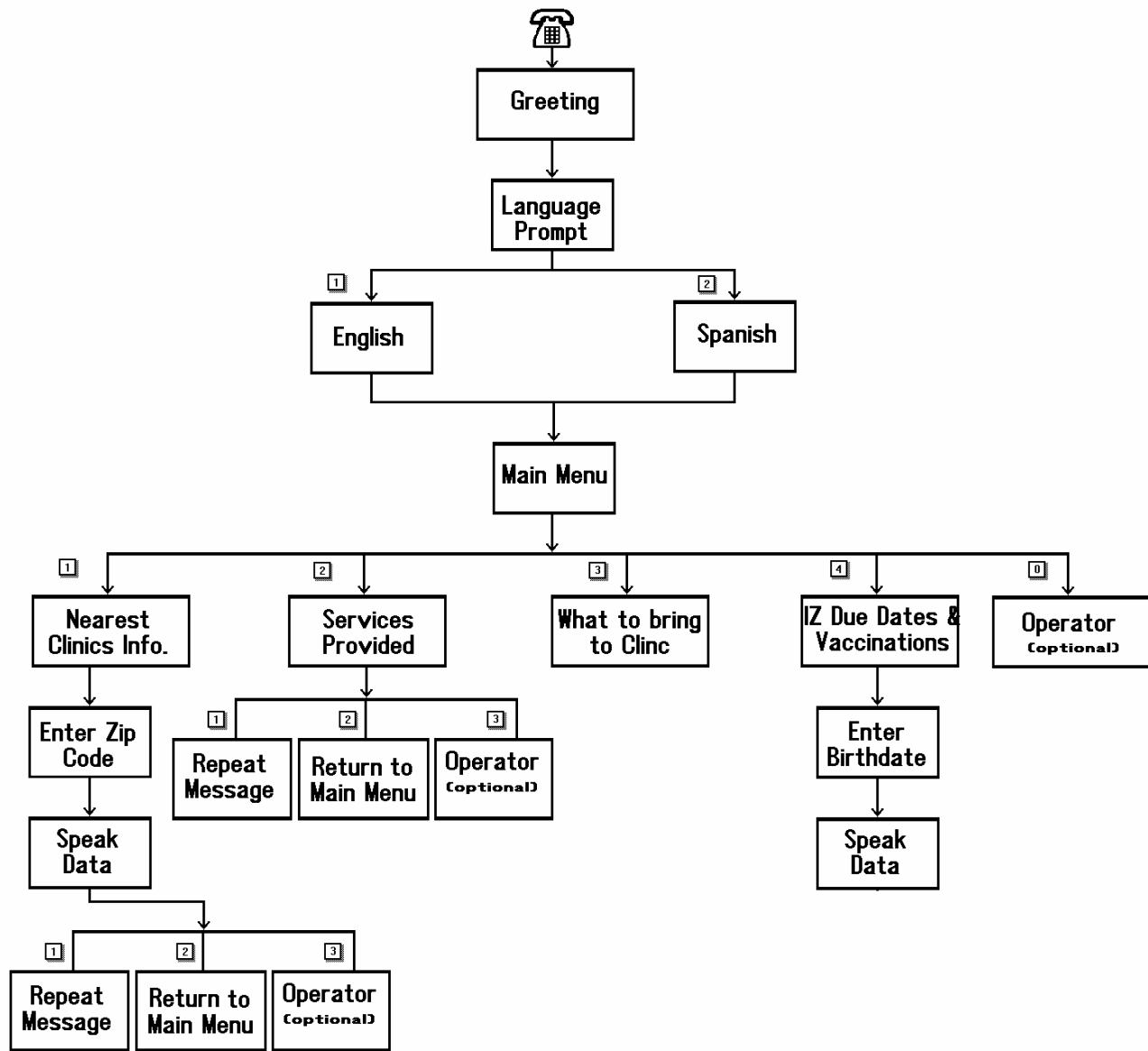
Dial-out IZ Reminders & Recalls

Messages reminding parents about due dates, scheduling for appointments & recalling them for missed shots can be delivered in the preferred language during pre-specified hours. Called persons can respond with touch-tones inputs and recorded voice messages. Reports detail what happened with each call so any necessary follow up can proceed. Many providers can use a system with remote operational capabilities.

TELETASK, INC
 PROVIDER/SCHOOL DATALINE
 SAMPLE FLOWCHART



TELETASK, INC
 PARENT DIAL-IN IZ INFO
 SAMPLE FLOWCHART



13. OTHER AVAILABLE TELETASK TECHNOLOGY (continued)

13.2 Appointment Book

The Appointment Book is designed to provide office staff with software tools to schedule, track and change appointments quickly and easily. It allows the staff to manage appointments for up to twenty different clinics. It also gives the staff reports with up-to-date information about all scheduled appointments. The Appointment Book also has an automated reminder/recall option that includes telephone-based messages and mailing labels for post cards. The software package is compatible with Windows 95, 98, 2000, NT or XP operating systems. Major features/functions include:

- **Easy Scheduling Process** – On-screen appointment calendar and patient search functions allow schedulers to select day, time slot available, and patient with only a few mouse clicks to book an appointment.
- **Quick Appointment Tracking /Searching** – Booked appointments can be scanned on the screen by selecting a particular day or via keyboard entry of patient parameters such as first and last name.
- **Appointment Changes** – Changing an existing appointment can be as easy as searching for it and re-booking it for a different day or time slot.
- **Flexible Scheduler Set-up** - Parameters such as begin and end time of each clinic, time block of appointment (duration of appointment in minutes), add, edit and delete clinics, doctors, languages, reasons for visit, etc., can be set up quickly and changed, if needed.
- **Create and Store** - The Appointment Book allows staff to create and save records for new patients so that the staff doesn't have to enter the same information again when making a new appointment for the same patient.
- **Reports** – The Appointment Book has the ability to generate ad-hoc reports by patient and clinic. The ability exists to include or exclude any fields preferred.
- **Reminder/Recall Options** – When linked to the Teletask Autodialer, reminder messages are automatically sent out to patients by telephone prior to their appointments. Set the number of days prior to the actual appointment date to have the Autodialer call out to remind patients. Recall messages can be delivered to those that miss their appointments. Telephone messages can be customized per clinic. There is also the ability to generate mailing labels on-demand to mail out reminder/recall notices.

The Appointment Book is ideal for offices that need to manage appointments for one or more clinics. It can be set up to run on a network environment so that more than one worker can schedule appointments simultaneously. Optionally available is the Internet version.

For more information on Appointment Book, you can click on this link:

<http://www.teletask.com/scheduler.html> if you are at an internet enabled PC Workstation. If you are not at an internet enabled PC Workstation, you can access more Appointment Book information by going to the internet address indicated above.

13. OTHER AVAILABLE TELETASK TECHNOLOGY (continued)

13.3 Click'n Learn

Teletask has worked with hundreds of WIC agencies and clinics in all parts of the U.S., and we have determined that one size computerized nutrition education does not fit all. That is why we have designed Teletask's Click 'N Learn Nutrition Education Modules so they can be configured to run in a variety of WIC Clinic environments including:

1. Stand alone PC – Click 'N Learn software can be added to virtually any Windows based PC with a CD ROM Drive (including Teletask Autodialers). For users with existing PCs it takes just a few minutes to load the Teletask Click 'N Learn software CD. If you need a PC to run Click 'N Learn, Teletask can supply it.
2. LAN – Most local area networks running in WIC clinics can add Click 'N Learn. Setup can specify different user access levels at workstations (i.e. WIC participants can access only the Click 'N Learn Modules, while authorized WIC staff can access other functions such as report area, password area, etc.). If you wish to link a free standing Click 'N Learn Workstation to the network, a wireless network option is available. Consult Teletask for the best way to integrate Click 'N Learn into your network.
3. Internet – This Click 'N Learn version is primarily for access by WIC participants out of the clinic, though it can also be used for internet enabled machines within the clinic.

In many cases, a mix of configurations is the best approach for your WIC organization(s), especially if there are different clinic environments within which Click 'N Learn must run. Also, it is possible to start out with one configuration, then over time as your WIC clinic technology changes, migrate to other configurations. We hope to work with you to ascertain your specific needs so we can propose the best Click 'N Learn solution.

For more information on Click 'N Learn, you can click on this link:

<http://www.teletask.com/click&learn.htm> if you are at an internet enabled PC Workstation. If you are not at an internet enabled PC Workstation, you can access more Click 'N Learn information by going to the internet address indicated above.

13. OTHER AVAILABLE TELETASK TECHNOLOGY (continued)

13.4 Emergency Notification System

The Emergency Notification System (ENS) gives responders alerting technology tools so they can communicate quickly via telephone, FAX, e-mail and pager. ENS is an on-premise solution using easy to install and operate hardware/software.

ENS is ideal for emergency management organizations, police, fire, health, schools and utility organizations.

ENS delivers major features/benefits including:

- Flexible sizing
- Multiple Message Delivery Methods
- Quick Communications
- Multiple Activation Options
- Saves Staff Time
- Comprehensive Reports
- Easy Set-Up & Operation
- Strong Tech Support
- Robust Upgrade Paths

ENS can be set up on a customer supplied PC/workstation (other programs can be loaded) or Teletask can supply it. Let us know your preference.

13.5 ENS Feature Description

Flexible Sizing – ENS can be built with a few telephone lines or with many lines for phone, FAX and pager alerts. Depending on customer needs, available PCI slots, board size, etc. small, medium and large systems can be provided. You can start small and scale up over time with no problem!

Multiple Message Delivery Methods – In order to ensure that many receive the alerts as soon as possible users can send messages via telephones, pagers (numeric and alpha numeric), FAX machines, and e-mail. Some people may check their e-mail first, others may get the message on their phone, and still others on their FAX machines or pagers.

Quick Communications – The preset emergencies feature allows users to send alerts within seconds with mouse clicks. Ad-hoc messages/alerts can be composed and activated in just a few minutes. When lives and property are at stake, time is of the essence for your response plan to be implemented successfully.

Multiple Activation Options - Emergency response staff is not always right in front of the ENS machine when disasters strike. ENS can be activated remotely via touch-tone phone (cell phones included), remote computers via the internet/modems or from other workstations on a network with ENS. This gives users location flexibility while still being ready to respond at all times.

Saves Staff Time – ENS allows staff to engage in other high priority activities while letting ENS handle the repetitious communications functions during an alert. ENS can also be used for other non-emergency functions such as sending information to different groups for drills, exercises, meetings, plan updates, etc.

13. OTHER AVAILABLE TELETASK TECHNOLOGY (continued)

Comprehensive Reports - ENS session reports provide detailed information about each individual alert and allows users to select what data they want to see in reports such as name, group, phone number, FAX number, e-mail address, alert result, time and date message sent, etc. Condensed summaries allow your staff to quickly find out what happened with each session. Reports are stored on ENS in case they need to be reviewed in the future. Sort parameters give users the ability to slice and dice the data. Reports can be printed, viewed, copied, e-mailed and FAXed.

Easy Set-Up & Operation – ENS boards and software can be quickly loaded onto your PC (we recommend Windows 2000 or XP operating systems). Intuitive screens allow users to develop confidence and skill quickly in operating ENS.

Strong ENS Tech Support – Teletask provides toll free dial-in technical support for quick response to questions and problems. Staff training is available during the installation process and can be arranged at any time convenient to users. Full documentation is provided with each system.

Robust Upgrade Paths - The powerful ENS "platform" allows you to add lines, applications, links to other systems, and other features over time in a cost effective manner. For example, an optional GIS software package can be added to ENS if alerts need to be sent to specific geographic areas within your jurisdiction. Inbound telephone call applications can also be added to provide information to callers.

For more information on ENS, you can click on this link: <http://www.teletask.com/ensppt> if you are at an internet enabled PC Workstation. If you are not at an internet enabled PC Workstation, you can access more ENS information by going to the internet address indicated above.

13.6 EZ Train

EZ Train is a web based software program designed for Emergency Management trainers and administrators. A well-coordinated emergency response may involve many different groups and individuals with different complex roles to play. EZ Train makes it easy for these different responders to know what to do, and for trainers and administrators to provide good training materials that are accessible to all.

EZ Train is ideal for emergency management organizations, police, fire, health, schools and utility organizations.

EZ Train delivers major features/benefits including:

- Uniform Training Platform
- Always Open
- Unlimited Capacity
- Centralized Administration/Control
- Technical Experience Not Needed
- Saves Time & Money
- Easy-To-Use Web Based Interface
- Content Editor
- Quiz Editor
- Live Discussion Area
- Quiz Results/Reports

EZ Train can be set up on a customer supplied server, a third party host, or Teletask can supply a server. Let us know your preference.

13. OTHER AVAILABLE TELETASK TECHNOLOGY (continued)

13.7 EZ Train Benefits/Features Description

Uniform Training Platform – All trainees receive the same course/material content, as well as questions and multiple-choice answers to quiz/tests. Quality control over your training materials is easily achievable.

Always Open – EZ Train is open 24 hours a day, 7 days a week to all users, even while system updates, changes etc. are being made. Trainers and Trainees can use EZ Train conveniently from anywhere anytime.

Unlimited Capacity – EZ Train can be scaled to as many simultaneous users as you need to ensure training can be accomplished in a timely way for your users.

Centralized Administration/Control -- All training content, quiz questions and answers, and quiz results reside on the server. Administrator can assign different levels of password protection for different system functions such as having access to training materials and tests, content development & changes, reports review, Live Discussion Moderators, and setting up/changing passcodes.

Technical Experience Not Needed – Your staff can develop training materials, test questions/answers and upload them to EZ Train with no technical or programming experience. Trainees need only know how to click the mouse and enter passwords via the keyboard.

Saves Time & Money – When compared to face-to-face training, EZ Train cuts down travel time for trainers and trainees, and also cuts down associated costs such as document reproduction costs.

Easy-To-Use Web Based Interface – Efficient and straightforward screens, menus, and instructions let even first time users successfully utilize EZ Train.

Content Editor – Allows users to create or change training course content in various file formats such as Word, PowerPoint, Flash and HTML. Links can be set up to other pages on the internet as well as posting locally generated content. This allows for very fast content creation & uploading to EZ Train.

Quiz Editor – Users can create/edit an unlimited number of quiz questions and multiple-choice answers for each topic. Uploads to EZ Train happen in just a few mouse clicks.

Live Discussion Area – Groups of individuals can go on line to develop training materials, conduct live topical discussions, etc. Training materials can be placed side-by-side with the discussion area on the screen. Moderators have the capability of communicating privately with individuals in group, warn/boot disruptive users, etc. Discussion content can be saved in report area and/or posted back up to EZ Train for others to review.

Quiz Results/Reports – All quiz results, saved live discussions, etc. are stored on the hard disk in the EZ Train relational database and can be viewed on screen, printed, copied, and exported.

For more information on EZ Train, you can click on this link: <http://www.teletask.com/eztrain.htm> if you are at an internet enabled PC Workstation. If you are not at an internet enabled PC Workstation, you can access more EZ Train information by going to the internet address indicated above.