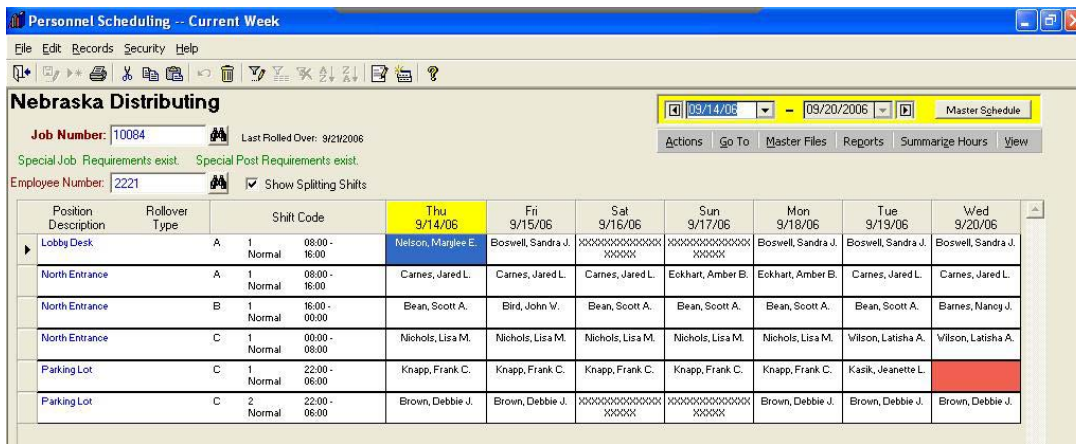




# CallQ

TEAM has developed a revolutionary new product - CallQ, which automates the process of contacting employees via telephone to fill open shifts. CallQ uses text to speech technology to announce a pre-defined script over the telephone. The recipient of the call can accept or decline a shift without ever speaking to anyone in your office.

The process starts with an open shift in WinTeam's Personnel Scheduling module. The open shift is color coded in red.

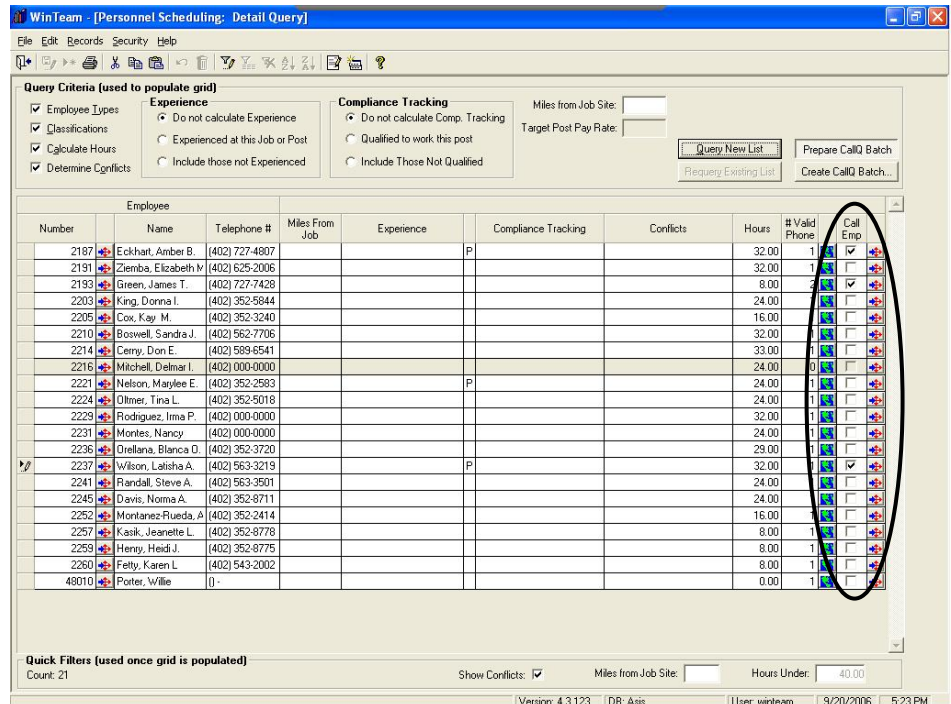


After the open shift has been identified, the Query screen may be used to search for and display available, qualified and experienced employees. After reviewing the list, you may select the employees to contact and prepare a CallQ batch.

The Query screen, shown here, has many functions. It can search for employees who:

- Have worked the job or post in the past
- Live within a certain distance from the job
- Have less than a certain number of hours already scheduled
- Meet special training criteria

The Query screen can also map directions from the employee's address to the job location using Google Maps®.



## CallQ - Automating Outbound Calling

After you have selected the employees in the Query screen, the CallQ Batch screen will be displayed. On this screen, you can define how many times to call each person, when to start calling and the caller ID number to display on the recipient's phone. You can also define the script on this screen. Certain information, such as the job and shift details, including date and time will be defaulted from the Personnel Scheduling screen. You can also determine the order in which employees will be called. You have the option to randomize the order as well.

### CallQ Batch Features

- Import contacts from other sources, such as an Excel® spreadsheet
- Define whether or not to leave a voice mail message
- Define "Standard" or "Urgent" calling parameters
- Call multiple phone numbers for each employee
- Create batch templates with standard scripts

After the batch has been submitted, CallQ will begin calling employees and announcing the pre-defined script. In this example, an open shift is being offered. If CallQ encounters an employee who wants to accept the shift (by pressing a key on his/her touch tone phone), the acceptance will automatically be logged and that employee will be populated into the schedule. You also have the option to immediately transfer the call to someone in your office upon an acceptance or a decline.

Position	Rollover	Shift	Thu 9/21/06	Fri 9/22/06	Sat 9/23/06	Sun 9/24/06	Mon 9/25/06	Tue 9/26/06	Wed 9/27/06
North Date	A	1	CallQ Accepted	CallQ Accepted	CallQ Accepted	CallQ Accepted	CallQ Accepted	CallQ Accepted	CallQ Accepted
North Date	B	1	Barner, James M	Barner, James M	Barner, James M	Barner, James M	Barner, James M	Barner, James M	Barner, James M
North Date	C	1	Vilva, Vidara S	Vilva, Vidara S	Vilva, Vidara S	Vilva, Vidara S	Vilva, Vidara S	Vilva, Vidara S	Vilva, Vidara S

### Color Coding

Shifts in the Schedule may be color coded according to the CallQ status. In this example, the shifts that have been accepted by an employee contacted by CallQ have been colored green. There is also a shift in yellow which indicates that CallQ is currently trying to find someone.

CallQ isn't limited to employee contact. Use CallQ to inform customers, vendors or potential employees about important information or events.