



Welcome aboard, attendees! There are (2) 75-minute Intelligent Series (IS) scripting tracts to consider during your visit. Both tracts will occur on day 2 or Wednesday, September 10, early in the morning.

- The first tract is for those attendees with zero to very limited IS scripting experience. Implementation specialists will introduce terminology and entry-level concepts. This will occur in its own room.
- The second tract is for those attendees with IS scripting experience and who have questions about their current scripts. We request some upfront information on what you want to do with the script and what you have tried with the script. Before you travel to Madison, Wisconsin, please include on an email to trainers@amtelco.com:
 - Your name
 - Your site
 - Your participation in the upcoming Amltelco Healthcare conference
 - The details on your IS script question(s)
 - An export of the script in its current state.

We will separate interested attendees into two different rooms where implementation specialists and other attendees can provide feedback.

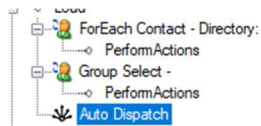
**** Please see examples on the next page which fit time and scope. ****

Potential examples to consider:

1. “I am trying to automate a notification process without operator involvement. I know it requires Mergecomm. I tried to replicate the programming from a different account.”



2. “I am trying to send a message to multiple contacts. Help!”



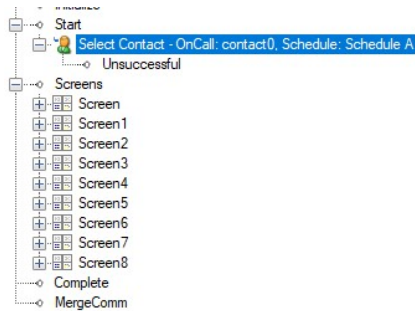
3. “We will introduce a new messaging method soon. How do I display that information in my script?”

The screenshot shows a web form titled 'Take Message' with a 'Close time in 2:49 PM' indicator at the top right. The form contains several input fields organized into sections: 'Initial message' (a large text area), 'Contact information' (fields for 'Contact name', 'Contact number', 'Contact email', 'Contact address', 'Contact city', 'Contact state', 'Contact zip', 'Contact country', 'Contact phone', 'Contact fax', 'Contact mobile', 'Contact other'), 'Message details' (fields for 'Message type', 'Message subject', 'Message body', 'Message priority', 'Message status', 'Message date', 'Message time', 'Message location', 'Message source', 'Message type', 'Message subject', 'Message body', 'Message priority', 'Message status', 'Message date', 'Message time', 'Message location', 'Message source'), and 'Message actions' (fields for 'Message type', 'Message subject', 'Message body', 'Message priority', 'Message status', 'Message date', 'Message time', 'Message location', 'Message source'). The form is displayed in a browser window with a dark sidebar on the left.

**** Please see examples on the next page which do not fit time and scope. ****

Potential examples to avoid:

1. "My script has a lot of screens. I need help consolidating them into fewer screens."



2. "I need help bringing a reply into my script for the agents to see."



3. "There are too many clicks on this script. How can we minimize this?"

