

Newsletter Date	Topics	Hyper Link
	Composite Application Examples	<a href="http://www.odtvision.com/includes/ODTVision%20Application%20Examples.pdf">http://www.odtvision.com/includes/ODTVision Application Examples.pdf</a>
17/10	Applications that can be done in one key stroke, a few key strokes or no input other than from the call itself	<a href="http://www.odtvision.com/includes/newsletters/1710_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1710_newsltr.pdf</a>
17/07	Resisting the desire to make all communications self-service	<a href="http://www.odtvision.com/includes/newsletters/1707_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1707_newsltr.pdf</a> .
17/04	What makes an IVR solution interactive is a live link to current data. This month's newsletter talks about how that is done and the five general functions within the customization script.	<a href="http://www.odtvision.com/includes/newsletters/1704_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1704_newsltr.pdf</a>
17/01	Talking Points to provide self-service for your own employees	<a href="http://www.odtvision.com/includes/newsletters/1701_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1701_newsltr.pdf</a>
16/10	Talking Points to provide self-service in your customer service department	<a href="http://www.odtvision.com/includes/newsletters/1610_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1610_newsltr.pdf</a>
16/7	Using the Level 5 System Debug Log File Feature	<a href="http://www.odtvision.com/includes/newsletters/1607_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1607_newsltr.pdf</a>
16/4	Using the ODTVision VRU to create any type of self-service application	<a href="http://www.odtvision.com/includes/newsletters/1604_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1604_newsltr.pdf</a>
16/1	VoIP Generation of Our Solution Now Available	<a href="http://www.odtvision.com/includes/newsletters/1601_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1601_newsltr.pdf</a>
15/10	Testing the setup of the ODTVision VRU Hardware in your environment before the on-site Installation day	<a href="http://www.odtvision.com/includes/newsletters/1510_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1510_newsltr.pdf</a>
15/05	Addressing Needs Outside Office Hours	<a href="http://www.odtvision.com/includes/newsletters/1505_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1505_newsltr.pdf</a>
04	Users of Your IVR Self-service Application May Not Always Be External	<a href="http://www.odtvision.com/includes/newsletters/1504_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1504_newsltr.pdf</a>
03	Can a Web Self-service Customer Service App be a Total Replacement for Self-service IVR Applications?	<a href="http://www.odtvision.com/includes/newsletters/1503_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1503_newsltr.pdf</a>
02	Teaching about an IVR Self-service solution to someone with no telephony experience	<a href="http://www.odtvision.com/includes/newsletters/1502_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1502_newsltr.pdf</a>
01	Making Your Self-service IVR Applications Friendly for the User	<a href="http://www.odtvision.com/includes/newsletters/1501_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1501_newsltr.pdf</a>
14/12	Being Able to Adapt to Change	<a href="http://www.odtvision.com/includes/newsletters/1412_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1412_newsltr.pdf</a>
11	Building 3 <sup>rd</sup> Party Relationships	<a href="http://www.odtvision.com/includes/newsletters/1411_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1411_newsltr.pdf</a>

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10	There are Multiple Reasons to go to an IVR Self-service Application beyond Saving Money	<a href="http://www.odtvision.com/includes/newsletters/1410_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1410_newsltr.pdf</a>
09	I don't remember how I did the customization	<a href="http://www.odtvision.com/includes/newsletters/1409_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1409_newsltr.pdf</a>
08	Do you have the time	<a href="http://www.odtvision.com/includes/newsletters/1408_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1408_newsltr.pdf</a>
07	Making change easy	<a href="http://www.odtvision.com/includes/newsletters/1407_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1407_newsltr.pdf</a>
06	Job scheduling becomes more difficult with an ever changing workforce	<a href="http://www.odtvision.com/includes/newsletters/1406_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1406_newsltr.pdf</a>
05	As things change, there is an advantage if your VRU can adapt	<a href="http://www.odtvision.com/includes/newsletters/1405_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1405_newsltr.pdf</a>
04	What Does It Mean If Your VRU is still on Windows XP or Windows 2000	<a href="http://www.odtvision.com/includes/newsletters/1404_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1404_newsltr.pdf</a>
03	Reviewing possible examples of self-service applications in customer service	<a href="http://www.odtvision.com/includes/newsletters/1403_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1403_newsltr.pdf</a>
02	Documenting A Project Analysis	<a href="http://www.odtvision.com/includes/newsletters/1402_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1402_newsltr.pdf</a>
13/12	Trends for Using IVR Applications	<a href="http://www.odtvision.com/includes/newsletters/1312_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1312_newsltr.pdf</a>
11	Customization Made Easy	<a href="http://www.odtvision.com/includes/newsletters/1311_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1311_newsltr.pdf</a>
10	Trends Towards Self-service	<a href="http://www.odtvision.com/includes/newsletters/1310_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1310_newsltr.pdf</a>
09	Using a VRU Self-service solution in house to improve customer service	<a href="http://www.odtvision.com/includes/newsletters/1309_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1309_newsltr.pdf</a>
08	Running Multiple Applications on the Same VRU	<a href="http://www.odtvision.com/includes/newsletters/1308_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1308_newsltr.pdf</a>
07	Why you need in-house customization of your IVR application	<a href="http://www.odtvision.com/includes/newsletters/1307_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1307_newsltr.pdf</a>
06	Is Obamacare going to change the way to do business? You may want to look at a self-service IVR application even if you have never considered this before.	<a href="http://www.odtvision.com/includes/newsletters/1306_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1306_newsltr.pdf</a>
05	Potpourri Of Applications	<a href="http://www.odtvision.com/includes/newsletters/1305_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1305_newsltr.pdf</a>
04	Working within a 3 <sup>rd</sup> Party Relationship	<a href="http://www.odtvision.com/includes/newsletters/1304_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1304_newsltr.pdf</a>
03	How to select your Solution for your IVR Application	<a href="http://www.odtvision.com/includes/newsletters/1303_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1303_newsltr.pdf</a>
02	Considerations for Payment Card Processing	<a href="http://www.odtvision.com/includes/newsletters/1302_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1302_newsltr.pdf</a>
01	Reasons to Automate Customer Service Functions to Self Service	<a href="http://www.odtvision.com/includes/newsletters/1301_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1301_newsltr.pdf</a>
12/12	Year in Review	<a href="http://www.odtvision.com/includes/newsletters/1212_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1212_newsltr.pdf</a>
11	Understanding the How and Why of Logging	<a href="http://www.odtvision.com/includes/newsletters/1211_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1211_newsltr.pdf</a>

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10	How to Improve Customer Service...The debate between live customer service representatives and a self-service IVR application.	<a href="http://www.odtvision.com/includes/newsletters/1210_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1210_newsltr.pdf</a>
09	Outbound Transactions Within Your IVR Application	<a href="http://www.odtvision.com/includes/newsletters/1209_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1209_newsltr.pdf</a>
08	The Implementation Process From the End User's Perspective	<a href="http://www.odtvision.com/includes/newsletters/1208_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1208_newsltr.pdf</a>
07	Concepts of VoIP Service in relationship to the ODTVision VRU	<a href="http://www.odtvision.com/includes/newsletters/1207_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1207_newsltr.pdf</a>
06	How to change the data from your system or user to match what the IVR system needs to do	<a href="http://www.odtvision.com/includes/newsletters/1206_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1206_newsltr.pdf</a>
05	How to test the components of the ODTVision VRU in you environment	<a href="http://www.odtvision.com/includes/newsletters/1205_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1205_newsltr.pdf</a>
04	Comparing ODTVision VRU to the competition	<a href="http://www.odtvision.com/includes/newsletters/1204_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1204_newsltr.pdf</a>
03	Different ways to debug your script	<a href="http://www.odtvision.com/includes/newsletters/1203_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1203_newsltr.pdf</a>
02	There is a lot that date and time variables can do	<a href="http://www.odtvision.com/includes/newsletters/1202_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1202_newsltr.pdf</a>
01	Necessity is the Mother of Invention	<a href="http://www.odtvision.com/includes/newsletters/1201_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1201_newsltr.pdf</a>
11/12	What the Client Does ahead of the Installation Day	<a href="http://www.odtvision.com/includes/newsletters/1112_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1112_newsltr.pdf</a>
11	There is a reason business is good	<a href="http://www.odtvision.com/includes/newsletters/1111_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1111_newsltr.pdf</a>
10	Rules of Business	<a href="http://www.odtvision.com/includes/newsletters/1110_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1110_newsltr.pdf</a>
09	System Administration	<a href="http://www.odtvision.com/includes/newsletters/1109_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1109_newsltr.pdf</a>
08	Basic definitions of Acronyms, Abbreviations, and Vocabulary used in telephony applications	<a href="http://www.odtvision.com/includes/newsletters/1108_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1108_newsltr.pdf</a>
07	Covers steps to make the design of an IVR application easy and friendly for the user	<a href="http://www.odtvision.com/includes/newsletters/1107_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1107_newsltr.pdf</a>
06	Happy 4 <sup>th</sup> of July. Have you ever considered what our founder fathers considered in the relationship between business and the government?	<a href="http://www.odtvision.com/includes/newsletters/1106_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1106_newsltr.pdf</a>
05	We have moved, update your records. Did you know you can demo our software live?	<a href="http://www.odtvision.com/includes/newsletters/1105_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1105_newsltr.pdf</a>
04	But We have Always Done It This Way	<a href="http://www.odtvision.com/includes/newsletters/1104_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1104_newsltr.pdf</a>
03	What Manuals Are Available	<a href="http://www.odtvision.com/includes/newsletters/1103_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1103_newsltr.pdf</a>
02	Using ODTVision VRU for Remote	<a href="http://www.odtvision.com/includes/newsletters/1102_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1102_newsltr.pdf</a>

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	Job Scheduling & Management	
01	Collecting Additional Data Beyond Your IVR Applications	<a href="http://www.odtvision.com/includes/newsletters/1101_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1101_newsltr.pdf</a>
10/12	Security Measures and don'ts regarding input of dates and times	<a href="http://www.odtvision.com/includes/newsletters/1012_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1012_newsltr.pdf</a>
11	Announcing Price Increase, Purchase decisions	<a href="http://www.odtvision.com/includes/newsletters/1011_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1011_newsltr.pdf</a>
10	Scheduling Appointments and Resources	<a href="http://www.odtvision.com/includes/newsletters/1010_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1010_newsltr.pdf</a>
09	Basic Elements of Customization Script	<a href="http://www.odtvision.com/includes/newsletters/1009_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1009_newsltr.pdf</a>
08	Revisiting Credit Card Processing	<a href="http://www.odtvision.com/includes/newsletters/1008_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1008_newsltr.pdf</a>
07	In House Applications	<a href="http://www.odtvision.com/includes/newsletters/1007_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1007_newsltr.pdf</a>
06	Debugging Tricks	<a href="http://www.odtvision.com/includes/newsletters/1006_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1006_newsltr.pdf</a>
05	Multiple foreign languages	<a href="http://www.odtvision.com/includes/newsletters/1005_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1005_newsltr.pdf</a>
04	History of ODTVision & where the solution is going to	<a href="http://www.odtvision.com/includes/newsletters/1004_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1004_newsltr.pdf</a>
03	Unusual Application	<a href="http://www.odtvision.com/includes/newsletters/1003_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1003_newsltr.pdf</a>
02	Three Phases of Customer Service	<a href="http://www.odtvision.com/includes/newsletters/1002_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1002_newsltr.pdf</a>
01	Bad Monday for Customer Service	<a href="http://www.odtvision.com/includes/newsletters/1001_newsltr.pdf">http://www.odtvision.com/includes/newsletters/1001_newsltr.pdf</a>
09/12	Understanding the Cost of Customer Service	<a href="http://www.odtvision.com/includes/newsletters/0912_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0912_newsltr.pdf</a>
11	Moving from old legacy VRU to new ODTVision	<a href="http://www.odtvision.com/includes/newsletters/0911_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0911_newsltr.pdf</a>
10	Ways to lower cost in CS	<a href="http://www.odtvision.com/includes/newsletters/0910_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0910_newsltr.pdf</a>
09	HR functions using ODTVision	<a href="http://www.odtvision.com/includes/newsletters/0909_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0909_newsltr.pdf</a>
08	How to build & design an application	<a href="http://www.odtvision.com/includes/newsletters/0908_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0908_newsltr.pdf</a>
07	Doing More for Less	<a href="http://www.odtvision.com/includes/newsletters/0907_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0907_newsltr.pdf</a>
06	Stretching your workforce	<a href="http://www.odtvision.com/includes/newsletters/0906_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0906_newsltr.pdf</a>
05	Things to do in a recession	<a href="http://www.odtvision.com/includes/newsletters/0905_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0905_newsltr.pdf</a>
04	IBM Software conference	<a href="http://www.odtvision.com/includes/newsletters/0904_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0904_newsltr.pdf</a>
03	Vision Voice Vantage fka. Ohio Data Transfer	<a href="http://www.odtvision.com/includes/newsletters/0903_newsltr.pdf">http://www.odtvision.com/includes/newsletters/0903_newsltr.pdf</a>
07/06	System Administration	<a href="http://www.odtvision.com/includes/newsletters/0706-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0706-newsltr.pdf</a>
05	Using ODTVision across concurrent systems/platforms	<a href="http://www.odtvision.com/includes/newsletters/0705-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0705-newsltr.pdf</a>
04	Defining your user & their needs	<a href="http://www.odtvision.com/includes/newsletters/0704-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0704-newsltr.pdf</a>
03	Development in Test Mode	<a href="http://www.odtvision.com/includes/newsletters/0703-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0703-newsltr.pdf</a>
02	Microsoft standards	<a href="http://www.odtvision.com/includes/newsletters/0702-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0702-newsltr.pdf</a>
01	Rules to define system	<a href="http://www.odtvision.com/includes/newsletters/0701-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0701-newsltr.pdf</a>
06/12	Documenting your IVR application	<a href="http://www.odtvision.com/includes/newsletters/0612-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0612-newsltr.pdf</a>
11	Gary Hoover	<a href="http://www.odtvision.com/includes/newsletters/0611-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0611-newsltr.pdf</a>
10	Ever changing needs in B2B communications	<a href="http://www.odtvision.com/includes/newsletters/0610-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0610-newsltr.pdf</a>
09	Mayor's Court Self-service	<a href="http://www.odtvision.com/includes/newsletters/0609-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0609-newsltr.pdf</a>

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08	Support of remote personnel	<a href="http://www.odtvision.com/includes/newsletters/0608-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0608-newsltr.pdf</a>
07	Why firms need to do telephony	<a href="http://www.odtvision.com/includes/newsletters/0607-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0607-newsltr.pdf</a>
06	Data Warehousing	<a href="http://www.odtvision.com/includes/newsletters/0606-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0606-newsltr.pdf</a>
05	City Hotline through ODTVision	<a href="http://www.odtvision.com/includes/newsletters/0605-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0605-newsltr.pdf</a>
04	Rent to Own, payment processing (Part 2)	<a href="http://www.odtvision.com/includes/newsletters/0604-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0604-newsltr.pdf</a>
03	Payment Processing Part 1	<a href="http://www.odtvision.com/includes/newsletters/0603-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0603-newsltr.pdf</a>
02	Product of the Year Award	<a href="http://www.odtvision.com/includes/newsletters/0602-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0602-newsltr.pdf</a>
01	Providing information based on event processing	<a href="http://www.odtvision.com/includes/newsletters/0601-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0601-newsltr.pdf</a>
05/12	Announcing ISV relationship with IBM	<a href="http://www.odtvision.com/includes/newsletters/0512-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0512-newsltr.pdf</a>
11	Text to Speech	<a href="http://www.odtvision.com/includes/newsletters/0511-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0511-newsltr.pdf</a>
10	Using Control Window after IPL	<a href="http://www.odtvision.com/includes/newsletters/0510-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0510-newsltr.pdf</a>
09	Gathering Survey Info	<a href="http://www.odtvision.com/includes/newsletters/0509-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0509-newsltr.pdf</a>
08	Our Clients teach up how to use our very own system	<a href="http://www.odtvision.com/includes/newsletters/0508-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0508-newsltr.pdf</a>
07	Security front & center	<a href="http://www.odtvision.com/includes/newsletters/0507-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0507-newsltr.pdf</a>
06	API to sensors & other devices	<a href="http://www.odtvision.com/includes/newsletters/0506-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0506-newsltr.pdf</a>
05	Connecting through ODBC	<a href="http://www.odtvision.com/includes/newsletters/0505-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0505-newsltr.pdf</a>
04	Mobile business stagey	<a href="http://www.odtvision.com/includes/newsletters/0504-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0504-newsltr.pdf</a>
03	Animal Health Care, JBA	<a href="http://www.odtvision.com/includes/newsletters/0503-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0503-newsltr.pdf</a>
02	Doing an upgrade, time to reevaluate you CS needs	<a href="http://www.odtvision.com/includes/newsletters/0502-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0502-newsltr.pdf</a>
01	Running Help Desk through ODTVision	<a href="http://www.odtvision.com/includes/newsletters/0501-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0501-newsltr.pdf</a>
04/12	School District IVR Applications	<a href="http://www.odtvision.com/includes/newsletters/0412-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0412-newsltr.pdf</a>
11	Payment Processing	<a href="http://www.odtvision.com/includes/newsletters/0411-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0411-newsltr.pdf</a>
10	Hot line for Lab Test Results	<a href="http://www.odtvision.com/includes/newsletters/0410-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0410-newsltr.pdf</a>
09	Court Language Interpreters Scheduling	<a href="http://www.odtvision.com/includes/newsletters/0409-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0409-newsltr.pdf</a>
08	Customer Service Puzzle	<a href="http://www.odtvision.com/includes/newsletters/0408-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0408-newsltr.pdf</a>
07	Setting up Appointments with ODTVision	<a href="http://www.odtvision.com/includes/newsletters/0407-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0407-newsltr.pdf</a>
06	Supply Chain Mgt.	<a href="http://www.odtvision.com/includes/newsletters/0406-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0406-newsltr.pdf</a>
05	More than just terminal to data	<a href="http://www.odtvision.com/includes/newsletters/0405-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0405-newsltr.pdf</a>
04	How to teach your old dog new tricks	<a href="http://www.odtvision.com/includes/newsletters/0404-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0404-newsltr.pdf</a>
03	ODTVision is open system	<a href="http://www.odtvision.com/includes/newsletters/0403-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0403-newsltr.pdf</a>
02	Doing More for Less	<a href="http://www.odtvision.com/includes/newsletters/0402-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0402-newsltr.pdf</a>
01	Utility Billing	<a href="http://www.odtvision.com/includes/newsletters/0401-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0401-newsltr.pdf</a>
03/12	Planning & Implementation	<a href="http://www.odtvision.com/includes/newsletters/0312-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0312-newsltr.pdf</a>
11	I need it now mentality of Business	<a href="http://www.odtvision.com/includes/newsletters/0311-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0311-newsltr.pdf</a>
10	IBM Honor Roll Award	<a href="http://www.odtvision.com/includes/newsletters/0310-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0310-newsltr.pdf</a>
08	City Governments	<a href="http://www.odtvision.com/includes/newsletters/0308-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0308-newsltr.pdf</a>

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06	Types of Applications	<a href="http://www.odtvision.com/includes/newsletters/0306-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0306-newsltr.pdf</a>
05	Doing your own customization	<a href="http://www.odtvision.com/includes/newsletters/0305-newsltr.pdf">http://www.odtvision.com/includes/newsletters/0305-newsltr.pdf</a>