

Spectrum Information Tables Provide an Efficient Tool for Accessing Large Amounts of Data at Agent Stations.

All rights reserved © December 2015

Contact: insider@amtelco.com

Spectrum Information Tables use a spreadsheet format, with each record in an Information Table being similar to a row in a spreadsheet, and the individual data fields in a record being similar to the columns in a spreadsheet. The Information is easily accessible to all operators, including remotes.

The screenshot shows a software interface for a system operator. At the top, it says "Good Afternoon this is System Operator" and "Thu 03:29p Local". Below that, there's a "No Messages" indicator and a "Real Estate Properties" section. The main area displays an "Info Table of Properties" which is a table with 6 columns: Zip Code, Address, Realtor, Primary Phone, Mobile Phone, and Account. Three records are listed. A context menu is open over the first record, showing options like "Primary Phone: 7115554561", "Mobile Phone: 7115558945", "Go To Account", "Send Text", and "Exit".

Zip Code	Address	Realtor	Primary Phone	Mobile Phone	Account
63303	100 S. Main Street	Casey Calk	7115554561	7115558945	1204.
63301	8901 E. Dalton Rd		7115551285	7115557894	1204.
63376	525 Delmont Ct		7115554125	7115552386	1204.

Some clients provide large amounts of data that must be referenced quickly and accurately during the processing of a call. Using Information Tables, operators can easily search and interact with the data, and can also update it quickly and seamlessly as needed.

For example, at the Agent station, Information Tables can to be used to:

- Take operators to the correct account or sub account.
- Dial the correct person, or send them an email or SMS message.
- Auto-populate specified fields in a message form.

When used in combination with a SmartScript, specific data from one or more Information Tables can be imported into the message fields of the script or can be used to make decisions within the script. New information from the scripted message can be posted back to the Information Table database as well. The resultant data from the Information Tables can then be exported into comma delimited format and be sent to the client.

How Are Information Tables Created and Managed?

The Information Tables Editor is the primary tool for creating and managing Information Tables from any computer with Internet access. Using the Editor, the fields are defined in a Table and populated with data. Information Tables can also be created by uploading a spreadsheet of data into the Editor. The Editor, in turn, uses Microsoft's SQL Server as a database management system to store and retrieve the data.

How Are Information Tables Used?

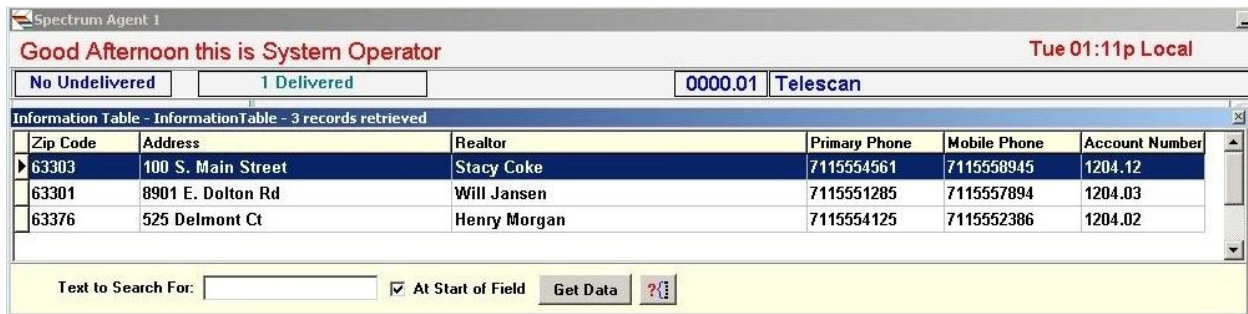
After an Information Table is created and populated with data, it can be accessed from an operator station using the Agent software.

The Tables can be displayed and searched by parameters entered by the operator. Once the desired information is displayed, it can be used to speed dial, email, SMS or alpha page - all with minimal effort. Hypertext commands can be used to populate a message form with data from the record chosen by the operator.

One of the more powerful capabilities of an Information Table is the ability to predefine one or more hypertext commands that can be executed by the Agent using data fields from a record in a table. This is accomplished by defining a 'template' hypertext command that specifies where the field data from a record should be inserted.

For example, if you have a message form and want to automatically insert fields from a selected record into the message, you can define a hypertext command with 'K' sub-commands to do the job. At the Agent station, after accessing the Table, the operator would right-click on the desired record to get a list of the available commands. Upon choosing the desired command, the associated hypertext would be performed using the data in the selected record.

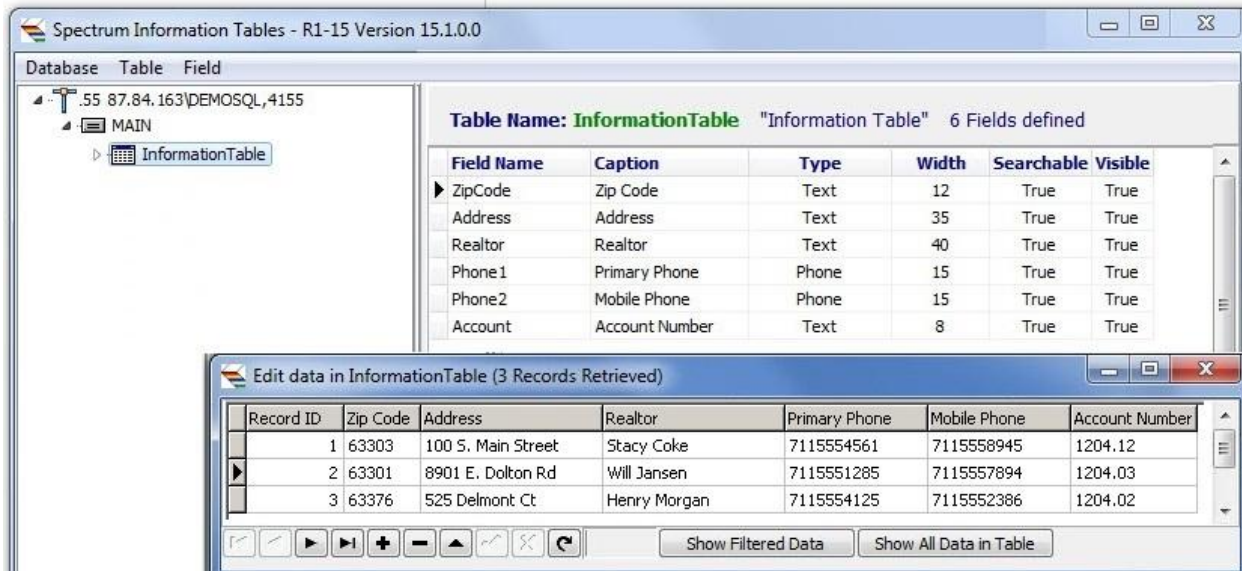
As shown in the image below, a Table of real estate listings could be used by operators to search for the property in question, in order to display the account of the realtor for that property. A command can be included that populates the message form with pertinent information, such as the address and realtor's name, eliminating the need for operators to enter the information manually.



Another example would be a roster with each record in the Table containing fields that hold the contact information for a person. The Table could include First Contact, Second Contact, etc. With a click of the mouse, an operator can dial the contact or send them a text message.

When used with a SmartScript, Information Tables are accessed *transparently* in the background via a Decision Table. The data retrieved from a table can be used to populate fields in the script or to control the sequence of the script. Data entered by the operator into the scripted message can be posted back to the Information Table database as well.

For example, a client might provide you with a list of current customers. In the handling of a call, a script can be used to automatically search an Information Table for the caller's name. If the record is found, the operator can edit anything required and replace the existing information. If the caller is not in the table, the information gathered by the operator can be added to the table.



Information can also be pulled from scripted messages to create a report for the client.

Requirements:

- Spectrum Data Manager R1-15 SP1 or later
- Spectrum Agent R1-15 SP1 or later
- Information Table Editor R1-15 SP1 or later

