

New Features in CLASC v3.4.1

- 1) Email field on sign in screen.
This version features a new option to collect email addresses from the users signing into the system. To utilize this feature with instant surveys, there is a corresponding EMAIL button on the Triage form that will allow you to immediately email a customer either with a follow up question or to request a survey. The Email button will simply pop up a new email in Outlook addressed to the customer. The customer service rep can then fill out whatever information they would like to request or attach a survey. All of these settings are defined in the paraedit screen.
- 2) User maintenance is now accomplished via the paraedit screen.
CLASC administrators can now create or delete a user in the paraedit maintenance forms instead of using the create_checkout_user script in SQL.
- 3) Sound Check via paraedit.
Administrators can now run a 'sound' check via paraedit to check to see if sound is working.
- 4) Addition of Army specific reports..
At the request of our Army customers, we have added two new reports that provide standard deviation and a percentage of goal report.
- 5) Ability to turn off AVG WAIT at the bottom of the queue screen.
We have placed an option for turning off AVG WAIT on the bottom of the queue screen. A numerical display of which number a customer is also displays on the queue screen to assist in those who have paging queues.
- 6) Optional addition of a 5th queue to a CLASC system.
For sites whom have utilized all 4 queues currently available on their system who would like to add a 5th queue, an additional queue can now be purchased to allow a maximum of 5 queues per host server if their hardware platform can support it.

Enabling New v3.4.1 Features:

All user definable features in the CLASC system are set through the paraedit form. You must have a DBA login (the username *queue*) to change parameters. Always do an export before making any major changes and always make sure that there are no users in the system and no screens open.

Email on the signin screen:

This is an optional feature of the CLASC system. Enabling email on the sign in screen will enable both the collection of the email address for metrics as well as the ability to click EMAIL from the triage screen to send a survey or follow up on a customer visit.

This option assumes the installation and configuration of Outlook on the customers standard desktop. Clicking on the EMAIL button will open a new message in the customer service reps email and optionally pre-populate the subject and attach a survey.

CLASC Customer Linked Automated Service Center

Exit

Financial Services Electronic Sign In

If you want information on your current pay, allotments, W2/Tax Information, debts, or leave balances you do not have to wait in line! Go to the PAYCALL phones on the other side of the island and lift the handset for further instructions. To Process a Voucher, Simply use the self help workstations to complete your forms. For travel, drop 4 copies of your voucher, orders, and receipts in the DROP BOX. For military pay, drop 2 copies of the form in the DROP BOX. Remember to sign your vouchers and forms!

* To sign in for financial assistance, please fill out the information *
 * below and click SIGN IN. Your name will appear in the queue on *
 * the large screen monitor and you will be called as soon as possible *

Last Name:

First Name:

Rank / Title:

Reason for Visit:

Unit:

Email:

Check this box if you belong to a GSU

Use TAB or ENTER to move to the next field. Use Shift+TAB to go back one field. F9 to display list of values. ALL fields are required.

SIGN IN



Step One – Enable the email option in paraedit:

CLASC - Customer Linked Automated Service Center

Query ADD Queue Call Agent ADD Rank ADD Reason ADD Detailed Reason ADD Unit Add CLASC User Save Sound check Exit

SIGNIN_EMAIL_ATTACHMENT
 c:\temp\Customersurvey.txt
 The attachment file for the customer service survey email.

SIGNIN_EMAIL_BASE_DEFAULT
 @TOPDOLLARSOLUTIONS.COM
 Default to auto build standard Email address, do not delete this parameter.

SIGNIN_EMAIL_BODY
 Please fill out the attached Customer Service Survey and return it via email.
 The subject line for the signin survey email form.

SIGNIN_EMAIL_FLAG
 ON
 Turns Email option on and off, do not delete this parameter.

SIGNIN_EMAIL_SKIP
 ,
 Ranks that do see the email input field, do not delete this parameter.

Record: 1/24 <05C> <DB6>

To enable calling customers from the queue, the SIGNIN_EMAIL_FLAG must be set to ON. Other options include skipping certain rank via the SIGNIN_EMAIL_SKIP field (i.e. RETIRED or DEPENDENT) to suppress the field when a person signs in and chooses that rank. If desired, you can set the SIGNIN_EMAIL_BASE_DEFAULT. This will auto-populate the email address with the first.lastname@email.base.default. If this is left blank, the customer can simply type in the full email address.

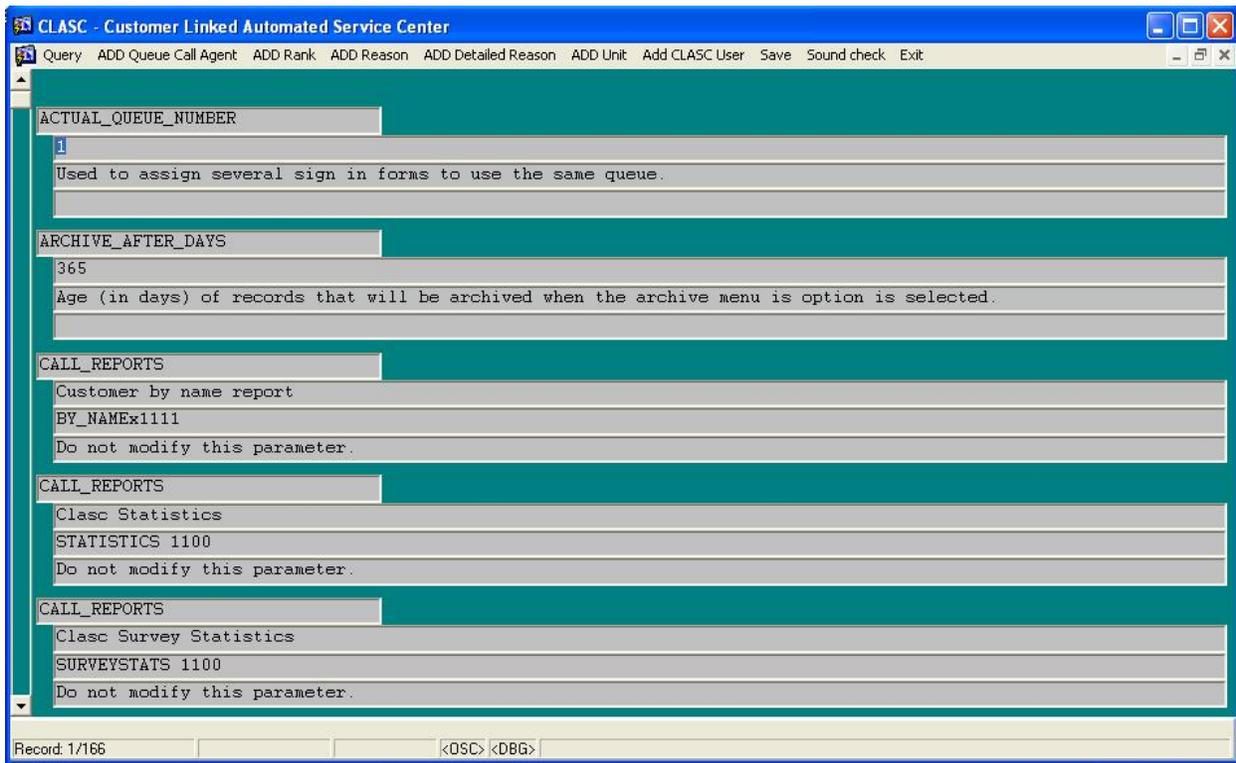
The SIGNIN_EMAIL_ATTACHMENT field designates a location for placing a survey or form to which you want to send to each customer who signs into the queue.

The SIGNIN_EMAIL_BODY field is what will show on the subject line of the email message that is created in the customer service reps local email application.

To utilize the email feature, after enabling the SIGNIN_EMAIL_FLAG there will be an EMAIL button the shows on the TRIAGE Checkout Screen. Before choosing CHECKOUT and dismissing the record, select the EMAIL the user and the form will call up your Outlook mail and open a new email to the email address entered by the user. The customer service rep will be able to add to or modify the email before sending it and then will choose SEND. This ensures that the customer service rep is actively sending the emails and reviewing them before they are sent.

User maintenance from the paraedit screen:

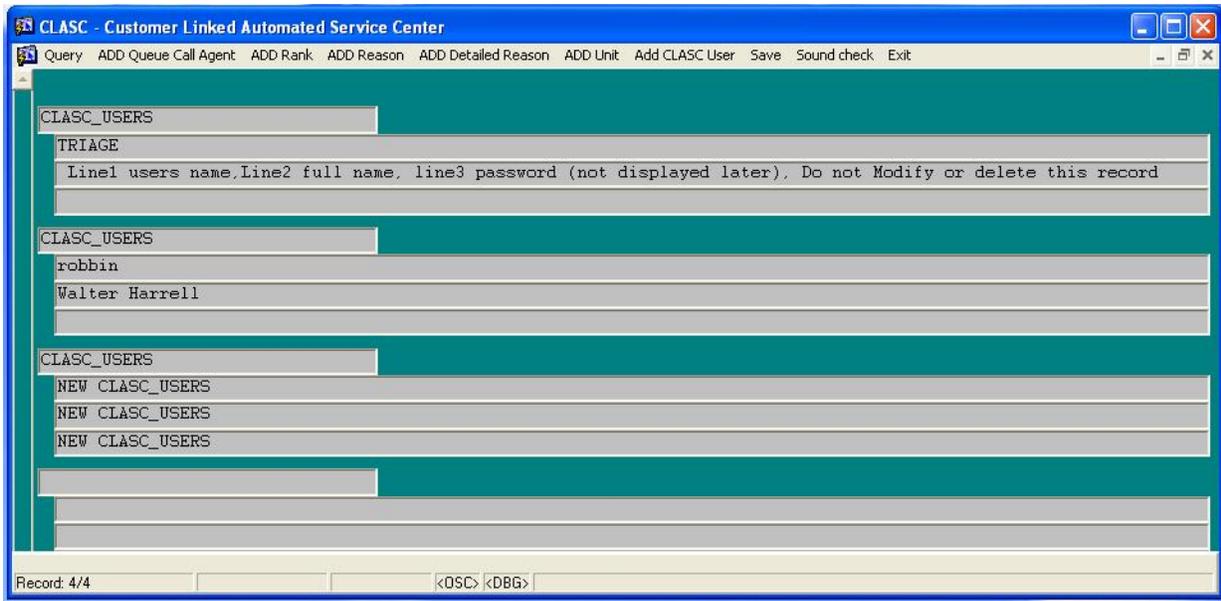
Adding and removing users who can check customers out of the system will now be accomplished via the host PARAEDIT1 screen vs the old method of running a script to create a new user. In the paraedit screen, choose ADD CLASC USER from the top menu bar:



After choosing that you will see a second screen pop up. Here you will enter the username on the first field, the full name on the second field and the password on the third field. You will then click save.

****Note**** After clicking SAVE the password will no longer be visible

You can continue adding users until all users have been added to the system. As with many single point options, ALL users for ALL queues in the system should be added through the primary host screen using PARAEDIT1. Users may also be deleted through the paraedit screen using the Delete Record option from the top menu bar that will be available when you click into a record. Once records are deleted you cannot get them back.



Sound check via paraedit:

After opening the paraedit screen on the workstation you are trying to test sound on, simply choose Sound Check from the top menu bar to test the sound. Remember users often disable or change their sound settings on their workstations to listen to personal audio. Always make sure you can fire a sound in the default windows directory and hear it as part of your testing process.

Addition of Army specific reports

For our Army customers, the two additional Army specific reports regarding percentage of goal minutes and standard deviation are now part of the standard report set for all CLASC users.

Ability to turn off AVG WAIT at the bottom of the queue screen

For our customers who did not have this feature before and would choose to utilize it, you may choose to disable the AVG WAIT field at the bottom of the customer queue screen if you do not want your waiting customer population to see the average number of minutes waited for the last 5 customers. This is an option that large waiting population sites and ID Card sections occasionally choose to utilize. Again, open paraedit for the queue you are modifying. Choose Query / Queue / this first record will be QUEUE_AVG_WAIT You may set the flag to either ON or OFF.

Optional addition of a 5th queue to a CLASC system

TDS has added the ability to add a 5th queue to any CLASC host server. This option is hardware dependent and would include purchasing an additional queue. If you would like to discuss this option, please contact TDS Sales by emailing sales @topdollarsolutions.com .