M Gmail   **Dawna Barge <bargedawna@gmail.com>**

Finish recording

Dawna Barge <DawnaB@quantrax.com>   Fri, Sep 8, 2017 at 5:04 PM
To: "bargedawna@gmail.com" <bargedawna@gmail.com>, "bargedawna@aol.com" <bargedawna@aol.com>

-----Original Message-----
From: Colbin Fernando
Sent: Thursday, September 07, 2017 8:24 AM
To: Ranjan D <RanjanD@QUANTRAX.COM>; QTXSupport <QTXSupport@QUANTRAX.COM>
Cc: Mark Namba <MarkN@QUANTRAX.COM>; David Lahr <DavidL@QUANTRAX.COM>
Subject: RE: When disater strikes! - Almost there!

Hi Dawna

Attached is the presentation out line and the screen shots.

Colbin Fernando
Customer Education Team
Quantrax Corporation Inc.
E-mail : ColbinF@quantrax.com Voice : (301) 657 2084 Ext 133

_____
From: Ranjan D
Sent: Thursday, September 07, 2017 7:59 AM
To: QTXSupport
Cc: Mark Namba; David Lahr
Subject: RE: When disater strikes! - Almost there!

OK.. SL team is done..

Here is an intro, and the screen shots and options are attached...

Dawna... can you study this email AND the attached.. Think for 10 minutes... ask Delight any questions you may have
(max 5 minutes). Think about how you would present this in in interesting way... change anything... think about the view
you did for contact series...

https://youtu.be/bQ2JC2-vj2Y

Preparation and recoding time... MAXIMUM... 25 minutes.... Can you do a Powerpoint and add the sound to each slide? I
know I did the production the last time? Talk to me early if needed....

Go for it...

INTRO -

Time and again there is the a requirement to stop contacting some consumers for a period, due to a natural disaster. You
may have to stop making phone calls and also stop sending in letters. As always, RMEx provides its users with all the
ability to cater to these requirements.

At present you can control this by using the following options in RMEx

_____
From: Colbin Fernando
Sent: Thursday, September 07, 2017 6:57 AM

To: Ranjan D
Cc: Emil Fernando; Chamee Hewapathirana
Subject: RE: When disater strikes!

Hi Ranjan

Attached is the presentation out line.

Colbin Fernando
Customer Education Team
Quantrax Corporation Inc.
E-mail : ColbinF@quantrax.com Voice : (301) 657 2084 Ext 133

_____
From: Ranjan D
Sent: Thursday, September 07, 2017 4:00 AM
To: Colbin Fernando
Cc: Emil Fernando; Chamee Hewapathirana
Subject: RE: When disater strikes!

See below.. You can go for the next step now! The presentation outline..

Ranjan Dharmaraja / CEO
Quantrax Corporation Inc.
Voice : (301) 657 2084 Ext 104 / Cell : (301) 755-3849 Private fax (866) 787-6176 E-mail : ranjand@quantrax.com Skype
- ranjandharmaraja Web : www.quantrax.com

4300 Montgomery Avenue, Suite 106,
Bethesda, MD 20814, USA.
_____
From: Colbin Fernando
Sent: Thursday, September 07, 2017 3:29 AM
To: Ranjan D
Cc: Emil Fernando; Chamee Hewapathirana
Subject: RE: When disater strikes!

Hi Ranjan

Following are the areas that we think are the list of features that relate to handling a disaster in RMEx:

* State option
1. State Code Warning
Can display warning message based on state

2. Area Code Warning
Can display warning message based on area code

3. Zip codes that cannot be worked
The above mentioned options can be used to warn collector

RD - I don't think they get a warning... do they? I think it is only used to apply smart code when changes take place?
Please check...

4. Disaster areas by state - Allows you to Stop letters, Stop calls and Stop S/Code Series

5. Disaster areas by area code - Allows you to Stop letters, Stop calls Stop S/Code Series and also stop calls to work
phone.

7. Disaster areas by zip code - Allows you to Stop letters, Stop calls rcend Stop S/Code Series

RD - What do you mean STOP? What happens when you remove the option? Does it continue from where is was? Does
it skip what was missed?

* I-Tel oprion - 6. Other phone number options

Phone number restrictions by client
Phone number restrictions by state
Phone number restrictions by state
Phone number restrictions by zip code
Phone number restrictions by area code

*Letter Translation Tables

RD - Yes! think about how you could use these? We ARE sending letters, but may temporarily change the text? You COULD stop mail using the translations, but it is easier to use the disaster options! Letter translations DOES NOT STOP THE PROCESSING.. Disaster logic "holds" the process (e.g Contact Series).

Colbin Fernando
Customer Education Team
Quantrax Corporation Inc.
E-mail : ColbinF@quantrax.com Voice : (301) 657 2084 Ext 133

_____
From: Ranjan D
Sent: Thursday, September 07, 2017 2:28 AM
To: QTXSupport
Cc: Mark Namba; David Lahr
Subject: When disater strikes!

Please make sure David is on qtxsupport.com

All -

We have been discussing "Education".. and how we go about developing whatever we decide to develop... My plans have always been simple... Do small things, make them accessible to the user. My vision 10 years ago, was do audios and videos - keep updating them. If we had done one a WEEK... we could have been playing video games and table football for some of the day, without having 7 people for support ;) If we had done 5 a week, which we can easily do, how much knowledge do you think we would have had INTERNALLY?

Well, no use crying over spilt milk and spent money ;)

We must get in the habit of getting things done quickly. That means, QUICKLY understand a need, decide how best to get it addressed and do it, in hours or days...

Let me give you an example...

We have now faced many natural disasters. RMEx has many features to handle disasters. Where does someone go to understand what we have? Blank wall...

Here is what I would have done X years ago when Katrina happened.. let's do it now... :)

Q2 team, make a list of all the features that relate to handling a disaster. Send me those features within the next 2 hours.

Take my revised list, and do screen shots for all of the screens...

To the best of your ability, make notes on now our disaster options can be used, and what they do.

Prepare an outline for a 5 - 7 minutes presentation (video) on "When disaster strikes - How RMEx helps you handle areas affected by natural disasters"

We need in introduction
What our thoughts are
What we offer to help

Create this and send to US team.. All his should take about 1.5 hours!

Q2 TEAM has now done its part.

US team... you have the screens and input from SL team...

Review quickly. Make decisions on anything you want to add (15 minutes for a Debbie, Delight or David) - Just realized another "D", heck there's Dawna too... Chris and Jamie will have to go ;)

Appoint someone to do the recording.

Better late than never... send a link to all the users by Monday ;)

The US part, including making the recording... no more than 1 hour. It's a 7 minute recording!

Debbie - Let's make this happen!

Ranjan

Ranjan Dharmaraja / CEO
Quantrax Corporation Inc.
Voice : (301) 657 2084 Ext 104 / Cell : (301) 755-3849 Private fax (866) 787-6176 E-mail : ranjand@quantrax.com Skype
- ranjandharmaraja Web : www.quantrax.com

4300 Montgomery Avenue, Suite 106,
Bethesda, MD 20814, USA.

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2 attachments

List of features that relate to handling a disaster in RMEx.docx
298K

1_State code warning.zip
188K