

Synopsis	Script / Sound	Visual
	BK=background voice / effect	MS=main slide, IS=inset slide, AN=animation
Chapter 0: Introduction		
Scene 0.1	Welcome to ViryaNet Service Hub, the Wireless Workforce Management solution for Field Service Communities in the Telecommunications industry.	Open with ViryaNet logo. AN: ViryaNet / Service Hub logo with Telecommunications and Community theme Include text "Wireless Workforce Management for Field Service Communities in the Telecommunications industry".
Scene 0.2	This tour demonstrates how ViryaNet's Wireless Workforce Management solution enables the Telecommunications industry to manage the business processes that drive high volume service installations. In our example, a telecommunications service provider will provision broadband over DSL.	Combination of: 1) AN: animated text listing Service Hub's Telco focused capabilities: <ul style="list-style-type: none"> ▪ Workflow-driven business processes ▪ Automatic work order / trouble ticket task management ▪ Advanced scheduling ▪ Work order dispatch and tracking ▪ Wireless workforce management ▪ Parts, kits, and installed base management ▪ Barcoded shipping and receiving ▪ Web-based customer, supplier, and third party interaction ▪ Real-time business monitors and alerts ▪ NOC and installed base integration and 2) AN: different players' portraits in roundels
Scene 0.3	Business processes, such as service orders, are defined as a series of Steps in the ViryaNet Workflow Engine. The Workflow Engine automatically initiates each Step and passes it to the appropriate Service Community member for completion within predefined timeframes.	AN: using the animated stages of the "DSL Provisioning - Business Process Steps" ppt slide (File: ViryaNet Telco Flash Scene 0.3 visual.ppt) to illustrate the workflow

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	<p>ViryaNet's Workflow Editor provides a User-friendly GUI that allows you to define and modify your service order processes without complicated coding or script writing.</p> <p>Progress is supervised using the ViryaNet Workflow Monitor to identify bottlenecks and delays.</p>	
Chapter 1: Generating the Work Order		
Scene 1.1	<p>Requiring better connectivity at home, Joe uses the Web to explore the new MyDSL service offered by his existing phone company. BK: "Click" at selection Accessing their MyDSL portal, he registers as a potential DSL customer.</p>	<p>Corp G. to create phone company home page graphic with link to "MyDSL"</p> <p>MS: Portal Login screen (Screen A) AN: Cursor moves to "Sign in as new user" and selects it.</p> <p>MS: User Registration (Screens B & C) – use B only, or both B and C to imitate scrolling</p>
Scene 1.2	<p>Having registered, Joe searches to see if the DSL service is available in his area. BK: "Click" BK: "Click" It is, and he logs a call to become a DSL customer. BK: "Just what I need!"</p>	<p>MS: DSL Availability Search (Screens A.1 & A.2) AN: Cursor selects link on each.</p> <p>IS: DSL Order Form (Screens B.1 & B.2)</p>
Scene 1.3	<p>In the background, the DSL request is passed to the Provisioning group, where MetaSolv's TBS provisioning system generates a Product Service Request, ascertains the network equipment needed, and what TBS must do to</p>	<p>MS: <i>MetaSolv screen showing orders received and waiting to be checked (Screen A)</i></p>

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	<p>BK=background voice / effect</p> <p>provide the service, such as a Local Service Request.</p> <p>The information needed by the Field Operations group is sent via the ViryaNet Integration Server to Service Hub and used to create a corresponding work order within Service Hub.</p>	<p>MS=main slide, IS=inset slide, AN=animation</p> <p>Corp. G. to provide graphic input here, eg. AN: diagram growing as each element mentioned is added to it – CRM call system, provisioning system, Service Hub. Perhaps base diagram upon the Service Hub block visual used in the marketing literature.</p>
Chapter 2: Receiving the Work Order		
<p>Scene 2.1</p>	<p>Service Hub’s Workflow Engine processes the DSL work order and creates the operational tasks needed for its delivery.</p> <p>ViryaNet’s Workflow Engine efficiently manages the field operations portion of the DSL installation by enabling tasks to run in parallel. In this case, the parts required for the DSL installation will be assembled while the initial Loop Qualification task is underway.</p>	<p>MS: Workflow editor displaying DSL installation tasks process. (Screens A & B)</p>
<p>Scene 2.2</p>	<p>Once created, the Loop Qualification task is passed to the Service Hub scheduling engine for allocation.</p> <p>Service Hub uses pre-determined criteria, including location and skills, to automatically assign the task in Stack Mode to Ben, one of the ILEC’s CO technicians.</p> <p>The engineer’s profile is used to select the most appropriate method for notification.</p> <p>In this case, Ben is made aware of this</p>	<p>AN: build up the process flow diagram from the previous scene using the additional elements in Screen A</p>

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	<p>BK=background voice / effect</p> <p>assignment when he logs into his Service Hub Portal and views his Task List.</p> <p>Meanwhile, using his ViryaNet Portal, Paul, MyDSL’s operations manager, views a report tracking DSL tasks due against resource availability. This report is one of many available to him.</p> <p>BK: “Demand for DSL is really taking off!”</p>	<p>MS=main slide, IS=inset slide, AN=animation</p> <p>MS: View Calls (Screen B)</p> <p>MS: Corp G. to build gif as per fax from Shirell Orsler (show Scene 1.1 Screen A in background with report shrinking down onto blank space on right to become part of the portal environment)</p>
Scene 3.1	<p>Samantha, in MyDSL logistics, logs in and notices that her workflow-generated To Do List contains a task requiring her to verify the availability of the parts needed for Joe’s installation. She selects the task and displays the Recommended Parts screen. Service Hub automatically suggests the DSL installation kit needed for Joe’s PC and displays the quantity available in her warehouse.</p> <p>BK: “I’ll have to order one of those”</p> <p>BK: “Click” at selection</p> <p>Samantha adds the kit to her shopping cart.</p> <p>BK: “Click” at selection</p>	<p>MS: Recommended Parts (Screen A) Fade in</p> <p>IS: Kit Information screen (Screen B) Fade out</p> <p>AN: Cursor moves to “Add to Cart” button and selects it.</p> <p>MS: Shopping Cart (Screen C)</p>

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		AN: Cursor selects "Check out" IS: Confirm Shipping Address (Screen D)
Scene 3.2	<p>While assembling the parts needed for the kit, Service Hub determines that the pre-defined minimum stocking level for the required modem has just been reached within MyDSL's warehouse infrastructure. Service Hub automatically generates a purchase order to the preferred supplier.</p> <p>At the suppliers, Kevin, the shipping clerk, is using his ViryaNet Portal to monitor part requests activity. He notices that the MyDSL order is ready, finalizes the shipment details, and dispatches the modems.</p>	AN: ViryaNet / Service Hub logo with Telecommunications and Community theme MS: Supplier Shipment (Screen A)
Scene 3.3	Having tracked the shipment using her Service Hub Portal, Samantha receives the modems into her warehouse and is able to complete the assembly of the DSL installation kit that will be used for Joe's installation.	Scene 3.1 Screen B
Chapter 4: Tracking the Order		
Scene 4.1	Joe, now a MyDSL customer, uses the Track DSL Channel of his customized portal to begin to follow the status of his DSL work order. BK: "I wonder how they're getting on?" BK: "Click" each time cursor makes a selection	MS: View DSL Order (Screen A) with search results AN: cursor selects order 2695 MS: View DSL Order screen showing details this time. (Screen B)
Scene 5.1	Meanwhile, Ben has completed the loop qualification. He clicks the corresponding task	MS: ILEC CO tech Portal showing To Do List (Screen A.1)

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	<p>in his To Do list to display the Activity Reporting screen. BK: "Click" as selection is made As the loop qualification was performed in the CO, no travel or parts were involved, and only labor needs to be reported.</p>	<p>AN: Cursor selects call 674 in list IS: Selecting to report labor (Screen A.2) MS: Activity Reporting screen with labor activity details entered. (Screen B) AN: Highlight the appropriate fields</p>
Chapter 6: Closing the LQ Task		
Scene 6.1	<p>If the loop qualification had been reported as failed, the Workflow Engine would cancel the call and initiate a DSL unavailable message to the service provider.</p> <p>Here, Ben is able to report that loop qualification succeeded, so the Workflow Engine closes the task and initiates the next activity within the service order provisioning process.</p> <p>Where the Loop Qualification task is performed by someone who is not a Portal User, a form can be emailed to give them the details of the task and allow them to report their activity. BK: "Click"</p>	<p>IS: briefly fade in and out Workflow Editor screen (Scene 2.2 – Screen A), returning to...</p> <p>MS: Activity Reporting (Screen A)</p> <p>MS: fade in image of email form (Screen B) AN: cursor clicks on "Call Completed" button</p>
Chapter 7: Managing the Workflow		
Scene 7.1	<p>MyDSL Manager, Paul, notices in his Portal that the Customer Satisfaction monitor for one of his areas shows declining results. BK: Typing sounds He sends an email to Jenny, the DSL</p>	<p>MS: Customer Satisfaction Ratings graph (Screen A - show Scene 1.1 Screen A in background with report superimposed on it) AN: email being typed</p>

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	Workflow Administrator asking her to investigate why this is the case. BK: "That shouldn't be happening!" Jenny, the DSL Workflow administrator, investigates the Notify Employee Step within the workflow and finds it has an unusually high average duration.	
Scene 7.2	She uses the Workflow Monitor to view work orders involving a Notify Employee Step that has a duration greater than 5 days and notices that the problem work orders are always assigned to a particular sub-contractor. BK: "I wonder why that's the case"	MS: View Workflow Processes (Screen A) AN: highlight "Current active step" and "Inactive for" fields AN: cursor moves to Search ("Click") MS: Workflow Process Search Results (Screen B)
Scene 7.3	Later, Jenny reviews with Paul the results of her investigation. Together they decide to modify their business process to avoid future delays. The change is implemented by altering the workflow so that sub-contractor notifications will in future be performed via the Portal and require acknowledgement. Jenny accesses the workflow editor and modifies the Engineer Activities step to include the sub-contractor so that in future he will be notified, and able to acknowledge, via the To Do List entry in his Portal.	MS: Workflow editor and palette (Screen A) MS: Step Properties window (Screen B) MS: Step Properties window (Screen C) AN: highlight new row
Chapter 8: Allocating and Scheduling the Installation Task		
Scene 8.1	Meanwhile, Joe's DSL order is progressing. The Workflow Engine has determined that the	AN: Graphic to indicate Workflow Engine processing.

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	<p>parts are now available, that the Loop Qualification has been passed, and that the Site Installation can now proceed.</p> <p>Because Joe originally logged the request for DSL through his Portal, the Workflow Engine automatically sends him an email telling him that the site installation can now be arranged and providing him with a URL link to an appointment booking screen. BK: "Click"</p>	<p>MS: customer receiving email with appointment booking URL 'Click Here' to.... (Corp G. to create email from MyDSL)</p> <p>AN: cursor clicks on URL</p>
Scene 8.2	<p>At the Appointment Booking screen, Joe selects a date and time from those available. Service Hub will automatically allocate a field engineer to the task. BK: "Click" BK: "I'm looking forward to this!"</p>	<p>MS: Appointment booking (Screen A.1) AN: cursor clicks on "Confirm Visit" field MS: Appointment confirmation (Screen A.2)</p>
Chapter 9: Notifying the Engineer		
Scene 9.1	<p>Frank, a MyDSL field engineer, uses his hand held device to view his tasks. He notices the new task for Joe's installation and selects it to view the details. BK: Tapping sounds whenever wand hits screen. To ensure a timely arrival, Frank uses an integrated application to plan his route to Joe's home.</p> <p>Returning to the task details screen, he views the details of the kit required which, he recalls, he collected from Samantha at the start of his day.</p>	<p>MS: Call List (Screen A) AN: wand moves and taps on Call number 674/1 MS: Call Details (Screen B) AN: wand taps Pocket MapBlast button IS: MapBlast Screen C AN: wand taps on Back arrow MS: Call Details (Screen D) AN: Wand to Recommended Parts ("Tap") MS: Recommended Parts (Screen E)</p>

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Chapter 10: Finishing the Installation		
<p>Scene 10.1</p>	<p>Once on site, Frank logs in and reports his arrival so that MyDSL can track his location and record his response time.</p> <p>To record parts used, Frank scans the kit's barcode which automatically populates the fields on the screen.</p> <p>BK: "Tap" sounds when wand hits screen On submit, the constituent parts of the kit are automatically displayed and Frank records those used. Immediately, MyDSL has on record the serial numbers of the parts used for Joe's installation.</p> <p>BK: "This new system is great for reporting!" BK: "Tap" sounds as wand moves between items.</p> <p>Frank also can also report Labor and Travel time, Expenses, Site Test, End-to-End Test, and Acceptance information. The last of these triggers charging and the calculation of billing data.</p> <p>By recording all details associated with service delivery MyDSL can accurately track costs against revenue.</p>	<p>MS: use similar graphics to existing Service Hub flash. I.e. Van arriving and time ticking. (Arrival time should be 12:00)</p> <p>AN: Animation of Symbol device reading a bar code.</p> <p>MS: Parts Activity (Screen A) AN: Wand hits Submit button MS & AN: Exploded kit screen (Use screens B.1, B.2 & B.3 to scroll the entire parts list.) AN: Wand tapping on "Installed" boxes and the Tick appearing</p> <p>MS: Reporting Activities (Screen C) AN: Wand moving between items on screen</p>
Chapter 11: Customer Feedback		
<p>Scene 11.1</p>	<p>The day following completion of the Installation, the Workflow Engine emails a feedback form to Joe.</p>	<p>Use content of File: ViryaNet Telco Flash Scene 11.1.htm to provide visual</p>

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	Paul, the DSL Manager, is delighted to see that his business monitors show increased overall customer satisfaction, as well as specific improvement in Frank's ratings. BK: "Good job, Frank!"	Graphs showing increased levels of customer satisfaction (Screens B & C)
Chapter 12: Summary		
Scene 12.1	<p>This tour has described ViryaNet's ability to manage the specific service delivery business processes of Telecommunications providers.</p> <p>It has covered some of the key features of Service Hub:</p> <ul style="list-style-type: none"> • User self-registration • Service Portal • Customer self-service • Workflow-driven business processes • Business process monitoring • Automatic scheduling, allocation and dispatch • Wireless workforce management and reporting • Kit and parts inventory management • Key Performance Indicators, Monitors and Reports • Web-based collaboration • API-driven integration • Automatic customer feedback 	<p>AN: ViryaNet / Service Hub logo with Telecommunications and Community theme ...combined with...</p> <p>AN: Display screen with each feature. Where two screens are given, fade from first to second</p> <ul style="list-style-type: none"> • Scene 1.1 Scr A • Scene 5.1 Scr A.1 • Scene 1.2 Scr B.1 • Scene 2.2 Scr A + Scene 7.3 Scr B • Scene 7.2 Scr A • Scene 2.2 Scr B <ul style="list-style-type: none"> • Scene 9.1 Scr A + Scene 10.1 Scr B <ul style="list-style-type: none"> • Scene 3.1 Scr B and D • Scene 2.2 composite of Portal and report + Scene 11.1 Scr B • Scene 3.2 Scr A • Scene 1.3 Scr A + Scene 9.1 Scr C • File: ViryaNet Telco Flash Scene 11.1.htm
Scene 12.2	ViryaNet Service Hub collapses the time required to obtain and deliver service. The results: high customer satisfaction and increased customer loyalty, efficient and cost-	<p>AN: elements of the continuity graphic coming together to create the final image.</p> <p>Finish with the ViryaNet logo.</p>

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	effective service delivery, and effective management of your service community. ViryaNet Wireless Workforce Management seamlessly links and manages all the business processes and activities of service delivery for the Telecommunications industry.	