

For urgent support issues, you can now call 1902 973 500 and speak to our technicians immediately. There is no 'waiting on hold', there is no 'out of the office'. This is a 7am-10pm live service, specifically for answering urgent questions. Better still, the support service covers all issues relating to your PC, not just Capable 21C. Don't feel uncomfortable about asking unrelated questions because this service covers all PC related issues.

All Capable sales issues will still run through the main office number 07 3343 4305. All phone support can now be gained by dialling 1902 973 500 and all support faxes should be sent to 07 3870 3062. If you feel that you will only use the phone support service and not the fax-back service, you can choose to not pay the \$70 annual fax-back support service fee.

Please note that for technical support, this is a complete change of premises. The staff that take sales calls at 07 3343 4305 do not have technical expertise and will not be able to answer support questions.

CD Archiving

The concept of a paperless office has long been considered the 'holy grail' for computer software houses. At Capable 21C we are working towards that goal and are now ready to introduce CD Archiving.

Old files take up a lot of space in some offices. So much so, that many practitioners have to take files home in cardboard boxes and store them in the garage until the seven year retention period has expired. It is now possible to scan these older files and press the resultant images onto a CD-ROM. The cost is remarkably low and the reliability of the CD is superb. High quality gold CDs are expected to last for 100 years - which is considerably better than the 20-30 years for microfiche and only 2-3 years for computer floppy disks or tapes.

With the new Capable CD Archiving module, you can retrieve the images scanned from your old files and review them - or even reprint them with a single click of the mouse!

Capable Software not only supplies the plug in module to go with your Capable 21C package, we can also scan your files and help with secure destruction of the paper files. CD-ROM Archiving is legally considered to be the equal of paper files. In practice, it proves to be better as a CD cannot be tampered with once it has been written. Approximately 500 patient files (10-15 A4 pages each) will fit on a single CD. This kind of storage can reduce 5 archive boxes of patient files down to a single disc - making it a more efficient form of storage as well as one which is easier to retrieve and guaranteed to last longer. We even supply you with a backup copy of the CD that you can store elsewhere for extra safety. Try doing that with your paper files!

If you'd like to know more about CD Archiving and how it can help your office, give us a call.

Capable Software Communication

March '98

Capable Software Pty Ltd presents

Capable Feedback

A special thanks to all the clients who sent back their support questionnaires from the last Capable newsletter. That information was invaluable - and a great insight into the kinds of things that make Capable such a good product. We also got a really good grasp on the areas that need some work. The single most requested feature was more support for Microsoft Word. It was a huge relief to see that the biggest problem faced by our clients was a product that's made by someone else! Here's a list of features that have been requested through the questionnaire and have been approved for development . .

- ✓ Refine Product Groups/Appointment Types
- ✓ Statistics sent to screen
- ✓ Auto print transaction summary on cash up
- ✓ Single Receipt for Families
- ✓ Exclude Certain tests from progress In Depth Health Questionnaire
- ✓ Exclude small debts from debtors run
- ✓ Better control of shift closure/prevent multiple shifts
- ✓ Incoming Caller Identification
- ✓ Patient categories in own table
- ✓ Phone number formatting for incoming caller identification
- ✓ When was appointment made/cancelled/changed
- ✓ 'Show All' on missed appointment tracking to include actioned patients
- ✓ Default preferred Dr to be the Dr of first visit
- ✓ Statement start/finish dates
- ✓ In depth health questionnaire to include name and case number
- ✓ Print appointment book in alphabetical order
- ✓ End of week summary date control
- ✓ Different Statement layout for private/insurance patients
- Goal sheet Multi Practitioner
- Starting Day of the week

- Linked Appointments
- Insurance billing cross matching payments
- Schedule to print from any starting month
- Common Public Holidays
- Stock Control
- Change Layout of duration setup
- Fee setup/structure needs review, journals separate on reports
- Better bulk payment allocation
- Preferred practitioner on Patient Info window
- Resource Tracking
- Different Mailmerge letters for different doctors
- Different Mailmerge letters for different referral levels
- Control patient movement within clinic
- Appointment book title bar statistics on days other than today
- Statement layout to allow for pairing of payments/visits
- Wages print out based on number of services rendered
- Show Bring Ups/Recalls/etc in Alphabetical order with Date of Last Visit
- Search for patient by first name only
- Bring Up in 3 months on receipting/bring up menu
- Write Off Comments
- Calendar Control for date entry
- Date of next visit on printed receipts - more options for multiple appointments

Items marked with a ✓ are those that have already been completed. As can be seen, we still have a lot of work to do but we're making good progress.

New Phone Support Service

Sales are skyrocketing and we're finding that our support services are really being stretched to the limit. Statistically, we receive 10-20 calls in the first three months from new clients and then 10-15 calls a year on an ongoing basis. The average call length is 3 minutes and 34 seconds. What this information means is that when we have a period of high sales, it is quickly followed by a period of intense support demand. Many clients have noticed how we have struggled to provide high quality support since the beginning of 1998 and this has been the direct result of the increased sales.

All support calls are logged and we regularly pull statistics from that data to identify the areas that need the most work. There are similarities between this information and the feedback from questionnaires. There are also some discrepancies. We are receiving a lot of support calls relating to Microsoft Products (Windows, Word, Access, etc) as well as support calls relating to hardware issues (printer failures, equipment failures, backups, etc). We answer those questions in an effort to provide the best possible support but those calls tend to take longer and are interfering with our ability to develop the product and take support calls that do relate to Capable 21C.

To provide a fairer and more efficient support service to our clients, we have moved our phone support services to a new premises.

Clients can now choose the support option that best meets their needs. The annual support agreement entitles clients to contact us by fax or e-mail for unlimited support during the twelve month period. These fax and e-mail services will continue for non-urgent support issues.

(more over..)

Estimated Annual Phone Support Services Costs

Usage	Number of calls	Average call duration	1900 call cost	Total 1900 costs	Annual Fax Support Fee	Internet Upgrades	Total Annual Cost
Mainly fax support	5	3.51 minutes	\$3/minute	\$52.65	\$70	\$125	\$247.65
Half and half	10	3.51 minutes	\$3/minute	\$105.30	\$70	\$125	\$300.30
100% phone support	15	3.51 minutes	\$3/minute	\$157.95	-	\$125	\$282.95