Version 12.5

AutoQue Guide

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What is AutoQue?

AutoQue is an automated voice messaging delivery system. AutoQue delivers customized pre-recorded messages to defined recipients. It eliminates the unnecessary resource drain by calling existing customers to remind them of appointments, overdue payments and special promotions.

How does AutoQue work?

Each day the spooler batch report for AutoQue will automatically generate the listing of customers and phone numbers using the RSSS program "Build Rental Customer Label File" or what we refer to as LRCUST. AutoQue transfers these parameters automatically to the AutoQue dialer operated at High Touch, Inc. Then AutoQue will call these customers based on the current campaign.

What is a Campaign ?

An AutoQue Campaign is the verbiage used to notate the differences between groups of people that will be called. As in the examples below, there will be two different groups of customers who will be identified to be called.

Here are some examples of the screen input to build the AutoQue file using the LRCUST program.

The first group of customers has new agreements during a specified time frame and will be given a reminder call to notify them their first payment is due. The calls will be made Monday evening starting approximately 6:00 pm for those customers with new agreements. The customer will have the ability to "bridge" the call back to the store for further information.

Figure 1 shows the screen setup for new customer calls. Figure 2 shows the sample script.

```
                    BUILD RENTAL CUSTOMER LABEL FILE

SELECT BY LOC/LOC GRP/TAX CODE: N        SORT BY LOCATION: N

           SELECT BY CUST TYPE: N
         SELECT BY AGREEMNT TYPE: N
        CURRENT/CLOSED CUSTOMERS: 1
           STARTING AGREEMNT DATE:          ENDING DATE: 12/31/79
          SELECT BY BALANCE DUE: Y          BALANCE DUE: 99999.99
SELECT BY TOTAL PAYMENT AMOUNT: N
       STARTING PAST DUE DATE: 10/01/10 ENDING DATE: 10/01/10
                 PAYOFF CUSTS: N
SELECT BY NBR OF ITEMS ON RENT: N
SELECT BY ZIP/PC, MODEL OR DESC: N
                                            Creates the
                                            Autocall File

      USE MAP CODE AS ZIP CODE: N     PRINT LABELS FOR REFERENCES: N
               TYPE ACCOUNTS: 1         CREATE AUTO CALL FILE: Y DUETODAY
          STARTING ACCOUNT NBR:     0   ENDING ACCOUNT NBR: 999999999
           STARTING TICKET NBR:     0    ENDING TICKET NBR: 999999999
                  SORT ORDER: 1         USE MAILING ADDRESS: Y
         SALESMAN NBR TO PRINT:     0  BY CUSTOMER OR AGREEMENT: C
    Any More Changes:  N
```

Figure 1 Build Rental Customer File for AutoQue New Customers Calls

Hello, this is Bob's Rent To Own. We are calling as a friendly reminder of your appointment tomorrow during our usual office hours from 10:00 a.m. until 7:00 p.m. Monday through Friday and 9am to 5pm Saturday. If you wish to speak to a customer service representative now, please press "0". Be sure to ask us about our exciting weekend specials. Thank you for choosing Bob's Rent To Own. Good Bye

Figure 2 Sample Script for New Customer

The second group of customers will be all customers that are 1-3 days past due (no grace period) and will start approximately at 10:00 am. These customers will have the ability to "bridge" the call back to the store for further information. If they choose to bridge the call, your phone will ring and the customer will be on the line ready to speak with you.

Figure 3 shows the screen setup for past due 1-3 days customer calls. Figure 4 shows the screen setup for past due calls due tomorrow. Figure 5 shows the sample script.

```
              BUILD RENTAL CUSTOMER LABEL FILE

SELECT BY LOC/LOC GRP/TAX CODE: N       SORT BY LOCATION: N

          SELECT BY CUST TYPE: N
       SELECT BY AGREEMNT TYPE: N
      CURRENT/CLOSED CUSTOMERS: 1
        STARTING AGREEMNT DATE:          ENDING DATE: 12/31/79
         SELECT BY BALANCE DUE: Y        BALANCE DUE: 99999.99
SELECT BY TOTAL PAYMENT AMOUNT: N
       STARTING PAST DUE DATE:  8/15/10 ENDING DATE:  8/17/10
                 PAYOFF CUSTS: N
 SELECT BY NBR OF ITEMS ON RENT: N                   Creates the
 SELECT BY ZIP/PC, MODEL OR DESC: N                  Autocall File


     USE MAP CODE AS ZIP CODE: N      PRINT LABELS FOR REFERENCES: N
                TYPE ACCOUNTS: 1      CREATE AUTO CALL FILE: Y PAST-DUE
         STARTING ACCOUNT NBR:     0  ENDING ACCOUNT NBR: 999999999
          STARTING TICKET NBR:     0   ENDING TICKET NBR: 999999999
                  SORT ORDER: 1       USE MAILING ADDRESS: Y
        SALESMAN NBR TO PRINT:     0  BY CUSTOMER OR AGREEMENT: C
       Any More Changes:  N
```

Figure 3 Build Rental Customer File for AutoQue Past Due 1-3 Days Calls

```
              BUILD RENTAL CUSTOMER LABEL FILE

SELECT BY LOC/LOC GRP/TAX CODE: N       SORT BY LOCATION: N

          SELECT BY CUST TYPE: N
       SELECT BY AGREEMNT TYPE: N
      CURRENT/CLOSED CUSTOMERS: 1
        STARTING AGREEMNT DATE:          ENDING DATE: 12/31/79
         SELECT BY BALANCE DUE: Y        BALANCE DUE: 99999.99
SELECT BY TOTAL PAYMENT AMOUNT: N
       STARTING PAST DUE DATE: 10/02/10 ENDING DATE: 10/05/10
                 PAYOFF CUSTS: N
 SELECT BY NBR OF ITEMS ON RENT: N
 SELECT BY ZIP/PC, MODEL OR DESC: N                  Creates the
                                                     Autocall File


     USE MAP CODE AS ZIP CODE: N      PRINT LABELS FOR REFERENCES: N
                TYPE ACCOUNTS: 1      CREATE AUTO CALL FILE: Y DUETOMOR
         STARTING ACCOUNT NBR:     0  ENDING ACCOUNT NBR: 999999999
          STARTING TICKET NBR:     0   ENDING TICKET NBR: 999999999
                  SORT ORDER: 1       USE MAILING ADDRESS: Y
        SALESMAN NBR TO PRINT:     0  BY CUSTOMER OR AGREEMENT: C
       Any More Changes:  N
```

Figure 4 Build Rental Customer File for AutoQue Reminder Calls

Hello, this is Bob's Rent To Own calling for [customer name]. If you are [customer name] please press "1". If you are not [customer name] please press "2". This is a call from Bob's Rent To Own regarding your agreement. To be connected to the store please press "0" now or you may contact the store at [store number].

If "1" then….This is a call regarding your agreement. Please visit our store for further details or to be connected now please press"0" or you may also contact the store at [store number]. Thank you.

If "2" then…Please have [customer name] contact our store at [store number]. Good bye.

Figure 5 Sample Script for Customer Past Due Calls

Placing Calls

A Call Campaign is set up in AutoQue with the agreed upon time schedule and the integrated voice recording (referred to as an IVR) is created with the voice message and response parameters. The IVR can be a simple message played or it can be an interactive call giving the person options to press on the telephone keypad.

The name of the AutoQue file will specify to the dialer which campaign it belongs to. When an AutoQue file is received by the dialer, it will automatically place calls beginning at the appropriate time, which is driven by the call campaign and the local time zone of the customer's store.

Different states have different regulations on times that collection calls and/or marketing or solicitation calls can be placed. Some states do not allow marketing calls at all. Your company is responsible for knowing those laws and making sure their call campaigns are following their state regulations.

Flow of Information

Figure 6 illustrates the flow of information from the creation of the file thru the AutoQue program. Information is pulled thru the Onscreen Collections (TICKDUE) module and a file is generated that contains consolidated information for the particular campaign builder that will be input into AutoQue. Later the consolidated results file from the Campaign calling gets sorted into a sorted results file that is brought into the RSSS system. The sorted results file updates the customer record contact history and is also utilized for reporting. The report is called the Account Manager Activity Report or as we refer to it as the AMACTRPT program.

Figure 6 AutoQue Cycle

Uploading Call Results

Call results are sent back after the call campaign is completed. These can be uploaded into the RSSS customer contact history information and can be viewed on the Take Payment (RP program), Online Payments or on the Account Manager Activity Report (AMACTRPT program).

Call Merge and Call Conversion Programs

These two programs referred to as CALLMERG and CALLCONV load the call results to the Customers Contact History and also generate a summary report.

You can run this from the command line or this can be set up to run automatically on a regular schedule. To run from the command line in RSSS, press F10 and type in CALLMERG. It will search for a pending results file, move it into the appropriate data directory and automatically run the CALLCONV program which will convert the results into customer contact history. A report will be generated of the results and statistics on success.

Figures 7, 8 and 9 are examples of call results that were loaded into the customer contact history. These are viewed on the Take Payment (RP program), press F6 for comments, press F6 again.

```
        Contact History For: CHRIS          TESTER

------Entered-----
 Date      Time    Comment
 8/25/09 13:07:0000 DIALER    MSG: BRIDGED TO STORE
                              No more comments;Press RETURN█




















 F1-Fwrd    F2-Back    F4-Reverse Order    F6-Add Comment    Up/Dwn Arrow-Select
```

Figure 7 Call Results in Contact History Customer bridge to store

```
        Contact History For: WILLIAM        TESTER2

------Entered-----
 Date      Time    Comment
 8/25/09 13:07:0000 DIALER     MSG: ANS MACHINE-FULL MSG PLAYED
                              No more comments;Press RETURN█




















 F1-Fwrd    F2-Back    F4-Reverse Order    F6-Add Comment    Up/Dwn Arrow-Select
```

Figure 8 Call Results in Contact History message played successfully

```
          Contact History For: CHRISTINA      TESTER3

------Entered-----
  Date      Time    Comment
 8/25/09 13:08:0000 DIALER NO MSG: NO ANSWER
                              No more comments;Press RETURN








   F1-Fwrd   F2-Back   F4-Reverse Order   F6-Add Comment   Up/Dwn Arrow-Select
```

Figure 9 Call Results in Contact History no message unsuccessful call

Figures 10, 11 and 12 are examples of call results reports that were loaded into the customer contact history. These are viewed on the Take Payment (RP program), press F6 for comments, press F6 again or within the Onscreen Collections (TICKDUE program).
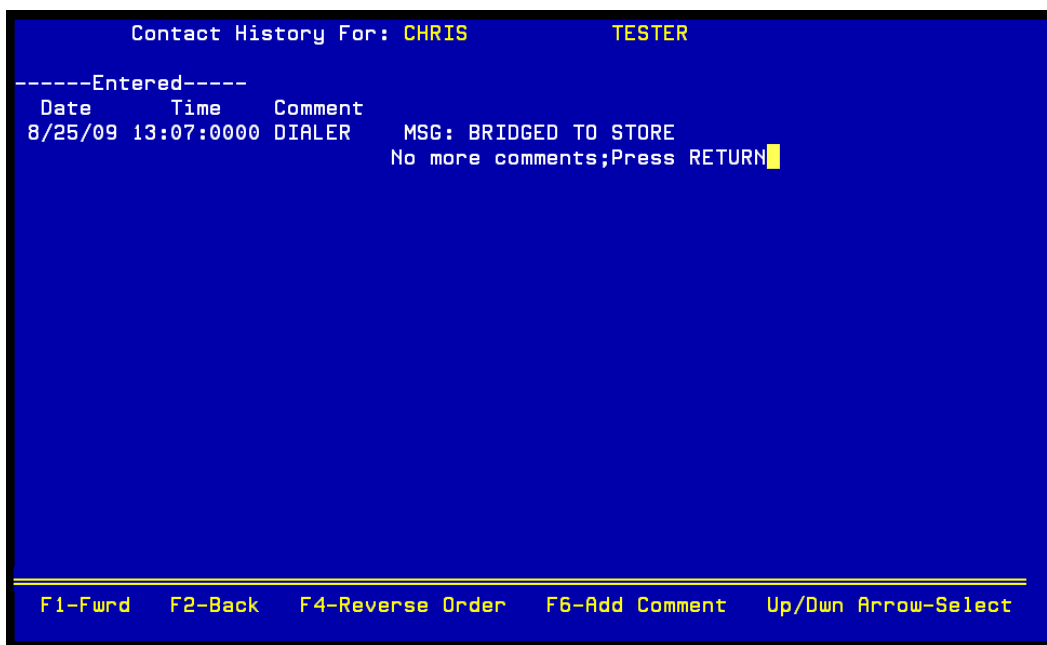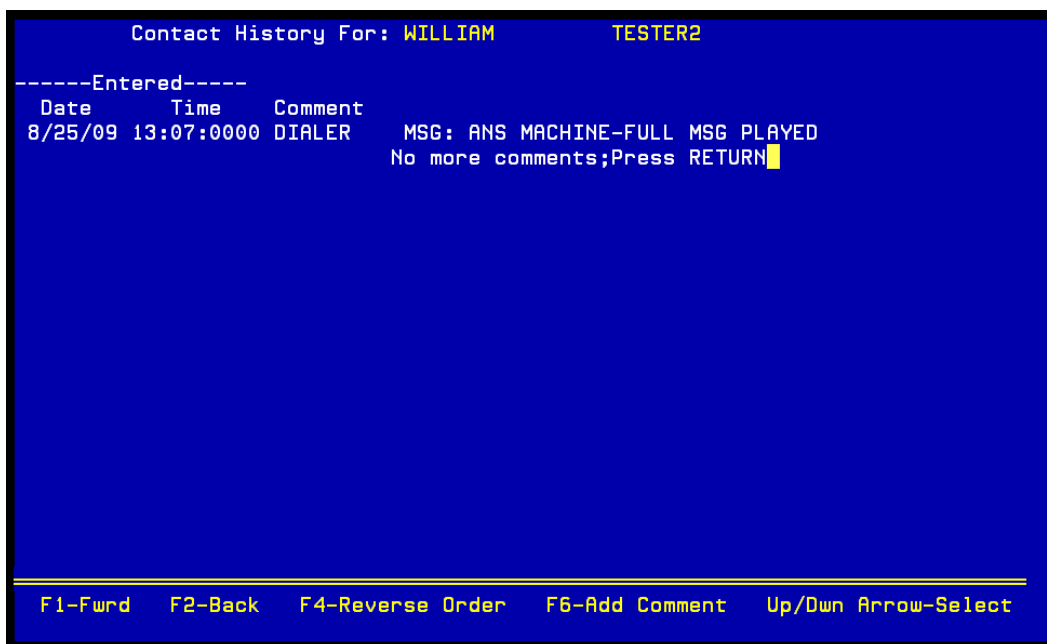
```
10:59:38                    AUTO DIALER RESULTS                 Page-      1
FILENAME:   RSSS-TESTING.csv
                 DAYS   TIME                CALL         RESPONSE
STORE    CUST#   LATE   ZONE    PHONE       DATE/TIME      CODE    ERROR


 1496   1002811   10   CTZ   3618154091  8/25/2009 13:07  NOCPA   DUPLICATE REC
                              COULD NOT DETERMINE RESULT



   TOTAL NUMBER OF CALLS PROCESSED:         5
   NUMBER OF CALLS UPLOADED TO COMMENT HISTORY:       4
   NUMBER OF CALLS NOT UPLOADED DUE TO ERROR:       1
```

Figure 10 Results Error Report (bad customer number, duplicate record, etc)

```
12:57:40                    AUTO DIALER RESULTS                 Page-      1
FILENAME:   RESULTS.csv

                 DAYS   TIME                CALL         RESPONSE
STORE    CUST#   LATE   ZONE    PHONE       DATE/TIME      CODE    ERROR


   TOTAL NUMBER OF CALLS PROCESSED:        166
   NUMBER OF CALLS UPLOADED TO COMMENT HISTORY:      166
   NUMBER OF CALLS NOT UPLOADED DUE TO ERROR:        0
```

Figure 11 Results Error Report (clean, no errors)

```
12:57:40                    AUTO DIALER RESULTS                Page-        2
FILENAME:  RESULTS.csv
                          ** SUMMARY OF CALLS **
RESPONSE CODE                                     LEFT MSG      NO MSG
AMM       ANSWERING MACHINE-MSG NOT PLAYED
BUSY      BUSY SIGNAL                                             1
DROP      DROPPED
FAX       FAX/MODEM                                               1
HTBO      BRIDGED TO STORE
HTBF      BRIDGE TO STORE FAILED
NOANS     NO ANSWER                                               8
NOCLL     NOT CALLED
NOCPA     COULD NOT DETERMINE RESULT                              1
OI        OPERATOR INTERCEPT                                     11
PER       PERSON-MSG NOT PLAYED
QUE       QUEUED
SKIP      SKIPPED
S1o       PERSON ANSWRD-PARTIAL MSG PLAYED        13
S1e       PERSON ANSWRD-FULL MSG PLAYED           34
S2o       ANS MACHINE-PARTIAL MSG PLAYED          27
S2e       ANS MACHINE-FULL MSG PLAYED             66
S3o       PERSON ANSWRD-PARTIAL MSG PLAYED
```

Figure 12 Last Page of Summary Statistics

Maintaining a History of Call Records

There are regulations about the storing of call records. Your company is responsible for retaining two years of call records. The RSSS AutoQue system places the auto call files, results files and uploaded report files to one common directory. These files can be moved periodically into an archive directory and should be backed up and accessible in case they are needed.

Your company is responsible for periodically (at least twice a week) checking to make sure call results have been received or uploaded each day as scheduled. If there is a day missing, your company representative can contact RSSS at 361-993-1790 or email support@rsss.com.

What Reports are available?

Store level will have access of the information in two waysm through the Account Manager Activity Report and through the Take Payment Comment Contact History explained below.

Each day you should receive a copy of the Account Manager Activity Report (AMACTRPT program) that ran off your RSSS spooler batch the night before. An example of the report shown below will indicate who was called with a designation of DIALER and what was associated with the call. See Figure 13 and 14.

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How to print only Auto Dialer Results Records

```
              ACCOUNT MANAGER ACTIVITY REPORT

        SELECT BY ENTERED BY: N

          SORT BY ENTERED BY: N
        STARTING ENTERED DATE:  9/30/10
          ENDING ENTERED DATE:  9/30/10
    USE ACCT MGR AS ENTERED BY: N
   SELECT BY LOC OR LOC GROUPS: N

            SORT BY LOCATION: Y
             WANT TOTALS ONLY: N
       SELECT BY ACCOUNT NUMBER: N

               PRINT ORDER: 1
        SELECT BY CONTACT CODE: Y
  Dialer No Msg          Dialer    Msg

    PRINT CONTACT PHONE NBR LINE: N
    PRINT ONLY PENDING C/O NOTES: N


     Any More Changes:    N
```

Figure 13 Account Manager Activity Report Screen for Dialer Report

```
RUN DATE: 08/20/10                              Bob's RTO                                      PAGE:      7
TIME:09:20:49                          ACCOUNT MANAGER ACTIVITY REPORT
                              ACTIVITY ENTERED:        THRU  8/20/10
                    SELECTED BY CONTACT CODES: Dialer No Msg      Dialer    Msg
                                 LOCATION: (   2) Bob's RTO

                                                          MAX DAYS                                  COMMITMENT
   DATE      TIME  AMGR EMPLOYEE    CUSTOMER          CONTACT     LATE TODAY    CONTACT CODE          FULFILLED

                                                       DIALER    MSG: PERSON ANSWRD-FULL MSG PLAYED
  8/18/10 18:47     113             NASIFF, PENNY                   4        Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
  8/18/10 18:47     113             HAMILTON, BILLY                 3        Dialer    Msg
                                                       DIALER    MSG: BRIDGED TO STORE
  8/18/10 18:48     102             WHEELER, DALLAS                 3        Dialer No Msg
                                                       DIALER    MSG: PERSON ANSWERED
  8/18/10 18:48     113             UNGER, JODI                     3 *      Dialer    Msg
                                                       DIALER    MSG: NO ANSWER
  8/18/10 18:48     112             SIMS-JOHNSON, KATHIE            3 *      Dialer    Msg
                                                       DIALER NO MSG: BUSY SIGNAL
  8/19/10 17:03     113             CARTWRIGHT, JEFF                2        Dialer    Msg
                                                       DIALER NO MSG: OPERATOR INTERCEPT
  8/19/10 17:05     113             HAMILTON, BILLY                 3        Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
  8/19/10 17:06     113             MARTINEZ, LINDA                 6 *      Dialer No Msg
                                                       DIALER NO MSG: OPERATOR INTERCEPT
  8/19/10 17:09     112             SIMS-JOHNSON, KATHIE            3 *      Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
  8/19/10 17:10     113             UNGER, JODI                     3 *      Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
  8/19/10 17:11     102             WHEELER, DALLAS                 3        Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
  8/19/10 17:12     113             WRIGHT, BRENDA                  2        Dialer    Msg
                                                       DIALER    MSG: PERSON ANSWRD-PARTIAL MSG PLAYED

RUN DATE: 08/20/10                              Bob's RTO                                      PAGE:      8
TIME:09:20:49                          ACCOUNT MANAGER ACTIVITY REPORT
                              ACTIVITY ENTERED:        THRU  8/20/10
                    SELECTED BY CONTACT CODES: Dialer No Msg      Dialer    Msg
                                 LOCATION: (   2) Bob's RTO
                                                          MAX DAYS                                  COMMITMENT
   DATE      TIME  AMGR EMPLOYEE    CUSTOMER          CONTACT     LATE TODAY    CONTACT CODE          FULFILLED

      CONTACT CODE SUMMARY
      --------------------
Dialer    Msg           29
Dialer No Msg           10
                       -----
      2 Store Totals:    39  Commitments:        0  Commitments Fulfilled:        0  % Fulfilled:   0.00
RUN DATE: 08/20/10                              Bob's RTO                                      PAGE:      9
TIME:09:20:49                          ACCOUNT MANAGER ACTIVITY REPORT
                              ACTIVITY ENTERED:        THRU  8/20/10
                    SELECTED BY CONTACT CODES: Dialer No Msg      Dialer    Msg

                                                          MAX DAYS                                  COMMITMENT
   DATE      TIME  AMGR EMPLOYEE    CUSTOMER          CONTACT     LATE TODAY    CONTACT CODE          FULFILLED
      CONTACT CODE SUMMARY
      --------------------
Dialer    Msg           88
Dialer No Msg           26
                       -----
      Report Totals:    114  Commitments:        0  Commitments Fulfilled:        0  % Fulfilled:   0.00

TIME FINISHED:09:20:49
```

Figure 14 Sample Account Manager Activity Report for AutoQue

The 2nd way you can access the information is through the customer comments (F6-Comments) area within the Take Payment (RP program) or within the OnScreen Collections module (TICKDUE program). See Figure 15.

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```
         Contact History For:                ALLEN

-----Entered-----
 Date       Time    Comment
8/18/10 18:46    0 DIALER     MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
8/17/10 17:31    0 DIALER     MSG: PERSON ANSWRD-PARTIAL MSG PLAYED
7/23/10 14:2129 0 FULFILLED commitment for:  7/23/10 entered on:  7/17/10
7/17/10  9:3020 1 Promise To Pay  by  7/23/10
7/17/10  9:3020 0 Reached             ALLEN at
7/02/10 13:4557 0 FULFILLED commitment for:  7/02/10 entered on:  6/29/10
6/29/10 14:4736 1 Promise To Pay  by  7/02/10
6/29/10 14:4736 0 Reached             CAME IN at
6/18/10 10:49 6 0 FULFILLED commitment for:  6/26/10 entered on:  6/04/10
6/04/10 10:1619 1 Promise To Pay  by  6/26/10
6/04/10 10:1619 0 Reached             ALLEN at
6/04/10  9:5311 0 FULFILLED commitment for:  6/04/10 entered on:  6/03/10
6/03/10 14:20 7 1 Promise To Pay  by  6/04/10
6/03/10 14:20 7 0 Reached              IN at
6/03/10 14:1736 1 Promise To Pay  by  6/03/10
6/03/10 14:1736 0 Reached         ALLEN at

     F1-Forward  F4-Reverse Display Order  F6-Add Comment
```

Figure 15 Customer AutoQue Comments Contact History Screen

If customer requests "No Call" or "Opt Out", you can adjust the Notification flags on the Customer Record (RCUSTMNT program). See Figure 16.

Figure 16 Customer Record Notices Flags for AutoQue Opt Out/In

Appendix A– Sample Scripts

Sample Collections Scripts

Hello, this is a call from [Company Name] regarding your rental agreement. Your rental agreement has expired. To make arrangements please contact the store at [Store Phone Number] or to be connected to the store, press "0" now.

Hello, this is a call from [Company Name]. This is a reminder call regarding your rental agreement. To make arrangements or to be connected to the store, press "0" now. You can also contact the store at [Store Phone Number]. If you have already made your payment, please disregard this message.

Hello, this is a call from [Company Name] calling for [Customer Name]. If you are [Customer Name], please press "1". If you are NOT [Customer Name], please press "2".

- *If 1: This is a call from [Company Name] regarding your agreement. To be connected to the store, press "0" now or you can contact the store at [Store Phone Number] or visit our [Website Address] to setup online payments for your convenience. That's [Website Address]. Thank you.If you have already made your payment, please disregard this message.*

- *If 2: Thank you. Please have [Customer Name] contact the store at [Store Number]. Goodbye.*

Appendix B – Call Response Codes (CRC)

RC	MEANING
AMM	ANSWERING MACHINE-MSG NOT PLAYED
BUSY	BUSY SIGNAL
DROP	DROPPED
FAX	FAX/MODEM
HTBO	BRIDGED TO STORE
HTBF	BRIDGE TO STORE FAILED
HTNA	CALL NOT ATTEMPTED
NOANS	NO ANSWER
NOCLL	NOT CALLED
NOCPA	COULD NOT DETERMINE RESULT
OI	OPERATOR INTERCEPT
PER	PERSON-MSG NOT PLAYED
QUE	QUEUED
SKIP	SKIPPED
S1o	PERSON ANSWRD-PARTIAL MSG PLAYED
S1e	PERSON ANSWRD-FULL MGS PLAYED
S2o	ANS MACHINE-PARTIAL MSG PLAYED
S2e	ANS MACHINE-FULL MSG PLAYED
S3o	PERSON ANSWRD-PARTIAL MSG PLAYED
S3e	PERSON ANSWRD-FULL MSG PLAYED
S4o	ANS MACHINE-PARTIAL MSG PLAYED
S4e	ANS MACHINE-FULL MSG PLAYED
TBK	TELEBLOCK
UNK	NO DIAL TONE/BAD DIALER RECORD
XFER	TRANSFER

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