



Scheduler

Features & Benefits

Self-service Scheduling:

- 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

Assisted Scheduling and Operations:

- 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
- Roles-based security model controls
- Flexible web-based reporting tools
- Standards-based integration methods with legacy systems
- Client-hosted and L-1-hosted options available

Cut Wait Times and Ease Clerk Workload with Web-based Appointment Scheduling

Customers schedule appointments and everyone benefits

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

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.

Full-Featured Capabilities Makes Everyones' Job Easier

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

Client-hosted or L-1-hosted Options

Motor vehicle agencies can elect to host the Scheduler software in their own data center, or have L-1 provide hosting at our 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.

Optional Workload Balancing Means Less Stress & More Smiles

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. Motor vehicle administrators and supervisors may also elect to manually assign resources to appointments.

Support customer demand, save money, and improve service with the ability to manage resource allocation across offices.



For motor vehicle 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 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 Scheduler interface accessible on your website to search for available appointment times and locations.

Available Dates							Mann		Santana	
December 2006							10:00 AM			
Su	Mo	Tu	We	Th	Fr	Sa	10:15 AM			
25	27	28	29	30	1	2	10:30 AM			
3	4	5	6	7	8	9	10:45 AM			
10	11	12	13	14	15	16	11:00 AM			
17	18	19	20	21	22	23	11:15 AM			
24	25	26	27	28	29	30	11:30 AM			
31	1	2	3	4	5	6	11:45 AM			
							12:00 PM			
							12:15 PM			
							12:30 PM			
							12:45 PM			
							1:00 PM			
							1:15 PM			
							1:30 PM			
							1:45 PM			

Available Date / Time
 Selected Date / Time
 Unavailable Date / Time
 SELECTED DATE: 12/22/2006
 SELECTED TIMESLOT: 12:00 PM-1:00 PM

L-1 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

About L-1 Identity Solutions Secure Credentialing Division

With over 6,500 document authentication systems in use in 20 countries, the Secure Credentialing Division of L-1 protects and secures identities and assets by helping customers produce the most secure IDs available, from driver's licenses to passports. Our solutions encompass a circle of trust around all aspects of an identity and its credential, including enrollment, proofing, issuance and usage.

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.

Scheduler allows motor vehicle personnel to display customizable messages once an appointment is confirmed, reminding customers of important appointment prerequisites, such as required documentation. Our automated email appointment reminders help reduce the instance of no-shows. Through self-service scheduling motor vehicle employees are also provided with tools to provide easy summary of individual schedules to assess impact or change.

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

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

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