



# THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE



Volume 2 Issue 15  
7/15/2004

## Using the ODT VISION VRU to Set Up Appointments










The ODT VISION VRU can be used as a solution for your appointment generation system. Our VRU can be wrapped around your existing system in order to take the application 24/7 or as a totally stand-alone solution if you do not have a computerized scheduling program.

The ODT VISION can be a valuable solution for an application as simple as a one-resource scheduling system, such as a golf course that is scheduling Tee times or a warehouse receiving dock area where warehouse doors will be scheduled for drivers to make their deliveries. It can also easily streamline for complex applications, when multiple locations with varying degrees of staffing and physical resources must be managed. The ODT VISION can also be a centralized system where the collected information is for-



warded to the proper department or personnel.

### Benefits

-  24/7 Scheduling
-  Increases personnel resources
-  Automatically creates database records of appointments
-  Takes concurrent calls
-  Handles multiple foreign languages
-  Can be stand-alone or wrapped around current system
-  Allows access to mobile users without internet capabilities
-  Requires no sophistication, equipment, or training of user
-  Builds complete audit trail



### Inside this issue:

Appointment Scheduling (cont.)	2
CAP 2020 Conference	2
Scheduling Field Service Personnel	3
Press 1 for Spanish, Any other key for ....	3
"How they do that," Syntax for Appointment Scheduling	4

## Two different Approaches

1. We ask the caller some questions, which defines the type and time/date of the appointment. The unit now hard-schedules the appointment and gives the caller the date/time after going through logic which defines the needs of this appointment request.. (Live real-time approach)
2. The second approach gathers the same information and builds a database record of the requested type of appointment and date. A preference of approximate time may also be collected. The staff then determines the appointment date and time. Later, the user calls back to the unit to see if the appointment has been assigned. (Gives flexibility to the staff to do their own scheduling).

Continue on next page

In both situations, the collection of appointment requests is recorded with the date and time of all operations. This serves to automatically maintain quality control.

### Type of Appointment

The type of appointment will determine:

- Length of appointment
- Amount and type of staffing required
- Physical resources needed

Based on the application requirements, the unit will ask the caller a number of questions which will define the appointment. This is done whether we are using the live or batch approach to scheduling.

### Office Open/Close

The ODT VISION unit, in the set up menu, has a feature for both the determination of holidays and the hours of operation for each of the seven days of the week. This feature is enabled at all times. When you're customers give the date and time requested, the ODT VISION runs through the script's logic to see if the appointment is possible.

### Length Based on Need

The length of the appointment will be based on the need. In the case of a dock scheduling system for a warehouse, the unit may ask how many

pallets are on the load. In a medical appointment, the DTTT 1000 can go to a data-base table to assign the proper physician and appropriate examination duration.

### Staff and Physical Resources Based on Need

The nature of the appointment may define the type of staffing or which resources are needed. This is especially important if we are using the first live approach. If this is the case, the unit has to have the logic within its routine which

- Defines the appointment
- Determines the staffing required
- Checks the available physical resources
- Checks the available office hours



### Logging & Audit Trails

A very important part of an appointment scheduling system is the building of an audit trail that records what has been requested and what has been assigned. This will aid any firm in the scheduling of staff, equipment, and resources and will assist in monitoring quality. ■

To our customers, time is money,... For us, we want to provide efficient, excellent customer service at minimal cost. There are many benefits to an automatic scheduling system. An automatic system brings new flexibility to your customer service functions. Problems outside of office hours or which meet certain criteria can be addressed as you desire. Please feel free to call us at 614-985-3814 or e-mail us at sales@ODT Vision.com to discuss your application and customer service needs.

### 2004 CAP 2020 Users Conference

It is always a pleasure to meet with our clients and we enjoy going to their user conferences. On June 17, 2004 we had the opportunity to see a number of our clients at the CAP 2020 Annual User Conference which was held at the Hilton at Easton in Columbus. CAP 2020 is a software package which was



created for insurance companies in the Health Care industry. The ODT VISION has provided many Cap customers with a seamless operations package. This picture was taken before one of the afternoon sessions with representatives from two of our clients, Risk Benefit Management of Anchorage, AK, and Stirling & Stirling of Milford, CT. ■

## Application In the Spotlight, Scheduling service personnel

Not all appointment scheduling is for a client to come to your site and use your resources. Sometimes the caller is making a request for a repairman or other service personnel to come to their location. Or, in a third party distribution scenario, work orders need to be passed to the appropriate firm based on the nature of the assignment. In such applications there are different types of activities:

- Collection of requests
- Scheduling of personnel or sub-contractors
- Monitoring of status of work orders
- Building a log of all activities

Work assignments can even be delivered in the form of text to digital pagers.



We recently designed a new client's application to support service personnel in the field. The application generated a work order when a commercial customer made a request for a repairman to come to their location. The work order included all the specific work functions and time/date stamped the request. The servicemen not only called into the ODT VISION VRU to get their next assignment, but were also able to post the progress on their previous

The paging function could also be used with a delivery management application off of an automatic order entry system providing extremely efficient, up-to-the-minute customer service.

The client may not only request an appointment but call in later to check the status of appointment time or cancel the set appointment.

The logging and monitoring of the scheduled work orders is very important as this can be used in defining staffing levels and understanding the nature of the work being performed. This also provides needed demographic information for defining future business growth.

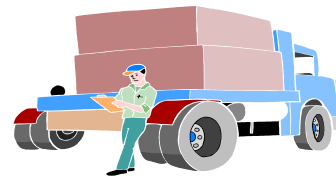
The ODT VISION allows your business to utilize the popularity of cellular phones & digital pagers in increasing your customer service performance. ■

**Press 1 for Spanish or any other key for English**

**Presione 1 para el español o cualquier otra llave para el inglés**

The Supreme Court ruled unanimously on June 7, 2004 that the Bush administration can open U.S. roadways to Mexican trucks without first doing an environmental study.

The ruling overturns a U.S. appeals court decision requiring the Department of Transportation to review the impact of Mexican trucks on air quality, and it means the roads can be opened to them as soon as the legal obstacles are cleared to comply with the 1993 North American Free Trade Agreement (NAFTA) among the United States, Canada and Mexico.



**Can your customer service department handle users who don't speak English?**

The ability to handle Spanish speaking users is now a must in your customer service department. Even though your data may be in English, the DTT1000 VRU can convert to Spanish at the caller's request to support these users 24/7.



# Get Your Own Demo Today

200 East Campusview Blvd. 200  
Columbus, Ohio 43235

Phone: 614-985-3814  
Email: sales@ODT VISION.com



Go to [www.ODT VISION.com](http://www.ODT VISION.com) to get your own demonstration of the ODT VISION Voice Response Unit which will run on any Windows based PC of Windows 98 or later with sound card and speakers. This is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

## Improving Customer Service Affordability

Submit your technical questions or get free project analysis regarding your telephony application to:  
[TechSupport@ODT VISION.com](mailto:TechSupport@ODT VISION.com)  
Or Call: 614-985-3814

## HOW DO THEY DO THAT? Syntax for Appointment Scheduling Applications

### Create Date

The ODT VISION scripting language has the ability to convert any entered value into a date string which can be entered into your database records.

**datevar = CreateDate mvar,dvar,yvar**

Used to create a valid date variable from individual month, day and year variables.

Where:

mvar is a valid month number

dvar is a valid day number

yvar is a valid year number

Returns: A valid date comprised of the month, day, and year supplied.

**Example:**

mvar = "02"

dvar = "28"

yvar = "01"

datevar = CreateDate mvar, dvar, yvar

Returns a date in datevar of 02/28/2001

Used to create a valid time variable from indi-

### Create Time

vidual hour, minute, and second variables.

**datevar = CreateTime hvar,nvar,svar**

Where:

hvar is a valid hour number

nvar is a valid minute number

svar is a valid second number

Returns: A valid time comprised of the hour, minute, and second supplied.

**Example:**

hvar = "13"

nvar = "28"

svar = "01"

timevar = Createtime hvar, nvar, svar

Returns a date in timevar of 1:28:01 PM

Used to add an interval to a date and/or time variable.

### Add Interval

**dtvar = AddInterval dtvar, interval, type**

Used to add an interval to a date and/or time variable.

Where: dtvar is a valid date and/or time variable  
interval is the number to add  
type is the type of number to add  
(See table of valid types)

Returns: A valid date and/or time variable with the interval added.

**Example:**

startdate = "12/01/2001"

intvar = 14

**enddate = AddInterval startdate, intvar, "d"**

Returns a date 2 weeks later of 12/15/2001

**Example:**

starttime = "14:00:00"

intvar = 8

**endtime = AddInterval starttime, intvar, "n"**

Returns a date 8 minutes later of 14:08:00

Used to subtract an interval from a date and/or time variable.

### Subtract Interval

**datevar = SubInterval datevar, interval, type**

See Add Interval section.

Type	Description
yyyy	Year
q	Quarter

### Valid Types of Variables

m	Month
y	Day of year
d	Day
w	Weekday
ww	Week
h	Hour
n	Minute
s	Second

; Subroutine to check if office is open or closed

### Office Open or Closed

```

OfficeStatus:
Status = ClosedHoliday
If Status = True then
    OfficeStatus = "Closed"
Return
Endif
Status = ClosedTime
If Status = True then
    OfficeStatus = "Closed"
Else
    OfficeStatus = "Open"
Endif
Return
    
```