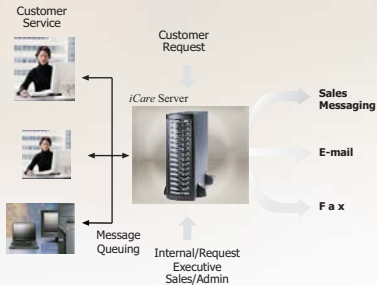


Illustration of iCare message flow & gateway



iCare General System Capability

## General Product Features

Features	Personal Edition	Corporated Edition	Enterprise Edition
<b>Instant Messaging / Fax / E-mail</b>	✓	✓	✓
<b>Group Messaging / Fax / E-mail</b>	✓	✓	✓
<b>Schedule Messaging</b>			
Send Birthday Anniversary Greeting	✓	✓	✓
Send Daily/Weekly/Monthly	✓	✓	✓
Complete Sent/Received/Fax/Email Log	✓	✓	✓
Stored Unlimited Messages	✓	✓	✓
Allows Password Protection	✓	✓	✓
Support Bluetooth/IR/Direct Cable Connection(1)	✓	✓	✓
<b>Appointment</b>			
Allows Multiple Appointments	✗	✓	✓
Shares Appointment Book w/ Others	✗	✓	✓
Up to 4 User-defined Reminder Message	✗	✓	✓
Instance Appointment Query	✗	✓	✓
Complete Appointment Reporting	✗	✓	✓
Appointment Tracking	✗	✓	✓
Check Appointment via SMS	✗	✓	✓
<b>Complete Message Gateway</b>			
Auto-Reply Capability	✗	✓	✓
User-defined Incoming Message Upcode	✗	✓	✓
Full Security Features	✗	✗	✓
Access to External Programs	✗	✗	✓
Connect to External Databases	✗	✗	✓
Interface directly with Excelsoft HRMS	✗	✓	✓
Programmable Interface	✗	✗	✓
Reply via E-mail/Fax/SMS	✗	✗	✓
<b>Customer Queuing</b>			
Auto-Queuing Manager	✗	✓	✓
Auto-Queuing Reminder (via SMS)	✗	✓	✓
Customer Queuing Screen	✗	✓	✓
Checking Queuing Status	✗	✓	✓
<b>Enterprise</b>			
Multi User Capability	✗	✓	✓
Single or multiple mobile gateway	✗	✓	✓



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# iCare

The Professional Customer Care





In today business world, taking a good care of the customer is not simply a priority but it is do or die. Any unhappy customer can easily click on the internet and find your competitor next door. This is the reality! Customer no longer has to depend on sole vendor but enjoying fierce competition. Customer has very little brands or products loyalty but more toward what the new products have to offer. The only difference between you and the guy next door might only how good your care to them.

So how to differentiate from others? iCare – the professional customer care. With iCare, you can set you own standard in term of customer touch. It is a revolutionary customer care that gives a difference touch to each customer that you encounter. Customers will feel that you are as close as a back seat passenger to take care of them.

### iCare Appointment

With iCare, you can remind customer of their appointment. User can set up to four workflow to ensure the customer be reminded of the appointment. The following is the sample of the customer care that you can use:

- The second after the appoint is set.  
"Mr. Richard, your appoint with Dr. Howard is set on Tuesday, Aug 6, 2005 at 15:30 at Raffles General Hospital. Any inquiry, call us at (515)279-4500"
- One day before the appointment at 10:00am  
"Good morning Mr. Richard, Dr. Howard is expecting you tomorrow at 15:30 at Raffles Hospital. Need any assistance, please feel free to call my direct line (515)279-4502. Shirley"
- On Tuesday morning at 7:00am.  
"Dr. Howard is expecting you today at 15:30. We shall have your medical record and lab result ready for you. Shirley"
- One hour prior to the appointment.  
Dr. Howard is waiting for you in an hour. Please directly proceed to 3rd floor, at Radiology room.



### iCare Personal

Send a personal message, greeting, birthday, or anniversary to friends, associates, or members without having to remember or do anything. Let iCare take care of it all. Imagine that the minute you walk into the office, a birthday greeting to your subordinate or colleague will be automatically sent from your mobile phone. iCare system is smart enough to know that you have come into the proximity by sensing your mobile Bluetooth. Very simple yet very touching.

How about reminding your mother to take doctor's medication at 12:00 noon? With your daily routine and overpacked schedule? No way. But with iCare personal, you don't have too. iCare can schedule the message to be sent periodically at your setting. Imagine your mom receive your message at every 12 o'clock saying "Mom, please don't forget to take your medicine. Love you very much". Sound good? Of course! maintaining good relations is indeed a good thing.

### iCare Appointment Book

You can set up an unlimited number of appointment books for every Doctors, associates, customer service, customer support, etc. Then, share and open your available appointments with your secretary or associate so that they can set the appointments for you with only a few mouse single click away. iCare is also capable to send reminding message to your customers upto 4 times. For example, one your set the appointment, one day before, early in the morning, and hours before the appointment.

### iCare Customer Queuing

Have you experienced the agony of waiting in line interminably? Sure, everybody has. We all have to queue to get into a restaurant, to see a doctor, to receive customer service, to talk to bank officer, etc. With iCare, the minute a customer is registered, he are free to walk around without losing their turn. By the time he is next in the queue, iCare will inform him directly via SMS.

iCare is smart enough to give priority to those clients with confirmed appointments versus walk-in clients. All queuing customers shall be display in the monitory where they can monitor their stans in the queue. How about checking overall queue from outside? Sure, just SMS to iCare, iCare will reply you immediately. As a result, better customer care.



### iCare Instance Messaging

iCare allows you to send instance messaging not only via Short Message Services but also via fax or email. All combinations are also allowed. With this way, you would never lost in touch with your customer. Imagine that you can inform all of your customers of the new arrival at your shop. Or, notify all of your salesmen on the upcoming new product briefing. iCare can directly notify each of them without any assistant e around the clock.



### Instance Message Center

You can turn iCare become your instance message gateway. You can share certain information to be retrieved by your customers, salesperson, alliance partners, via their mobile phone. Information, such as newest product, available inventory, delivery time, closes shop in town, available schedule, etc. Now, it can be retrieved from anywhere in the world without login to internet but only via mobile phone. You can bring your organization into a complete difference level.

iCare message center allows you to interface directly with any back office system, such as SAP, PeopleSoft, ExcelACC, or any Oracle, AS400, DB2, SQL2000 databases. Yet all the security matters are well taken care of. You can set the security to allow only registered user to access, or with valid verification code, or subject to manager approval before sending, etc.

