



AutoTest™ Scheduler

Product Benefits and Features

For customers:

- Convenient - 24x7 self-service
- Flexible appointment search options
- Automatic appointment confirmation
- Printable appointment instructions
- Automatic e-mail reminder(s) prior to appointment
- Ability to cancel, reschedule or change properties of appointment

For DMV personnel:

- Self-service or assisted scheduling options over the web
- Data collection – during scheduling
- Data driven customization through administrative screens
- Cancellation and no-show tracking
- Automatic workload balancing
- Optional CDL pre-trip/skills/road test scoring
- Roles-based security model controls
- Flexible web-based reporting tools
- Standards-based integration methods with legacy systems
- Client-hosted and Viisage-hosted options available

Eliminate Lines and Waiting with Web-based Appointment Scheduling

Improve Customer Service and Simplify Your Workload Management

AutoTest Scheduler makes the complex process of appointment scheduling easy, with a rules-based approach that manages all your available resources...people, facilities, even equipment. Scheduler handles virtually any appointment scheduling situation, giving you the power to define scheduling rules and choose from a variety of configurable options.

For DMV customers, scheduling may be accomplished through either one or a combination of the following options:

- **Assisted Scheduling** - The customer calls the appropriate telephone number to schedule an appointment. The customer service representative uses the AutoTest™ Scheduler interface to search for available appointment times and locations, gather all required information from the applicant, and schedule the appointment.
- **Self-Service Scheduling** - The customer uses the self-service AutoTest™ Scheduler interface accessible on the DMV website to search for available appointment times and locations.

Whether scheduling is conducted in assisted or self-service mode, Scheduler performs a real-time search for available appointment slots. Committed slots are automatically blocked out, eliminating the possibility of double-bookings.

Available Dates		Main	Saturn
10:00 AM			
10:15 AM			
10:30 AM			
10:45 AM			
11:00 AM			
11:15 AM			
11:30 AM			
11:45 AM			
12:00 PM			
12:15 PM			
12:30 PM			
12:45 PM			
01:00 PM			

Legend:
 [Green] Available Date / Time
 [Blue] Selected Date / Time
 [Grey] Unavailable Date / Time
 SELECTED DATE: 12/22/2006
 SELECTED TIME SLOT: 12:00 PM-1:00 PM

Scheduler also allows DMV personnel to display customizable messages once an appointment is confirmed, reminding customers of important appointment pre-requisites, such as required documentation. Our automated email appointment reminders help reduce the instance of no-shows.

- **Integration** - Scheduler offers built-in integration with the AutoTest Automated Driver Testing System, allowing an administrator to eliminate redundant input of customer information.



Security

Access to Scheduler is secured by username and password authentication. Once logged in, our roles-based security model controls access to all system functions, including the ability to view or edit data on a field-by-field basis.

System Administrators can:

- Build appointment types and assign rules
- Add/delete/modify resources
- Add/delete/modify service locations and business hours
- Insert custom message for display to customers during self-service Internet appointment scheduling
- Produce reports with Scheduler's flexible web-based reporting engine

Field Office personnel can:

- Review their own current day or future appointment schedule via Internet or Intranet
- Review schedule for all resources within a service location (supervisor only)
- Use the Scheduler interface to log appointment no-shows
- Use the optional Test Score interface to input results of CDL pre-trip/skills/road tests

Optional Workload Balancing

As appointments are scheduled, Scheduler automatically reviews the current availability of resources required for the requested appointment type (i.e. personnel or equipment) and distributes the workload across all available resources. DMV administrators and supervisors may also elect to manually assign resources to appointments.

Client-hosted or Viisage-hosted Options

DMVs can elect to host the Scheduler software in their own data center, or have Viisage provide hosting at our own secure web hosting facility. Our flexible licensing and hosting options provide a solution that is right for both low-volume and high-volume scheduling environments.

AutoTest™ Scheduler Specifications

Hardware

Minimum configuration: Pentium 4, 2GHz with 1GB RAM, and 2GB of free space on the hard drive

Optimal configuration: Xeon processor, 3GHz, 2GB RAM and 10GB of free space on the hard drive

Software

Windows 2000 or 2003 server

IIS 5 or 6, with .NET Framework installed

SQL Server 2000 or 2005

Viisage support and service options:

- Online help desk
- Telephone support
- Onsite training and assistance
- Online and hard copy user guides and manuals
- Custom integration services
- Other services at customer's request



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