

The screenshot shows the IES Navigator Client interface. At the top, there's a navigation bar with 'Help', 'Web', 'Connect', 'Logout', and other options. The main header is 'Contact Marketing'. Below this, there are two summary tables: 'MY:' and 'ALL:'. Each table has columns for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month).

The 'MY:' table data is as follows:

	Calls	Orders	Sales
Today	185	44	11,559.00
Yesterday	94	43	5,210.00
This Week	498	482	44,900.00
Last Week	442	325	50,470.00
This Month	1512	1071	166,300.00
Last Month	1195	735	550,150.00

The 'ALL:' table data is as follows:

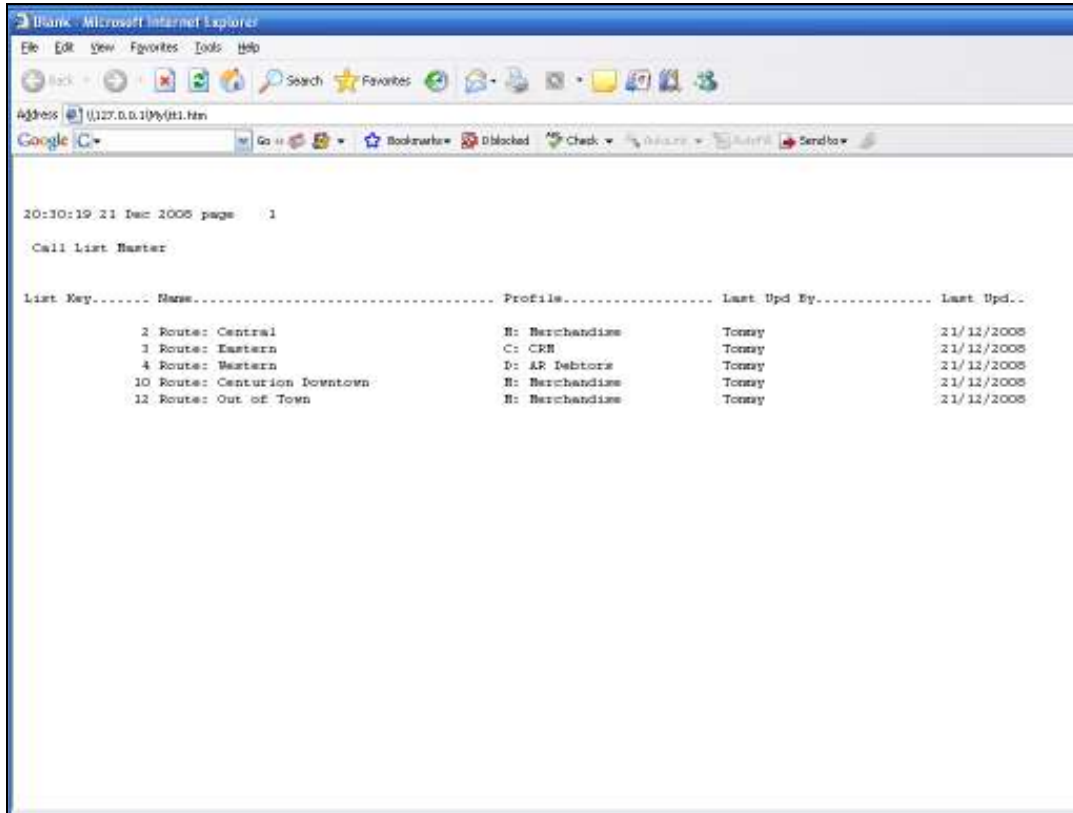
	Calls	Orders	Sales
Today	429	630	44,200.00
Yesterday	316	352	34,960.00
This Week	2336	1868	267,360.00
Last Week	1860	1250	203,200.00
This Month	9840	4294	605,200.00
Last Month	5440	2980	400,600.00

On the right side, there's a 'Dashboard' section with a 'Current Node' field set to '104: Route 1 - DownTown - (Living)'. Below this is a 'Call List' field with a 'Change' button. There are also links for 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. A section for 'Active Call List Indicators' includes fields for 'List Description', 'Inter-Activated', 'Total Orders', 'Gross/Good', and 'Total Revenue'.

At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control'. Each category has several sub-links for managing call lists and reports.

Slide 1

Slide notes: We are looking at the Call List Report options. The 1st option is the Call List Master, which shows, according to selection, the Call Lists that we have.



Slide 2

Slide notes:

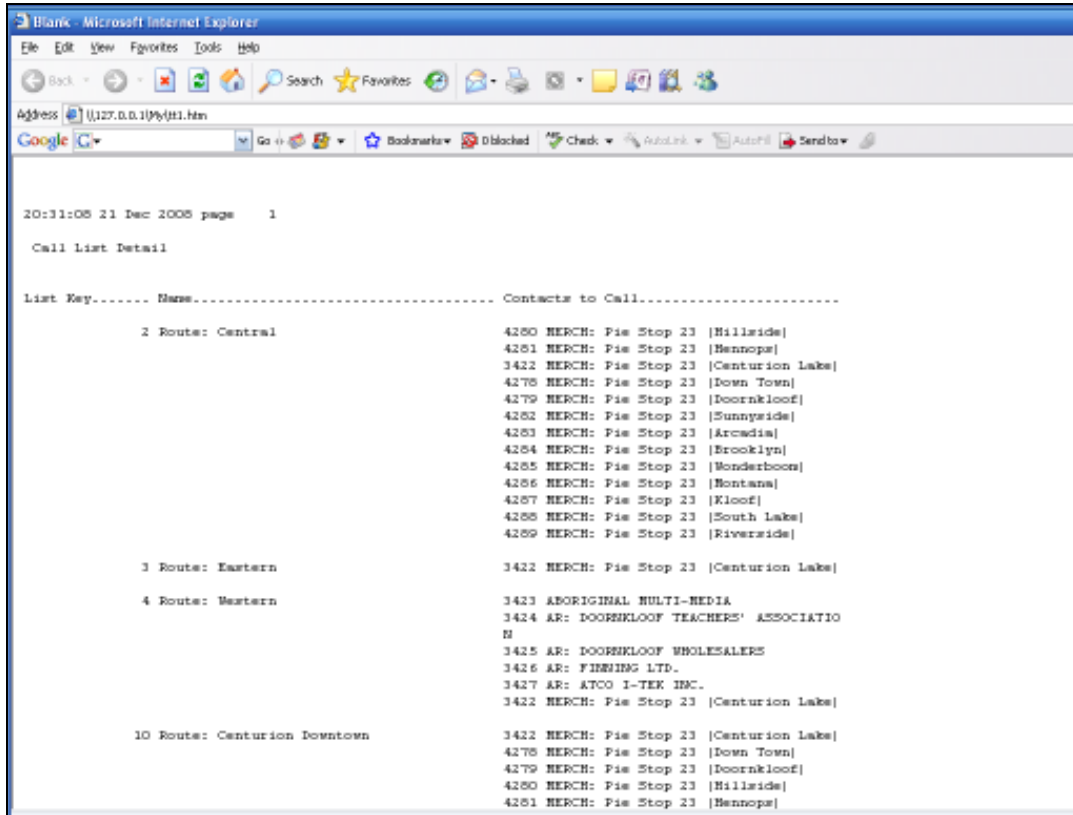
The screenshot shows the ILS Navigator Client interface. At the top, there's a navigation bar with 'Help', 'Logout', and other options. The main content area is titled 'Contact Marketing' and features a 'Dashboard' section. On the left, there are two summary tables: 'MY:' and 'ALL:'. The 'MY:' table shows data for 'Calls', 'Orders', and 'Sales' across different time periods (Today, Yesterday, This Week, Last Week, This Month, Last Month). The 'ALL:' table shows similar data for all users. The 'Dashboard' section includes a 'Current Node' field, a 'Call List' dropdown, and several action links like 'Query Call List', 'Activate Call List', 'Create Call List', 'Execute Call List', and 'Release Call List'. Below this, there are sections for 'Active Call List Indicators' and 'File Maintenance'. At the bottom, there are four main menu categories: 'Reports: Call Lists', 'Reports: General', 'File Maintenance', and 'Administration and Control', each with a list of sub-options.

	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	409	482	44,950.00
Last Week	442	335	50,420.00
This Month	4517	1071	344,310.00
Last Month	3395	735	554,150.00

	Calls	Orders	Sales
Today	479	838	44,300.00
Yesterday	330	650	30,960.00
This Week	2334	1840	267,340.00
Last Week	3040	2260	203,300.00
This Month	9840	4204	605,200.00
Last Month	5640	2940	400,000.00

Slide 3

Slide notes: The next option is Call List Detail.



Slide 4

Slide notes: In this case, we can also see the Contacts included on each selected List that we report on.

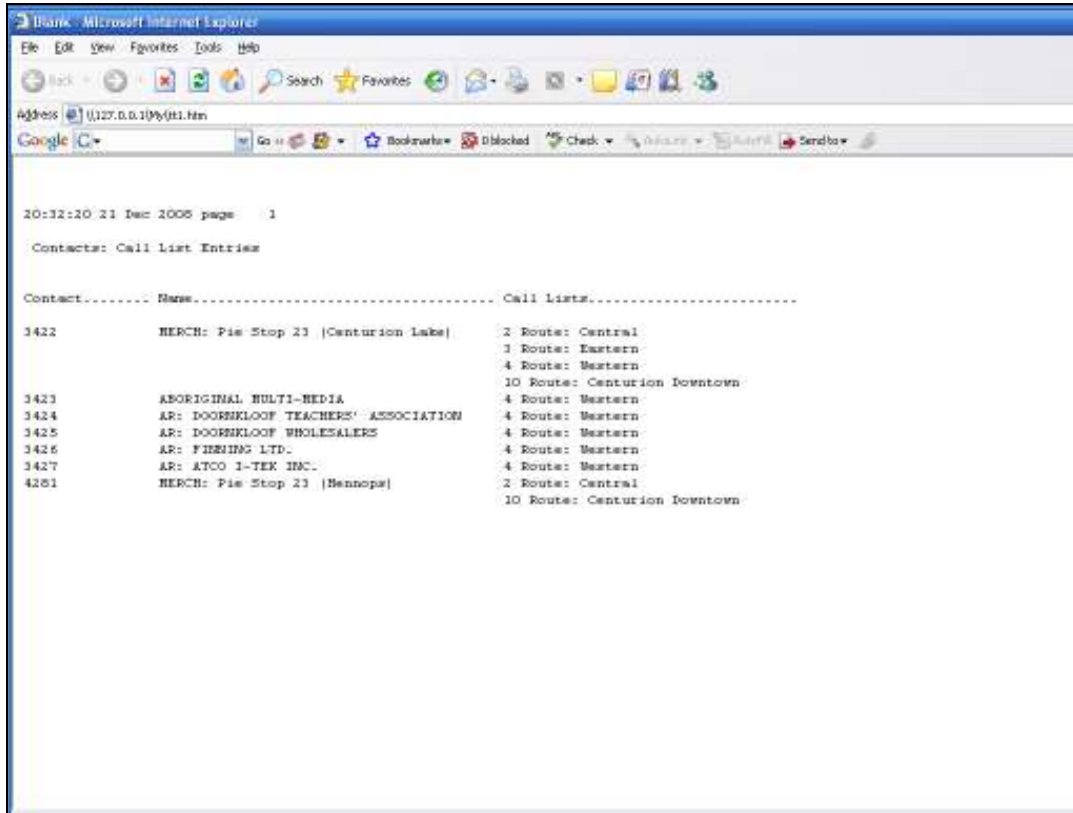
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MY:	Calls	Orders	Sales
Today	195	84	11,550.00
Yesterday	84	42	5,210.00
This Week	409	182	24,990.00
Last Week	452	215	26,820.00
This Month	1517	1071	104,310.00
Last Month	1395	735	154,150.00

ALL:	Calls	Orders	Sales
Today	479	238	44,200.00
Yesterday	230	120	24,960.00
This Week	2334	1164	267,360.00
Last Week	2046	1050	201,300.00
This Month	9840	4204	1075,200.00
Last Month	9540	3940	1009,000.00

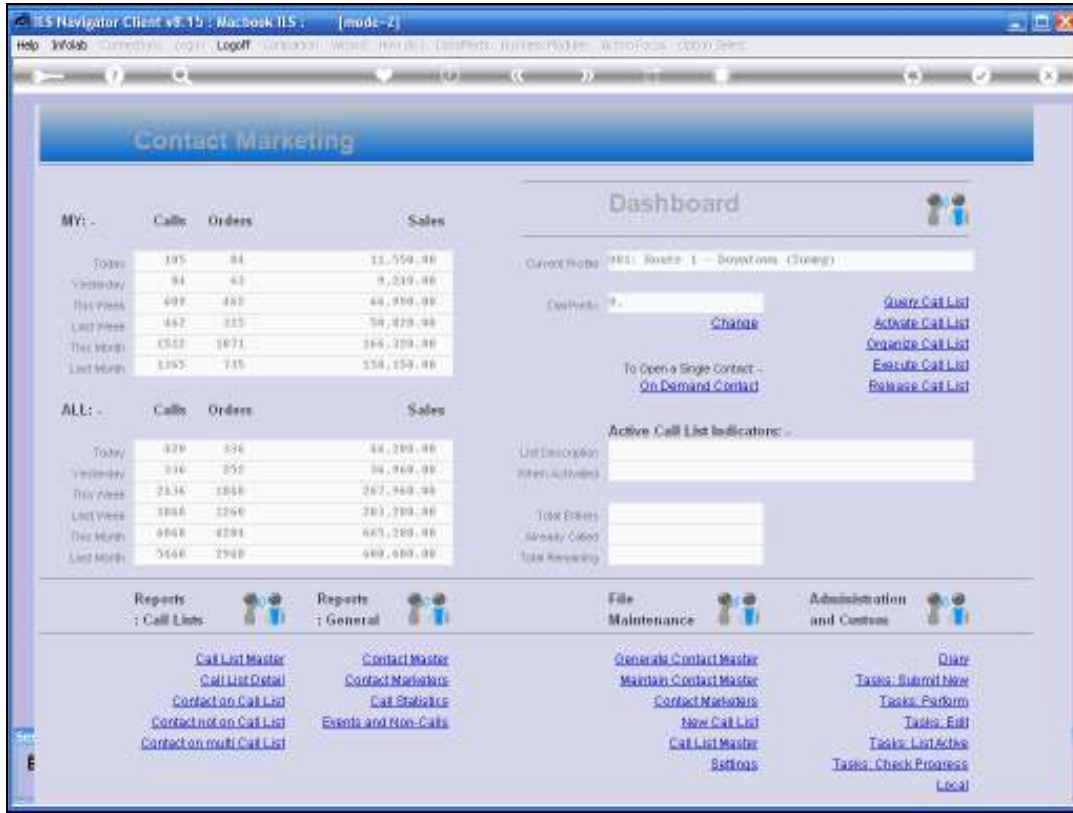
Slide 5

Slide notes: "Contact on Call List" shows selected Contacts and the Call Lists where included.



Slide 6

Slide notes:



Slide 7

Slide notes: "Contact not on Call List" will reveal all Contacts that do not appear on any Call List. This is clearly important in Call Management. Such Contacts will never be called unless they are on a Call List.

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Contacts not on any Call List

Contact Key	Status	Contact Name
3428	AR Debtor	AR: DOORNKLOOF CANCER BOARD
3429	AR Debtor	AR: ATHABASCA UNIVERSITY
3430	AR Debtor	AR: ARS TECHNICAL IMAGES
3431	AR Debtor	AR: DOORNKLOOF MUNICIPAL AFFAIRS
3432	AR Debtor	DOORNKLOOF PACIFIC FOREST INDUSTRIES
3433	AR Debtor	AR: ARNDT TRALCIC ARCHITECTURE
3434	AR Debtor	AR: EPCOR
3435	AR Debtor	AR: DOORNKLOOF ASPHALT ENTERPRISES INC.
3436	AR Debtor	AR: ACADIA UNIVERSITY
3437	AR Debtor	AR: AVONBURE SCHOOL
3438	AR Debtor	AR: AUTUMN IMAGES INC.
3439	AR Debtor	AR: BABCO ELECTRIC & ENGINEERING LTD.
3440	AR Debtor	AR: BOURGET, RON
3441	AR Debtor	AR: BROWN, BERN WILL**ARTIST**
3442	AR Debtor	AR: E. BASTELL STUDIO
3443	AR Debtor	AR: BLUE RIDGE LUMBER (1981) LTD.
3444	AR Debtor	AR: BOYLE STREET COOP
3445	AR Debtor	AR: DOORNKLOOF TRANSPORTATION
3446	AR Debtor	AR: GRASSLANDS PUBLIC SCHOOLS
3447	AR Debtor	AR: BOGDA, DR. ANDREW
3448	AR Debtor	AR: BOYCE & ASSOCIATES
3449	AR Debtor	AR: BRINK'S DOORNKLOOF LTD.
3450	AR Debtor	AR: TERRY BOURQUE PHOTO
3451	AR Debtor	AR: ELU'S CLOTHING LTD.
3452	AR Debtor	AR: BELLEROSE COMPOSITE N.S.
3453	AR Debtor	AR: DOORNKLOOF CITY OF

Slide 8

Slide notes:

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	Calls	Orders	Sales
Today	195	84	11,550.00
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Last Week	452	335	58,820.00
This Month	1517	1071	166,310.00
Last Month	1395	735	154,150.00

	Calls	Orders	Sales
Today	479	838	44,200.00
Yesterday	830	950	38,960.00
This Week	2338	1868	267,360.00
Last Week	3068	2260	281,390.00
This Month	9868	4284	605,280.00
Last Month	5648	2948	409,600.00

Slide 9

Slide notes: And "Contact on Multi Call List" will reveal all Contacts that appear on more than 1 Call List.

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Contacts on multiple Call Lists

Contact.....	Name.....	Call Lists.....
3422	NERCH: Pie Stop 23 (Centurion Lake)	2 Route: Central 3 Route: Eastern 4 Route: Western 10 Route: Centurion Downtown
4276	NERCH: Pie Stop 23 (Down Town)	2 Route: Central 10 Route: Centurion Downtown
4279	NERCH: Pie Stop 23 (Doornkloof)	2 Route: Central 10 Route: Centurion Downtown
4280	NERCH: Pie Stop 23 (Hillside)	2 Route: Central 10 Route: Centurion Downtown
4281	NERCH: Pie Stop 23 (Mennops)	2 Route: Central 10 Route: Centurion Downtown
4282	NERCH: Pie Stop 23 (Sunnyside)	2 Route: Central 10 Route: Centurion Downtown
4283	NERCH: Pie Stop 23 (Arcadia)	2 Route: Central 10 Route: Centurion Downtown
4284	NERCH: Pie Stop 23 (Brooklyn)	2 Route: Central 10 Route: Centurion Downtown
4285	NERCH: Pie Stop 23 (Wonderboom)	2 Route: Central 10 Route: Centurion Downtown
4286	NERCH: Pie Stop 23 (Montana)	2 Route: Central 10 Route: Centurion Downtown
4287	NERCH: Pie Stop 23 (Kloof)	2 Route: Central 10 Route: Centurion Downtown
4288	NERCH: Pie Stop 23 (South Lake)	2 Route: Central 10 Route: Centurion Downtown
4289	NERCH: Pie Stop 23 (Riverside)	2 Route: Central 10 Route: Centurion Downtown

Slide 10

Slide notes: It may be valid in some cases for a Contact to appear on multiple Call Lists, but for controlled calling where a Contact may be irritated when called more than once without the one Marketer knowing about the other, it is of course not a good idea. Therefore it is important to be able to report on Contacts that appear on multiple Call Lists.