



Issue Tracking and Event Management for the PEO/ASO

Cicero, from ThinkWare, allows organizations to record, track, and manage the important client issues (e.g. calls) and business processes that are most critical to success. By focusing on the management of your business information, Cicero provides the necessary tools to achieve the highest levels of client satisfaction, internal organization, and communication while providing a measurable reduction in costs. This document helps outline some of the specific features of Cicero and how they can help you achieve your goals.

also initiate an automatic email message. This allows communication with your clients and internal resources to be an easy, yet effective, by-product of Cicero.

Escalation Procedures/Follow Up Criteria

Cicero allows for Service Level Agreements (SLA's) and other commitments to be more effectively managed. Follow up criteria can be assigned by product, service, and client to determine when follow up or resolution must occur. Cicero considers company as well as individual calendars when determining availability of assigned resources. In instances where a conflict exists, users can make an alternate assignment or continue with the current assignment. Emails are automatically sent to management when a conflict situation is created.

External Client Access

Cicero allows the capability for external users to enter, inquire, and report upon their own issues and questions. This can dramatically reduce the cost of completing a client issue and increase the level of communication. Facilities also exist to make certain issues and events "hidden" from external users' view.

Attach Documents

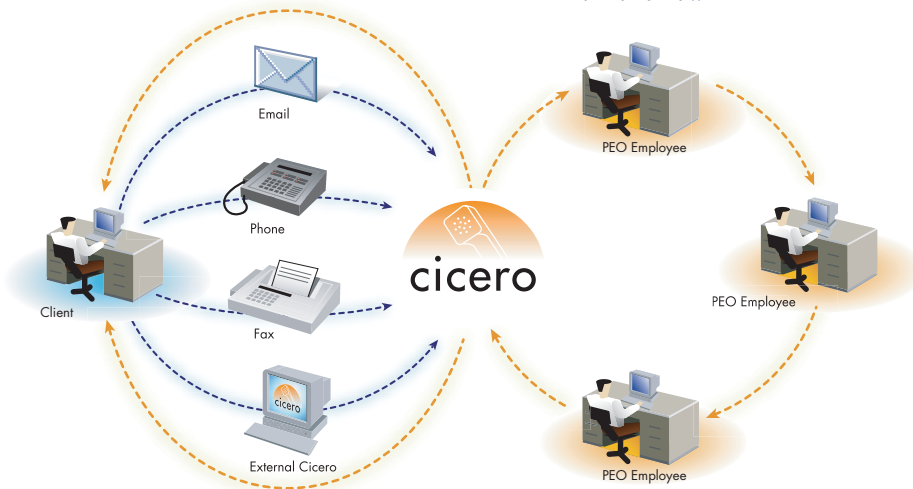
Cicero allows you to attach an unlimited number of documents to each issue record. These documents can include: word documents, spreadsheets, .PDF files, fax documents, etc.

Workflow Models Across Multiple Business Functions

Cicero supports the creation and management of "workflow" models. These models describe certain processes your organization accomplishes in conducting business. Workflow models contain tasks and assignments as well as automatic event status changes and email notifications. Cicero's flexibility supports workflow models across business functions and can support all departments' business processes.

Communication back to the client

Work flow of the call



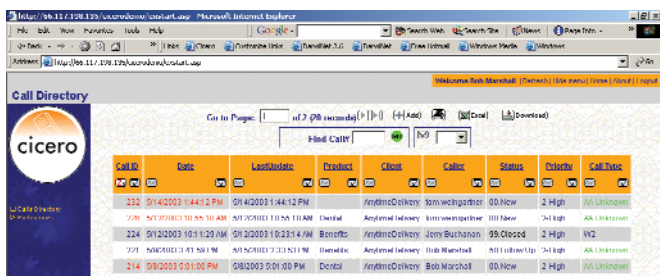
Web-based/Centralized Information

Cicero is a completely web-based Issue Tracking and Event Management system accessed via an Internet (or Intranet) connection. Designed for low-cost, easy delivery to end-users, Cicero requires only a browser to be used. Because of its web-based design, Cicero allows for your data to be centralized into a single database yet allow access from locations worldwide.

Automatic Email

Automatic email notification can be implemented to notify users, clients, and "interested parties" when a new issue has been assigned and needs their attention. Changes in the issue status or when an issue is closed can

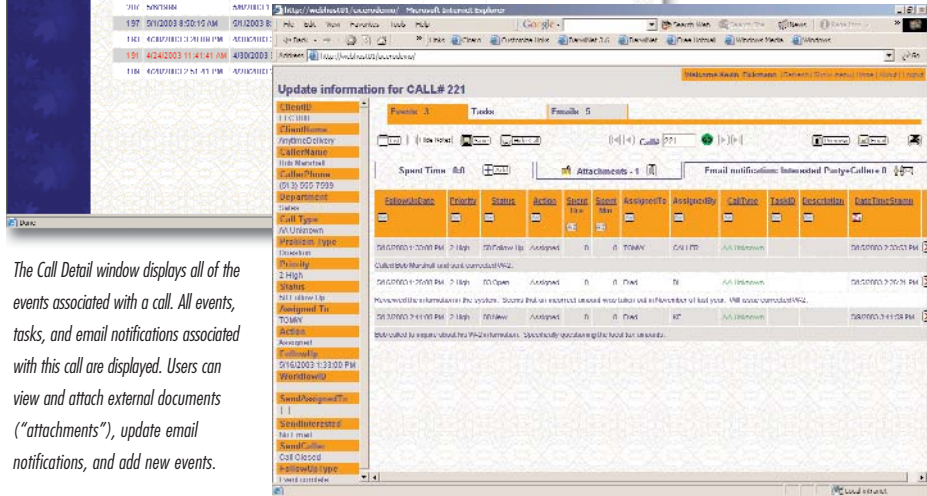




External callers can easily enter new issues, track the status of their issues, and report upon these. This can dramatically increase your level of communication with your clients and employees.

Integration with Excel, Standard File Formats

Cicero provides a seamless integration with Microsoft Excel® as well as the capability to download data to standard file formats such as text, comma-delimited and tab-delimited files. "Personal Views" as well as any standard or custom report can be downloaded for further use and manipulation as necessary.



Data Import

Standard data import facilities exist to quickly and easily import necessary client and employee information into Cicero seamlessly, eliminating the need for manual entry.

Security/Access Levels

Security models exist within the system allowing you to determine the functions, tables, and reports users can access. Read/update/delete permissions are available for the different screens and tables. Region and client level security is also provided to further secure sensitive client information.

The Call Detail window displays all of the events associated with a call. All events, tasks, and email notifications associated with this call are displayed. Users can view and attach external documents ("attachments"), update email notifications, and add new events.

Standard Reports

Cicero provides standard reports to be created displaying information related to clients, users, issues, costs, response time, etc. All reports can be displayed on screen, printed, and downloaded for further manipulation.

Utilities

Data utilities are provided for renaming and moving of necessary data. For example, if a current user is no longer responsible for accessing information in Cicero yet they have issues and events assigned to them, a utility can change the necessary assignment information to a new responsible person.

Mass Notifications

Cicero allows you to stay in touch with all your clients simultaneously with mass notification capabilities. Cicero supports mass email, fax and letter notification capabilities.

Report Writer

A robust and flexible report writer exists to allow you to quickly create reports as they relate to issues, users, clients, response time, etc. All reports can be emailed, printed, downloaded to Excel®, downloaded to a text file, or viewed online. Reports can be stored for subsequent use and each report can contain properties determining the users that can access the report.

Interested-Party Notifications

Cicero users not directly assigned issues can still be kept updated on the status automatically via email notifications by being listed as an "Interested Party". A user may be designated as an Interested Party for all issues assigned to a particular client or be included as an Interested Party for a particular issue.

Default Settings/Auto Routing

To minimize the time to enter a new issue, default settings can be created in Cicero so issues can be routed automatically to the appropriate resource. Auto routing can be determined by client, product, call type, etc.

Filters and Personal Views

Cicero incorporates our "Personal View" approach to displaying the information pertinent to the user's needs. Personal Views allow you to define multiple "views" of the data based upon the criteria entered. Additional filters may be used to further define the exact information you need to access. There is no limit to the number of Personal Views a user may create and maintain. Users can also customize the color schemes and visual display of their session.

Search Capabilities

Cicero provides search engines for searching issue subjects and notes. This leads to quicker and more uniformed responses and resolutions.

Customized Tables and Fields

Cicero provides the highest levels of customization for your organization and your users. All tables and fields can be renamed to match your business model and product/service offerings.

