

Subscriber Directory Listings Managed with HickoryTech's SuiteSolution[®]

The SuiteSolution[®] Directory Module allows you to capture and control the content and presentation of subscriber listings in your phone book, easily and efficiently.

When a new customer is set up within Customer Relationship Manager (CRM), or when a service order is initiated in Work Flow Manager, the system is triggered to feed that vital information to populate the Directory database.

Directory information can be exported:

- Nightly to the 411 National Directory Assistance information database
- Annually to third-party vendors for phone book publication
- Upon demand for reporting & analysis

Benefits

SuiteSolution's Directory module provides accurate collection, retrieval, and distribution of your directory information. You will be confident that your publisher receives complete and correct information when it's time to publish your directory. Directory makes gathering subscriber information:

Simplified – there is no re-keying of basic customer information, which flows-through directly from CRM.

Organized – the onscreen galley preview allows you to immediately see how the entry will appear in the galley proof.

Accurate – because it is directly tied to subscription point in CRM, any changes made to the status of the customer's account are immediately reflected in the directory record.

The result is savings of staff time & confidence that the information is correct.

Security

Your customized security roles and password assignments defined in Back Office Manager control access and activity rights every time your staff logs in. The nightly refresh is automatically saved and becomes an audit trail identifying when and who made changes to the database.

Integration

Directory is directly integrated with the following SuiteSolution core modules:

- Customer Relationship Manager
- Work Flow Manager
- Back Office Manager

Display

The Directory "Listing Inquiry" menu option is a display of what the entry will look like when printed in a phone book.

The appearance of each line can be dynamically updated by simply clicking arrows to change the order and



indentation of the listing. Your CSR has immediate visual feedback with the on-screen presentation of the listing, minimizing the chance for errors and decreasing the time to achieve expected results.

Directory can handle several different types of Residential and Business listings, including: a Straight-line Listing, Caption Sequencing, or Cross Reference Listing.



The screenshot shows a web-based form titled "HTSS-CRM -- Webpage Dialog" for editing a directory listing. The form contains the following fields and options:

- Header: Thompson, Scott & Lisa 4362 E Main St Mankato 507 555-8468
- Last/Company Name: Thompson
- First Name: Scott & Lisa
- House Nbr.: 4352
- Street: E Main St
- Alternate Name: (empty)
- Title: (empty)
- Community: Mankato
- Alternate Right Info: (empty)
- Listing Type: Primary Listing
- Section: 001
- Dir Acct Type: Residential
- Print Address:
- File As: (empty)
- Publish Type: Regular Listing
- Print Number:
- SRL Filter: (empty)
- Get Matching SRLs: (button)
- Bus Designation: (empty)
- LSeq:
- SRL: (empty)
- Report:
- Keep changes pending until:
 - Apply changes as soon as possible
 - Date: 10/31/2007
 - Service Order # [] is complete
- Change Notes/Comments: (text area)
- Buttons: OK, Cancel

Directory Info

CustName Susan's Sandwiches & Salads	Status Active - 12/01/1989	Bill Grp MCTC Cycle 1	Cr Rtg BB
Last Stmt 10/01/07 \$348.78	Payments \$348.78	Balance Remaining \$0.00	Chg/Cr To Be Billed \$339.27
		Next Stmt Bal(est) \$339.27	Deposit Balance \$0.00

Plan ILEC Business Service (Single) **Status** Active - 12/01/1989 **(507)555-7827**
COS: ILEC/POTS/Business **In Service Since:** 12/01/1989 **SUSAN'S SANDWICHES & SALADS**

Formatted Listings: Show Pending Changes

Append Line Delete Line Rollback Changes Select/Create Group... View History Indent << >> Sequence UP DN

control # 5075557827		Caption Listing, Business		group ID 52584
Susan's Sandwiches & Salads	Riverfront Dr	Mankato		.507 555-7827
Village East Center		Mankato		.507 555-7827
River Hills Mall		Mankato		.507 555-7827
Hwy 169		North Mankato		.507 555-7827
1750 Commerce Dr		North Mankato		.507 555-7821
Mankato Plaza				.507 555-7827
1306 S Minnesota Ave		St Peter		.507 934-5555
1881 Madison Ave		Mankato		.507 555-7821

The Directory "Listing Inquiry" menu option is a display of how the entries will appear when printed in a phone book. If a number is Non-Listed, or Non-Published it will be excluded because those listings will not print in the actual phone book.

Caption Listing: unique caption sequence number assigned to multiple directory lines (phone numbers) ties rows together for the same customer's directory listing. Tells the system the sequence the information will appear.

ABC Drug Stores
 Madison East Center
 Store Information 388-9331
 Prescriptions Only.....388-1315

Cross Reference: allows your business to be listed in two different sections, most commonly used when a business changes names, only the current name will appear in the yellow pages.

Old Business Name.....see new business name
 New Business Name.....XXX-XXXX

Foreign Listing: cell numbers or out of area number included (cabin in Wisconsin). A listing of a phone number that your company does not provide local service to.

Metropolitan Company.....XXX-XXX-XXXX

HickoryTech's Directory Module provides accurate management of your subscriber information. You can be confident about the information handed off nightly to directory assistance, that your publisher receives an accurate feed when it's time to publish the annual directory, and you'll have satisfied customers when their new phone book arrives.



Set-Up

Internet Explorer is all you need to access Directory. A thin client is installed on selected workstations to gain access to the application. In addition, online Help is available at any time.

Help Desk & Training

Qualified Help Desk experts are available from 8:00 a.m. - 5:00 p.m. CST. Our specialized conversion team will assist you in determining the amount of training necessary and develop a training program to meet your needs.

Directory Reports

The detailed reporting capabilities available in the Directory Module provide access to essential information. Two standard report feeds are created from Directory:

- CATS Report – will tell you which filters were present when the report was run, includes the # of business listings, and # of residential listings, and identifies who ran the report.
- NDA 411 Report – is a full nightly refresh of your entire directory for the National Directory Association's 411 database.

Operating System

Windows XP or XP-Pro
 Service Pak 2 (or higher)
 Internet Explorer 6 or 7 required

Work Station Requirements

192 MB of RAM minimum
 Pentium II 400k Processor
 VGA Monitor

Architecture

Three-tier Client/Server
 Object Oriented
 Oracle Database

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