

Key Ops Dispatch: Special Edition

November 2002

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From Ines Collazo, AVP Customer Service:

Increased Quarter-End Call Volume

First and foremost, I'd like to thank all of you for your patience during this extremely busy end of third quarter. Call volume had increased by 51 percent – due to month-end, quarter-end, and pricing issues. To ensure that dealers with the most urgent problems (those with down servers, for example) receive the fastest response, we do prioritize calls.

Customer Satisfaction Results Positive

As we announced in an e-mail on August 7, 2002, (<http://www.ddms.com/support/massfax/custsat.htm>), we have partnered with Service 800, Inc., a third-party customer satisfaction survey company. Service 800 surveys our customers about ECI2's service, technicians, and training, and then reports composite results data and information about our progress. We have received results from the surveys that Service 800 completed in September, so that we can measure our progress against our August baseline.

According to survey responses, "Response Time" continues to be "the most important element of service" at 47 percent. "Fix Time" follows at 21 percent, and then "Completeness of Solution" at 12 percent.

All ratings improved from August to September. It seems our training efforts have paid off as we met our goal on two elements of customer service: "Technical Ability" and

"Completeness". We were very close to reaching goal on the remaining three elements: "Response Time", "Kept Informed", and "Fix Time". Our efforts in monitoring the queue, encouraging follow-ups, mentoring, and communicating internal tech tips will persist so that we may continually improve our ratings on these elements.

If you desire not to participate in the survey, you can request to be removed from the list by sending an email to support@eci2.com with the subject "No Survey".

If Service 800 calls you, we strongly encourage your participation. These surveys will provide an objective look at our current performance and help direct future improvements to our support and training services.

Dealer Station® DDMS Edition Upgrade Slated for Fourth Quarter

We plan to release a new version of Dealer Station DDMS Edition in early December, 2002. You will soon receive an email describing the new features in this version.

And the Learning is Easy: Virtual Classes

Learning about your DDMS system is easier than ever: our new Virtual Classrooms let you attend live classes over the Internet. Watch, listen, and interact as an experienced instructor walks you through a software application.

Using the Web, instructors demonstrate how the software works, while you ask questions and interact with the other students over the telephone. We limit each class to eight companies, so the instructor can answer individual questions.

Virtual Classrooms give you advantages that traditional classes can't match:

- * Learn how to make your system really work for you, without the time and expense of traveling.
- * Profit from the wealth of experience our instructors can share: all of our instructors have spent years training DDMS customers like you, and can share real-world tips and techniques you won't find in the manuals.
- * Virtual Classroom training offers you tremendous value: most classes are only \$150, and several employees from your company may attend without paying additional fees.

All classes are conducted using the graphical versions of our software. We currently offer classes that cover all the basics for eNsite™ and eNsite Pro™. We also offer classes on Dealer Station DDMS Edition. Most classes are offered several times a month, so you can find a time that works for you.

New to graphical?

Our free Graphical Overview class lets you take a tour of the graphical software and learn about its many benefits.

Learn Serialized Inventory the Easy Way

The serialized inventory module lets you manage office machine sales, rentals, and service. Now you can learn to automate your office machine business the easy way, with a new series of eight virtual classes on serialized inventory.

To learn more about Virtual Classes and register, please go to our Web site:

<http://www.ddms.com/training/vc/vc.htm>

Year-End Key Ops Available

The November 2002 Key Ops, our annual year-end procedures issue, is currently being printed. You should receive your copies in the mail by mid-November.

If you would like to get a head start on your year-end procedures, an electronic version of the November Key Ops is already available on our Web site:

<http://www.ddms.com/support/pubs/keyops.htm>

Printing Pick and Purchase Order Dumps

When you have a problem with a ticket or purchase order, you can print DDMS' Pick File Data Dump and P/O File Data Dump. While they're not an easy read, these printouts give a technical support technician crucial details about the steps taken on related transactions.

To learn how to print these Pick and P/O data dumps, see [FAQ # 221: Printing Pick and Purchase Order Dumps](#).

Printing a Report Writer Analysis

When you have a problem with a customized report, you can print DDMS' Report Writer Analysis for either a report format (how data is laid out on paper) or selector (your sorts and limits). These printouts give a technical support technician details about how you've customized a report so we can troubleshoot any miscalculations.

To learn how to print a Report Writer Analysis, see [FAQ # 222: Printing A Report Writer Analysis](#).

Updated Resources

Every Key Ops Dispatch includes new FAQ files, but what happens when the software changes, making older FAQ files and documents outdated? We're keeping them up to date, making updates and corrections as necessary. Here's a summary of updates we've made recently:

In "Setting Up and Using Internet Purchasing and PSNs"

(http://www.ddms.com/Resources/Support/faq/purch_comm/pcn.pdf),

we corrected page 10, step 2 to indicate that you should enter **Y** instead of **O** .

We retired the outdated "It's a Wrap!" article when we updated FAQ # 75: Using Wrap-n-Label and Wrap-n-Pack, which includes additional features that were added to these

programs in Version 4.G:

(http://www.ddms.com/Resources/Support/faq/purch_comm/wnl-4g.pdf).

In FAQ # 141: Verifying Dealer Station Billings

(<http://www.ddms.com/Resources/Support/faq/ecommerce/verifydsbilling.pdf>), we corrected step 6 to indicate that you do not use the SLSM field, but instead “Tab to the O.T. field, and type the order taker (order writer) number that’s assigned to Dealer Station. The default Dealer Station order taker is ACUM.”

We updated "Upgrading to eNsite Pro from PGD/OS: Hardware and Software"

(<http://www.ddms.com/Resources/Support/faq/windows/PGD-to-2000.pdf>) instructions with the new READTAPE.EXE screen and options (pages 23-28).

We updated FAQ # 71: Exporting Reports in Microsoft® Windows™ NT

(<http://www.ddms.com/Resources/Support/faq/windows/export-nt.pdf>) and added a new article for Windows 2000 users, FAQ # 218: Exporting Reports in Windows 2000 (<http://www.ddms.com/Resources/Support/faq/windows/export-2k.pdf>). Here's a summary of the changes:

- Clearer definitions of the types of File Printer setups you can do
- Updated instructions for Microsoft® Windows™ 2000 where applicable.
- Updated instructions to navigate to your DDMS work unit, rather than specifying the SR folder.

We’ve updated the O/PUS “Inventory Housekeeping” article at

<http://www.ddms.com/Resources/Support/faq/inventory/opus-del.pdf>, which originally appeared in the April 1999 Key Ops newsletter. Steps 14 and 15 were outdated as of 5.10.64, when some options were rearranged.

In August, we released a serialized enhancement that lets you fax and e-mail meter readings, contract renewals, and service workorders. You can set up contact information using the graphical Contacts window or the new text-based Contact Fax & E-Mail screen. This handout contains instructions for setting up and using this new feature in both graphical and text-based software:

(<http://www.ddms.com/Resources/Doc/version5/ezfax.pdf>)

“Order Entry Freight Tables”

(http://www.ddms.com/Resources/Doc/version5/oe_freight.pdf) explains how to use the freight table enhancement, which lets you easily add freight charges in order entry for all available freight vendors.

In September, we corrected the information about how O/PUS calculates list price variances in two places: “O/PUS Multivendor” documentation

(<http://www.ddms.com/Resources/Support/faq/opus/opusdoc.pdf>) on page 47, and

“OPUS Made SIMPLE”

(http://www.ddms.com/Resources/Support/faq/opus/opus_SIMPLE.pdf) on page 34.

The corrected rule for list price variance is as follows: "If the list price for your selling

unit of measure is more than 30 percent lower or 70 percent higher than the prices available for this item on the update, OPUS cannot update the item."

Online help for eNsite (<http://www.ddms.com/spsandbox/ensitehelp/cnts.htm>) and eNsite Pro (<http://www.ddms.com/lgs/ensiteprohelp/cnts.htm>) has been completely updated. In addition to complete coverage of all graphical screens, it now includes documentation for text-based screens that have not been replaced with graphical screens yet. In addition, the web-based version of online help now includes a complete search feature.

Enhancements related to this summer's new Tennessee tax requirements are also documented in this help file:

http://www.ddms.com/lgs/ensiteprohelp/Setting_Up_Tiered_Taxing.htm

As you may know, our fax numbers changed when we moved to our new location in Fort Worth. We have corrected fax numbers on important forms available on the web site, primarily at <http://www.ddms.com/support/faq/forms-letters.htm>.

You can also find complete contact information on our newly updated Contact Us web page: http://www.ddms.com/contact_us/contactus.htm

Here's a list of our fax numbers for your reference:

Administration: 682-831-9914

Sales: 703.270.3775

Accounting: 703-448-8934

O/PUS: 682-831-9916

Silver Plus: 682-831-9910

Support: 682-831-9909

Support: 682-831-9910

Support: 682-831-9911

Tell Us What You Think: Online Feedback Forms

We are always receptive to your ideas for improvement, and we want to make it easier for you to communicate those ideas.

If you have feedback or corrections to report for documentation, please use our new online documentation feedback form at http://www.ddms.com/support/doc_feedback.htm. Of course, you can also send a simple email to docfeedback@eci2.com, but using the online form will help us find exactly what needs to be fixed.

To submit Support requests, please enter detailed information about your problem at <http://www.ddms.com/support/supportcall.htm>. You can also call us or email us at support@eci2.com. However, the form provides your Support tech more information about your issue before calling you the first time.

Can you think of anything we can do to make Customer Service even better? Please send any comments or suggestions to keyops@eci2.com

To Subscribe or Unsubscribe

Key Ops Dispatch, an e-mail newsletter, comes free of charge to all DDMS customers.

To update your e-mail address, or to unsubscribe, write to keyops@eci2.com