

### **Do You Have Remote Personnel That Need To Post A Task Completion Including Date & Time Stamp? How About Getting Their Next Assignment At the Completion of the Current Task?**

#### **Inside this issue:**



Remote Personnel Posting	2
Rent to Own, A popular choice to acquire the ODT VISION	3
How Did They Do That, Sample code used in the employee posting system	4

We were recently approached by a logistic firm who wanted to setup a customer self-service web site where customers could check on the status of deliveries. The firm does deliveries of partial loads and this solution required real-time delivery confirmation from the drivers. The drivers were already carrying cellular phones, so by adding the ODT VISION VRU, posting delivery completion confirmation including date and time stamp is accomplished. The deliveries are in multiple time zones so the posting needs to reflect the actual time of that time zone and not the clock time of the centralized office. Once the proper delivery was selected, the unit needs to either add or subtract hours depending on delivery time zone vs the central office time zone.

### **Why the ODT VISION VRU was the proper choice**

The ODT VISION VRU was the proper choice for this application as it made everything quite simple in application

development, equipment requirements, and compatibility issues. There was no added cost to acquire some form of hand-held device or in the ongoing expensive monthly charge to supply wireless connections to these remote users. Drivers could use their current cellular phone or the customer's phone at the delivery site. The customization script to perform this task was very basic. In fact, a demo of an actual date/time stamp posting system was provided during the ODT VISION VRU introduction meeting which was conducted via conference call. The ability to easily customize the routine around the organization's data and application requirements made the solution attractive as this firm had the immediate need to go live. Their customers wanted this solution ASAP.



## How Can This Call-in Be Made Easier For The Drivers

Since the drivers already have cellular phones, it is an easy task to use the CallerID of each driver's phone to identify who is calling. If that user's delivery schedule is arranged by chronological sequence, it is not difficult to automatically find the next delivery to post. This would allow the routine to skip the request of the delivery tracking code to determine what delivery the user is posting and shorten the amount of time of the call. In the case where the driver's CallerID is not known due to the use of a different phone, the user is requested to supply the delivery control number for posting. Finally after the delivery is posted to the data files which supplies their web solution interface, a log file is compiled for audit purposes. The requirement to supply real-time delivery confirmation to the web solution is now accomplished.

## What is Next

The initial requirement was for a delivery confirmation posting system. In the future, this firm desires automatic notification to the client if the driver is delayed and will not be able to meet the estimated delivery time which was originally scheduled. The ODT VISION VRU has a scheduling program feature which can monitor and initiate proactive actions such as emails, faxes, or calls outs to provide information to this firm's customers. Other ODT VISION custom-



ers have used for service repair appointment notification.

## Getting The Next Assignment

It is logical that if the remote employee is now done with the current assignment and that delivery or work order for a repair job is completed, that he would be instructed as to his next assignment. You have now provided a centralized management system that can schedule and monitor all remote personnel. Built within the system, should be the ability to observe the percentage of completion and the reasons assigned work is not complete. The system needs to allow for the remote employee to request if additional assistance is needed. During a spring thunder storm, the service personnel arrives at the damage area and makes an assessment as to the nature of the problem, including estimated time to repair the problem. A simple call reports back to the central office an estimated completion time. Now, the next customer calling in to hear when their power will be restored can get an updated estimated time for their electricity to be restored. The serviceman can also request additional assistance, needed parts, or any other special request. **Do you have remote personnel to manage or monitor?**

**You have now provided a centralized management system that can schedule and monitor all remote personnel.**



## ***Rent to Own, A popular choice to acquire the ODT VISION VRU***

The ODT VISION VRU has always been a very affordable solution to the modernization of your customer service by provide 24/7 assistance while lowering costs and optimizing existing personnel. **With the new “Rent-to-own” program, our solution has moved from a capital budget type of acquisition to the monthly expense budget.** *This program allows the lessee to rent-to-own the ODT VISION solution with a small deposit and a 1st month’s rent payment.*

and your family now can’t do without it. In such a situation, our VRU solution is selling itself. You now have log files on how many calls the unit processed, you see how it has effected the live customer service department by filtering off calls which are addressed through the VRU, you have feedback from your users, and you see the improvements in general to your Customer Service applications.

### **What you might not know**

The terms of the agreement can be as short as three months to a full term arraignment where the lessee takes over total ownership of the equipment and software. ***This means you can bring the unit in for 90 days to take a “test drive” or use this period to define your application or determine if a telephony solution works for your organization.*** You can always turn the RTO agreement into a purchase at any time and any gray areas that your application may have initially is removed with real live testing.

### **Why would we do this?**

We are pleased to offer you this program which we refer to as the “Puppy Dog Sale”, You don’t think you need it until it moves in the house

### **You are building Rental Equity**

The Rental Equity is a combination of the deposit and 80% of the rental payments. Once the Rental Equity equals the Cash Price, the agreement is terminated and the equipment & software belongs to the lessee. In the month to month program, this is 30 months or less. The lessee can terminate the arrangement at any time with a thirty day written notice. The client can also purchase the solution at anytime by just paying the residual amount. The security key password is issued upon receipt of the rental payment for that period. ***With the base unit, you are acquiring the ODT VISION solution for about \$1.00 per hour. You have just replaced four people on a 24/7 bases for less than a dollar per hour. You don’t have to push a pencil too far to justify that.***

Please contact us to learn more. ▀

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## THINKING OUTSIDE THE BOX Get Your Own Demo Today

Go to [www.ODTVISION.com](http://www.ODTVISION.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

Get free project analysis regarding your telephony application or submit technical questions at:  
[TechSupport@ODTVISION.com](mailto:TechSupport@ODTVISION.com)  
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## How Did They Do That, Sample code used in the employee posting system

### Format of the Date and Time

The system variable "StartDateTime" needs to be formatted, (some databases define this as masking) to match the requirements of the database or screen field. Within the quotes of the format statement is the required masking of the database posting for date and time in the fore mention article.

```
dtvar = StartDateTime
dtvar = Format dtvar, "MM/DD/YYYY HH:MM"
```

```
Callerinfo = Callerid
Numvar = Split Callerinfo
UserPhoneNo = Part 2
msgbox "Value of CallerInfo"
msgbox UserPhoneNo
```

```
Opendb OnClock, "CallerId"
Seekdb OnClock ,=,UserPhoneNo
If MatchDB then
nextDbtab:
```

```
msgbox "Employee Found with CallerId"
Else
Msgbox "Employee Not Found"
Endif
```

### Identification of the user from CallerID

Depending on how CallerId is returned in your phone system, you may have to tweak the value of CallerID before you use it against your database. If the actually phone number is the second part return in the variable, use the split command.

### Changing Posting Time for Zone

```
If Onclock.TimeZone = 1 then ;Eastern
HrAmt = 0
elseif Onclock.TimeZone = 2 then; Central
HrAmt = 1
elseif Onclock.TimeZone = 3 then; Mountain
HrAmt = 2
elseif Onclock.TimeZone = 4 then; Pacific
HrAmt = 3
EndIf
Dtvar = SubInterval dtvar, hrAmt, "h"▣
```

*numvar* = **Split** *strval*, [*delim*]

Splits *strval* into separate string values wherever a blank is encountered (if *delim* is not specified) or wherever the *delim* character is encountered. Returns the number of separate string values that were created.

*strvar* = **Part** *partno*

Returns the part of the string that was created with the **Split** Command specified by the *partno* parameter. The *partno* paramter can be 1 to the number returned from the Split Command.