

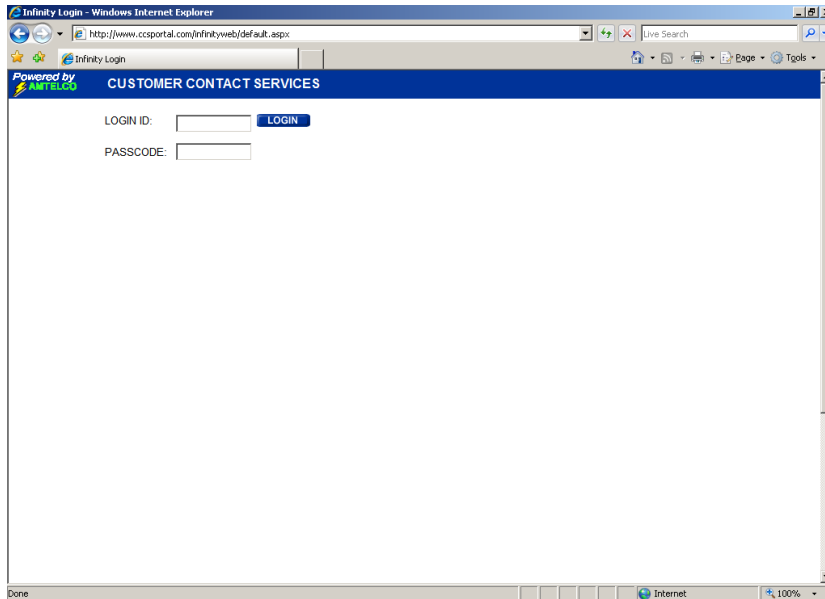


## Web-Enabled On Call Maintenance

Web-enabled maintenance allows the client to update on call schedules. The following notes are intended to introduce the functions.

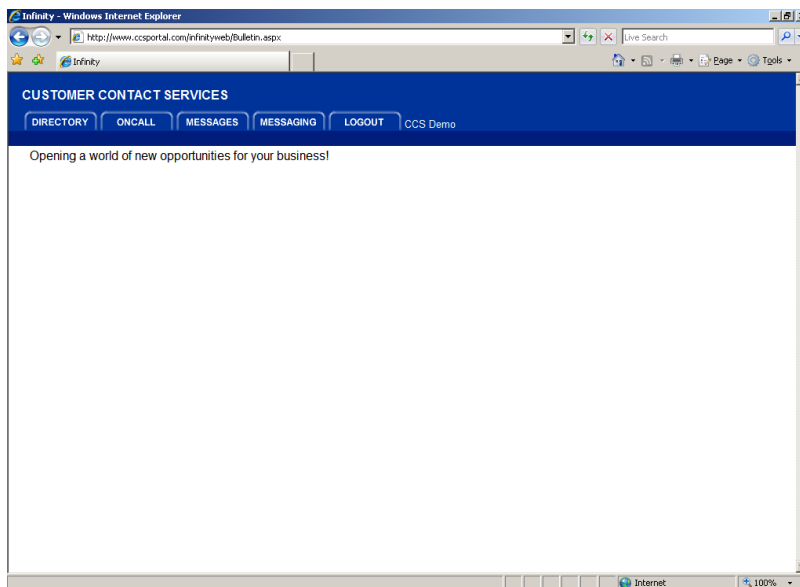
### Logging in to the account:

To begin, direct your browser to [www.ccsportal.com](http://www.ccsportal.com) and choose the “Web Client Login”. You will be prompted for your user ID and password.



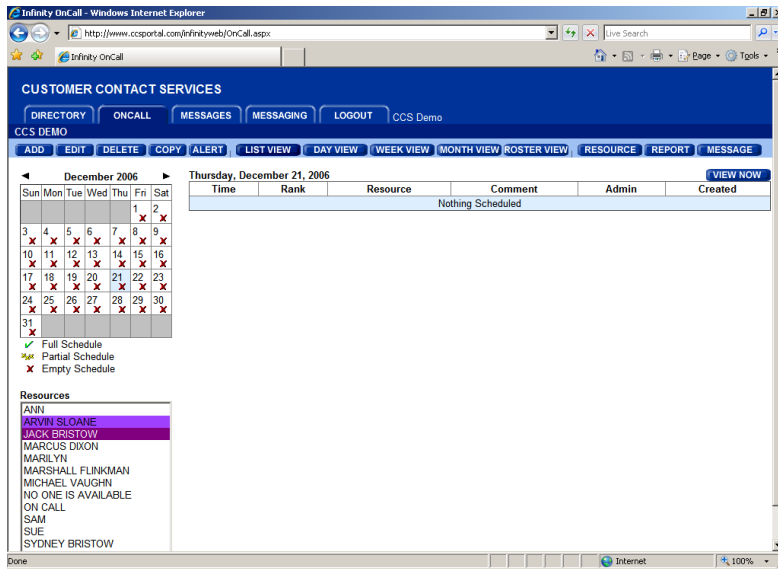
This ID and password identifies your corporate account and will permit you to view current settings. To make changes, you will need to further identify yourself as a specific and authorized user, since several people may be authorized to make changes to the same account.

The next screen lists your choices – typically Directory, On-Call, Messages, and Logout. It is important to remember that you need to log out (not just exit the browser) when you are finished. Web-enabled sessions that are not logged out are kept active for up to 20 minutes and may block other users.



## Viewing the On-Call Schedule

To view the current on-call schedule, select the On Call tab at the top of the screen.



The system will display the list of on-call assignments active today.

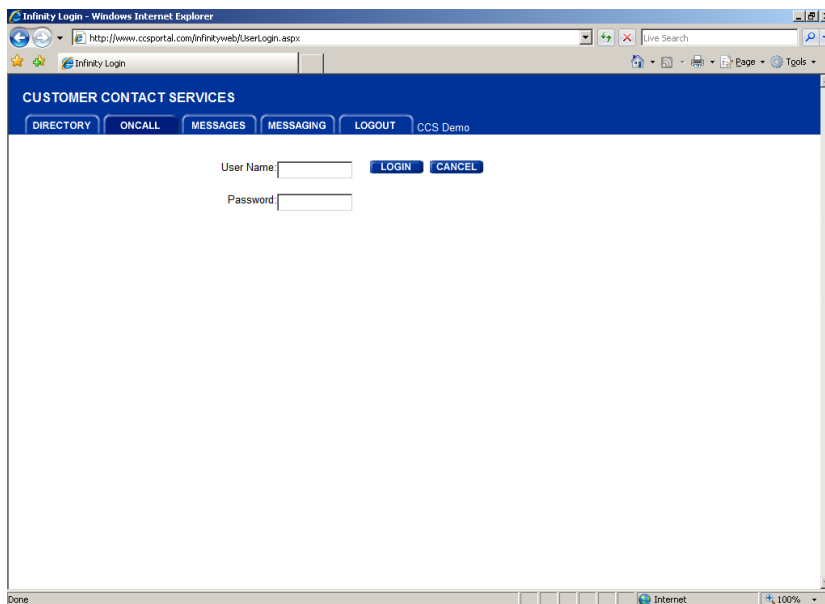
The calendar on the left serves two purposes. First, by clicking on a date, you can change the schedule to display information for that date. Second, the calendar provides an overview of which days are covered on the schedule. Check marks indicate that all hours of that day have at least one person (otherwise known as “resource”) assigned. Note that a check mark *does not* guarantee the schedule for the day is complete.

### Adding a new assignment

To add a new assignment to the schedule, first select the date from the calendar on the left. If you will be scheduling the person for more than one day, it is convenient to select the first date of the schedule. Next, press the “Add” button above the schedule.

### Logging in - again

If this is the first change you’ve made during this session, you will be asked to supply another login. This login identifies you as an authorized user and will use a different ID.



Once you have identified yourself, you can continue with your changes.

The screenshot shows a web browser window titled "Infinity OnCall - Windows Internet Explorer". The address bar shows the URL "http://www.ccsportal.com/infinityweb/OnCallAdd.aspx". The page header includes "CUSTOMER CONTACT SERVICES" and "CCS DEMO". Below the header are navigation tabs: "DIRECTORY", "ONCALL", "MESSAGES", "MESSAGING", "LOGOUT", and "CCS Demo". The main content area is titled "OnCall Assignment" and contains the following sections:

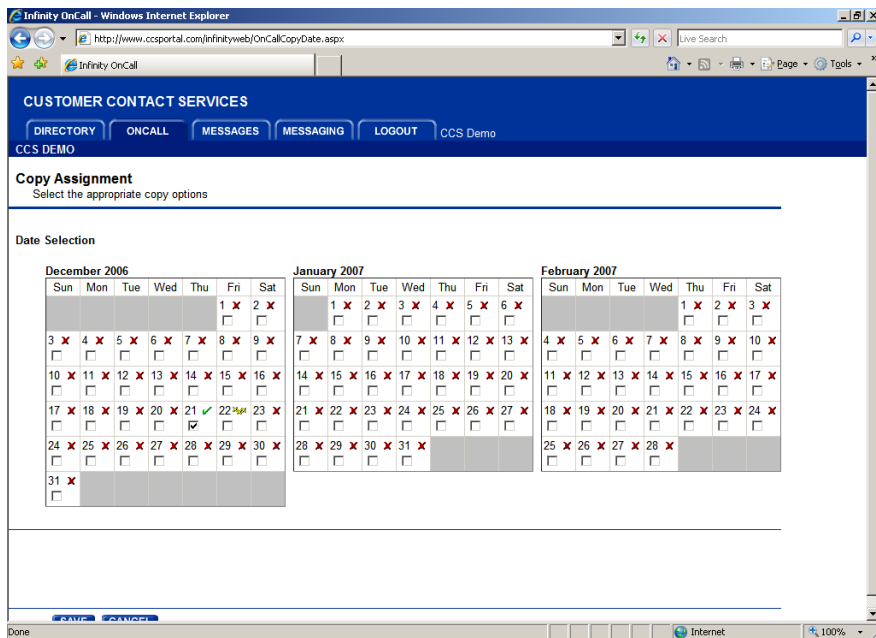
- Enter schedule dates and time:** Includes a "Shift" dropdown menu set to "N/A", "Start Time" (December 21, 2006, 12:00 AM) with a "NEXT AVAIL" button, and "End Time" (December 22, 2006, 12:00 AM).
- Determine the order of the schedule:** Includes a "Rank" dropdown menu set to "0" (with a note "Lower value is displayed first") and a "Comment" dropdown menu.
- Select the person to schedule:** Includes a "Resource" dropdown menu set to "ANN" and a text input field containing "NAME ANN".

You will set the starting and ending times for the schedule, select the person involved, and choose the rank to indicate where the “resource” appears in the on-call list. (For example: If you have an on call and a back up, you would put your on call as “rank” 1 and your back up as “rank” 2.)

- The maximum length of an assignment is about a month.
- For people who have the same assignment month after month, it’s convenient to set the schedule from 12am on the first of this month to 12am on the first of the next month.
- For other people, you probably want to avoid schedules that change at midnight. Why make two people worry about getting calls in the middle of the same night.
- Even if the on-call only really lasts after business hours (5pm to 8am), you might want to schedule all the hours (8am to 8am). This does two things. First, your schedule calendar will have check marks instead of complaining about “incomplete” days. Second, and more important, if everyone happens to be out of the office at 8:15 some morning and an emergency call comes in, it’s much better to contact the on-call person than to have a blank schedule and just take a message.

Next, you’ll see a note asking if you want to copy this new schedule. The computer is offering to enter the same person’s schedule for the same length of time but different starting dates. If you’re not comfortable copying, just save what you have scheduled.

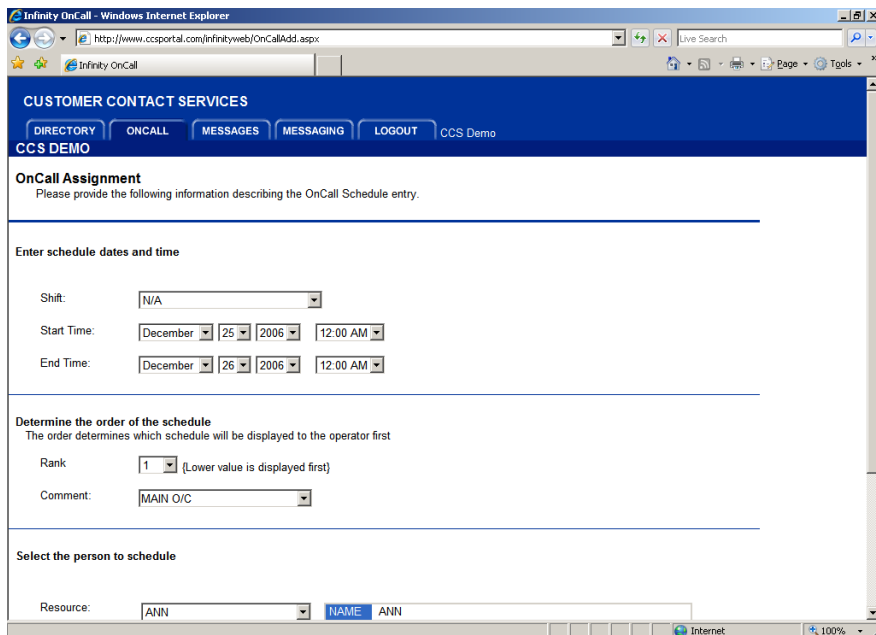
If you click on the box to “copy schedule” and then click on “Save”, you’ll see a calendar screen with check boxes. Choose the starting dates to which you want to copy, then click “Save” again.



Copying schedules can be a powerful way to maintain your on-call list, as long as you remember to check only the beginning date to which you're copying. If you check every date for a week-long schedule, you'll get seven copies of the same schedule. If you're not comfortable copying, just enter the copies manually.

### Editing and deleting schedules

Changing or removing existing assignments is simple. Just click on the assignment in the schedule list, then select "Edit". You can change the assignment and click "Save". Or to remove the assignment all together; click on the assignment and then click on "Delete". Remember that you may need to log in as an authorized user if this is your first change in this session. If you get to the edit screen in error, simply click "Cancel" to get back to the schedule.



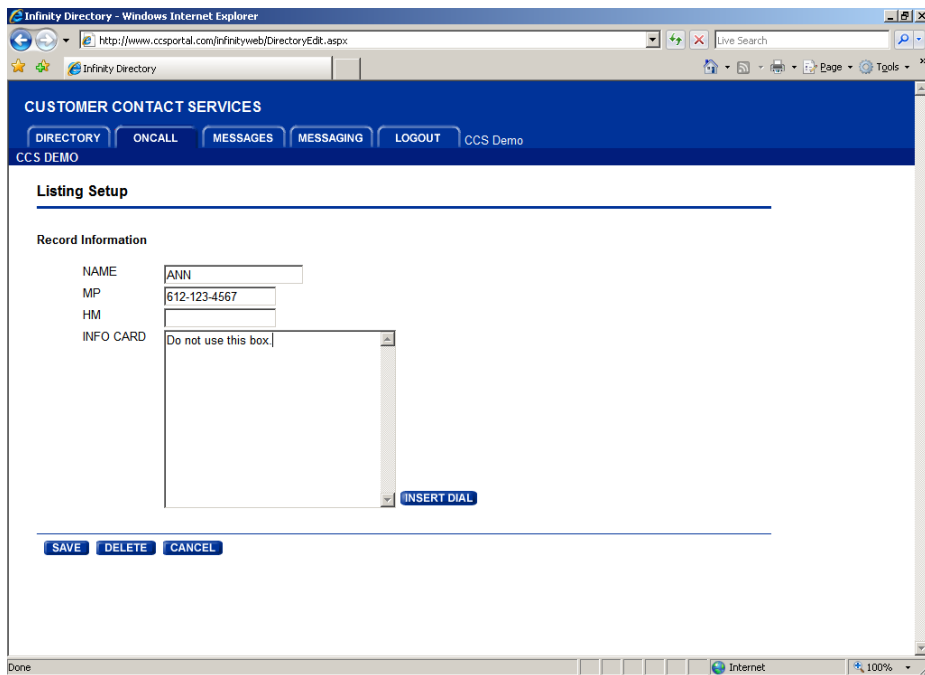
## Changing personnel “resources”

Your people are known to the system as “resources”. To add, delete, or change employee information, you click “Resource”. This button is on the right hand side of the screen.

The screenshot shows the 'Infinity OnCall' web application interface. At the top, there are navigation tabs: DIRECTORY, ONCALL, MESSAGES, MESSAGING, LOGOUT, and CCS Demo. Below these are buttons for ADD, EDIT, DELETE, COPY, ALERT, LIST VIEW, DAY VIEW, WEEK VIEW, MONTH VIEW, ROSTER VIEW, RESOURCE, REPORT, and MESSAGE. The main content area is divided into two sections. On the left is a calendar for December 2006, showing dates from 1 to 31. A legend below the calendar indicates: a green checkmark for 'Full Schedule', a yellow asterisk for 'Partial Schedule', and a red 'X' for 'Empty Schedule'. On the right is a table titled 'Monday, December 25, 2006' with columns: Time, Rank, Resource, Comment, Admin, and Created. The table contains one row: 'Mon 12/25 12:00 AM - Tue 12/26 12:00 AM', Rank '0', Resource 'ANN', Comment, Admin 'CCS', and Created '12/21/2006 10:41AM'. Below the calendar and table is a 'Resources' list containing: ANN, ARVIN SLOANE, JACK BRISTOW, MARCUS DIXON, MARILYN, MARSHALL FLINKMAN, MICHAEL VAUGHN, NO ONE IS AVAILABLE, ON CALL, SAM, SUE, and SYDNEY BRISTOW.

From here you can add a new resource or select someone to edit.

The screenshot shows the 'Infinity OnCall' web application interface. At the top, there are navigation tabs: DIRECTORY, ONCALL, MESSAGES, MESSAGING, LOGOUT, and CCS Demo. Below these are buttons for ADD, EDIT, DELETE, and REPORT. The main content area is divided into two sections. On the left is a calendar for December 2006, showing dates from 1 to 31. A legend below the calendar indicates: a green checkmark for 'Full Schedule', a yellow asterisk for 'Partial Schedule', and a red 'X' for 'Empty Schedule'. On the right is a table titled 'Monday December 25, 2006' with columns: TIME, SCHEDULE, RANK, COMMENT, USER, and CREATED DATE. The table contains one row: 'Mon 12/25 12:00 AM - Tue 12/26 12:00 AM', SCHEDULE 'CCS DEMO', RANK '0', COMMENT, USER 'CCS', and CREATED DATE '12/21/2006 10:41AM'. Above the table is a 'SELECT RESOURCE:' dropdown menu with 'ANN' selected, and buttons for ADD, EDIT, and DONE.



To modify information for a resource, change any of the data fields and then click “Save”. To exit the editing without changing the record, click “Cancel”.

If the resource no longer works with your company, you can remove him from the resource list by clicking “Delete”.

- The info card box below is general information and is not normally used.
- “Insert Dial Character” refers to the info box next to it. Its purpose is to identify a section of text as a phone number so that it can be dialed automatically without retyping. Since we don’t normally use the info box, don’t worry about this one.
- Pager numbers frequently have obscure codes around them which enable software to dial the pager. Check with us before changing pager information. (If you’re just changing the number in quotes it will probably work, but safer to ask.)

### **When you’re done....**

Remember to logout.