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Scheduling Court Foreign Language Interpreters is Made Easy with ODT Vision Voice Response Unit

Our society is constantly changing and an ever diverse population is creating new issues for our court systems. Our justice system is based on everyone having their day in court. Problems are created with a large number of cases requiring a foreign language interpreter. The problem is further intensified by the very nature of the fluid court system. Cases may be rescheduled, canceled or moved to different location with only a minute notice. The fact that this system is very liquid makes the scheduling and management of the interpreter pool a very hard task to administer.



Purpose

The general purpose of the ODT VISION VRU in this court interpreter scheduling system is to help with the scheduling, tracking, and monitoring of foreign language interpreters for the various levels of the courts. If a change happens, all parties effected are contacted immediately via e-mail. Germane to this application are the elements of the court case which will define it:

- Unique control number defining case
- Date/time of case
- Location and zone
- Language required
- Level of interpreter needed
- Whether an interpreter is assigned
- Who that interpreter is and their contact information

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Problems are created with a large number of the cases requiring a foreign language interpreter. The problem is further intensified by the very fluid nature of the court system.

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Allows the court interpreter scheduling to only require personal management intervention by exception when something arises last minute rather than on ever task..

The Interpreter Pool

The pool of individuals who could be used to serve as an interpreter for this court duty may be employees of the court, subcontractors, or a combination of both.

Scheduling the Appointment Request

The bailiff can schedule a court interpreter from their cellular phone through the ODT VISION VRU. This same function can be done through an application screen. The request will include:

- Date and time of appointment
- Court location
- Type of language required
- Level of language interpreter required
- Contact information for bailiff

Once the bailiff has entered the request, it is written to the database and logged with a date and time stamp.

The ODT VISION can be used for other applications such as children's services, social services, and any other remote personnel scheduling.

E-Mail Notification

As the request is generated, the system goes to the database of interpreters and makes a query which matches all the previous elements mentioned to the interpreters' profiles. All individuals who match these variables and are active are immediately e-mailed. These e-mails are also written to the log file for audit purposes and include a date and time stamp.



Acceptance of Assignment

The system is basically a first come first assigned. The first interpreter that calls back to the ODT VISION Voice Response Unit, has the skill level, meets all court requirements and has gone through their own personal security to use the system can then take this assignment. At that time, their profile contact information is written to the database record and also written to the log file, again, complete with a date and time stamp. If another individual calls in which enters the same case number, they are told

during the review that this case has been assigned. In addition, if the caller lacks the skill level required, is flagged as having a bad track record or has exceeded the maximum yearly income amount that some courts have by law, the assignment may not be offered.

Automatic Notification

If anything changes regarding the case, all individuals which have ties to the case are notified via e-mail. If the change has caused a scheduling conflict for the assigned interpreter, it is his duty to call in and cancel the obligation which will automatically trigger e-mails for a replacement and also send the court bailiff notification. This again is written to the log file with a date and time stamp.

Cancellation Procedure

The interpreter can cancel an assignment 72 hours ahead of the stated appointment. Last minute cancellations will automatically trigger a notice to the bailiff.

Notification of Activity

The interpreter and bailiff will be notified by e-mail weekly as to duties assigned for the week. This system doesn't totally do away with human involvement but it streamlines the process. ■

Application In the Spotlight, **Potpourri of Specialized Applications**

This month's "Application In the Spotlight" article is the second of an ongoing series which we call, "Potpourri of Specialized Applications." Many times a client will install the ODT VISION Voice Response Unit for a specific large application, but its ease of use and customization will later allow for new functions to be added to provide even greater customer service flexibility. Some of these applications have already been done at our clients' sites and some are in the planning stage.

Over-riding The Supply Chain Management System

We have several national distributors who have standard supply chain processes which take orders either through their standard salesmen or via web interface. These orders go into the order queue and are processed according to schedule. However, when the order is an emergency, comes in outside of business hours or needs a change in shipment information or special instructions, the ODT VISION handles the order outside of standard operating procedure. Through the ODT VISION



VRU, not only can the order be posted but if there are special requests or it is an emergency; those instructions are fulfilled.

Verification of Wire Transfer

A large bank does international wire transfers. Since the executives which are awaiting notification of the completed wire transfer may be mobile, they can now call in via the cellular phone and check the current status of their wire transfer.

Automatic Cancellation of Credit/Debit Card

Sometimes it is even more fun to be working with smaller accounts where we want to provide that customer with the same type of customer service functions provided by larger firms. A future project is with a small chain of banks which do not offer 24/7 customer service. In the future, if a client loses their credit/debit card, they can notify the bank both day and night through the IVR and the use of that card is immediately cancelled. This will save the bank thousands in losses.

Automatic Notification of Delivery

A retail appliance store chain wants to call clients to give them notification of when that refrigerator or large screen TV is being delivered. Most firms require you to stay at home for that delivery during a four hour window. If the drivers on that route has fallen behind, the customer may wait all day. With the ODT VISION VRU, the drivers can call the unit to note their progress through their route and the customer is called and given a half-hour window. The customer can also call in to see if the ETD has changed. (We have seen this same type of application in logistics companies.)

Dock and Warehouse Scheduling

Warehouses benefit from the same type of automation solution. Shipping status can easily be checked by phone without commanding the time of the warehouse staff ■

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Go to 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@ODTVISION.com
Or Call: 614-985-3814

HOW DO THEY DO THAT? Syntax for Interpreter Scheduling System

Signon Security

```
;Play "CourtGreeting.vox" ;
"Welcome to the demo for Court Interpreter Scheduling System..."
;
; Get the User Number
;
ErrorCt = 0
; reset error counter
GetCust:
If ErrorCt = 3 then ; if 3 errors, end the call.
    Rtn = Play "MaxEr.vox",0,"@" ; "Exceeded max tries...."
    CallStatus = "Security Failure Max. Tries ID No."
    GoTo Endscript
Endif
ClearDigits
Rtn = Play "courtent.vox",0,"@" ; "Enter your 9 digit courtUser ID #"
Rtn = GetDigits 9,"#",15 ; get digits until # key,
CustInput = DigitBuffer ; or a max of 15 seconds.

w = length CustInput ; Check if length is correct
If w = 0 then GoTo EndScript
If w <> 9 Then Goto CustError
;
; find user number in database table
;
SeekDB courtuser, =, CustInput
If MatchDB then
    name = courtuser.name
    PhoneNo = courtuser.Phoneno
    emailadd = courtuser.email
    callertype = courtuser.usertype
    languagecode = courtuser.language
    languagelevel = courtuser.languagelevel
    interpreterno = courtuser.courtuser

    ErrorCt = 0
;
; Get the Customer Password
;
GetPassword:
```

```
If ErrorCt = 3 then ; if 3 errors, end the call.
    rtn = Play "MaxEr.vox",0,"@" ; "Exceeded max tries..."
    CallStatus = "Security Failure Max. Tries Pin No."
    GoTo Endscript
Endif

Cleardigits
Rtn = Play "secpinent.vox",0,"@" ; "please enter you security pin"
Rtn = GetDigits 4,,15
PasswordInput = DigitBuffer
```

```
;
; Verify that password entered is the same as on the customer file.
;
```

```
If ErrorCt = 3 then ; if 3 errors, end the call.
    rtn = Play "MaxEr.vox",0,"@" ; "Exceeded max tries..."
    CallStatus = "Security Failure Max. Tries Security No."
    GoTo Endscript
Endif
```

```
If PasswordInput <> courtuser.Password then
    Play "PasswdEr.vox" ; "Password in error"
    ErrorCt = ErrorCt + 1
    GoTo GetPassword ; Try again.
Endif
```

E-Mail Case Information to Interpreters

```
Openodb courtuser, "language"
    firstdb Courtuser
Nextrecord:

if eofdb then
    closedb courtuser
    goto endscript
Endif
    usertype = Courtuser.usertype

if usertype <> "" then goto endscript
If langinput <> courtuser.language then
    nextdb courtuser
    Goto Nextrecord
endif

If levelinput <> courtuser.languagelevel then
    nextdb courtuser
    Goto Nextrecord
Endif

If locinput <> courtuser.courtlocation then
    nextdb courtuser
    Goto Nextrecord
endif
email courtuser.email
```

```
z = Courtuser.name
z = righttrim z
y = "Dear " & z
y = y & ":"

emailsubject "This is the court system
notification of possible appointment"
emailtext y
emailtext ""
emailtext "Case Number is ..."
emailtext caseinput
emailtext "Case Locations is ..."
emailtext caseloc
emailtext "Language Required is.."
emailtext caselang
emailtext "Language Level required
is..."emailtext languagelevel
emailtext "Date of this appointment is..."
emailtext courtdate
emailtext "time of this appointment is..."
emailtext courttime
emailtext "Please call 555-555-5555 to
reserve this appointment"
emailtext ""
emailtext "Thank your for your re-
sponse, the court system of...."
Emailsend
```

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