

# KINETIC SURVEY



## ENTERPRISE FEEDBACK MANAGEMENT CALL SCRIPTING

### Functional Specification Matrix

<b>Organization</b>	
Scripts can be organized and managed by department.	✓
- Define organization structure	✓
- Define groupings within organization structure	✓
- Create security to isolate department information	✓
- Allow company wide access to all departments	✓
Script managers are related to departments	✓
All script data resides in central database	✓
- Script data is restricted to department configuration	✓
<b>Creation</b>	
Script builder allows easy creation of scripts	✓
No java scripting or HTML required to produce Scripts	✓
No database table administration required for new Scripts	✓
No database modification for modified Scripts	✓
No restriction on size scripts	✓
No restriction to number of scripts	✓
No limit to sub-scripts within scripts	✓
WYSIWYG editor for easy formatting and styling through CSS Style sheets	✓
- Layout fields with Drag & Drop	✓
- Style by applying property changes	✓
- Hide fields	✓
- Multiple layout styles for fields	✓
- Custom Javascript can be added	✓
Multiple script field types	✓
- Free Text (single or multi row)	✓
- Decimal and Integer field	✓
- Email field	✓
- List (Self defined)	✓
- Dynamic List (Source from system values or previous field values)	✓
- Numeric Range (Minimum to Maximum) field	✓
- Static field defaulting	✓
- Dynamic defaulting based on system data	✓
- Required field checking configuration by field	✓
- Data verification e.g. Credit Card number validity	✓
- Notifications can be configured based on field	✓
- Branching - Business logic at the Script presentation layer allows Script fields or sections to appear or be hidden based on a variety of criteria (e.g. user, type of request, permissions, etc.)	✓
Section elements to contain field types as logic grouping	✓

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Multi-part Scripts	✓
- Next page contents	✓
<b>Creation Continued</b>	
- Confirmation page	✓
- Script page dynamic branching	✓
Text/Dynamic text	✓
- HTML Styling for strong presentation	✓
Multi-language support	✓
Launch other applications from script responses	✓
- Display System values and previous Script page values	✓
Image inclusion in Scripts	✓
- Create library of images	✓
- Reuse images from library	✓
- Preview images before adding to Script	✓
Copy fields from other Script	✓
- Select field from other Scripts in system	✓
Maintain Script themes	✓
- Identity 'scraping' for submitter identification	✓
- HTML and JavaScript inclusions allowed in scripts	✓
- Highlighting of blank required fields	✓
<b>Workflow</b>	
Outbound and Inbound call scripting	✓
Reduce agent training	✓
Script display workflow can be added with custom JavaScript	
- JavaScript executed based on user response to a field	✓
Workflow can be created based on submission of Script	✓
- Create records in system as a response to a Script submission	✓
- Send notifications as a response to a Script submission	✓
<b>Notification / Approval</b>	
Email notification based on script question values	✓
Email notification based on scoring of script question	✓
Email notification based on scoring value or percentage score value of script	✓
Email can be populated with system data	✓
Notification derived by default value or database value based on response	✓
<b>Integration</b>	
Seamless integration with Remedy ARS	✓
Integration to other application via Remedy objects	✓
Data can be stored in external databases	✓
Edit, update and insert allowed to database records	✓

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Fully relational database model	✓
All script data collected by users are stored in database	✓
No data re-entry or importing of results	✓
Easy triggering of Remedy Change/Action Requests/Custom forms	✓
- Script results can be associated to create form in Remedy. Allows for easy recall of form data.	✓
<b>Integration</b>	
Script triggered from Remedy ARS or integration application	✓
Update of Remedy ARS ticket through script workflow	✓
Integration into external applications through API and/or ODBC	✓
Can schedule appointments and tasks	✓
Sales/Purchase Orders taken and initiated through script	✓
<b>Deployment</b>	✓
Automatic Web deployment	✓
- No file transfer knowledge required by Script managers	✓
- Self deploying of web contents (images)	✓
- Real time deployment of Script changes	✓
- Changes can be made to Scripts in production	✓
- Audit trail of changes for Active Scripts	✓
- Visual awareness of Active state to avoid mistake changes being applied	✓
- Compatible with all popular browsers (IE, Mozilla (Firefox, Netscape), Opera)	✓
No Java requirements for Script completion	✓
Activate/De-activate Scripts easily	✓
Activate/De-activate Scripts for pre-determined periods eg. End of month, enrollment period, closing date	✓
Secure SSL layer deployment can easily be employed	✓
Automatic Web deployment	✓
- No file transfer knowledge required by Script managers	✓
- Self deploying of web contents (images)	✓
<b>Targeting</b>	✓
Scripts can be targeted to a specific recipient	✓
- Event based triggers. Based on a condition defined against a change in a record within the application.	✓
<b>Reporting/Data access</b>	✓
In-built reporting and analysis using Crystal Reports	✓
- Report qualifications can be saved for recall later	✓
- Qualification can be based on Script field value checks	✓
- Overview report provided	✓
- Status report provided	✓
- Cross tab report provided	✓

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### Functional Specification Matrix

ODBC integration to Microsoft and other ODBC compliant applications	✓
- External application can view all form data	✓
<b>Supported Platforms</b>	✓
Web Servers:	✓
- Microsoft IIS	✓
- Apache Web Server	✓
-Oracle Application Server	✓
-Sun ONE Web Server (iPlanet)	✓
-IBM Websphere	✓
<b>Supported Platforms Continued</b>	
- BEA Weblogic	✓
Kinetic EFM & AR System Server:	✓
- Linux,	✓
- Windows	✓
- Solaris	✓
- HP-UX	✓
- AIX	✓
Native Clients:	✓
- Windows NT/2000/XP	✓
Browser Clients:	✓
- Linux	✓
- Windows	✓
- Solaris	✓
- HP-UX,	✓
- AIX,	✓
- Macintosh	✓
	✓