

Newsletter Date	Topics	Hyper Link
12/04	Comparing ODTVision VRU to the competition	http://www.odtvision.com/includes/newsletters/1204_newsltr.pdf
03	Different ways to debug your script	http://www.odtvision.com/includes/newsletters/1203_newsltr.pdf
02	There is a lot that date and time variables can do	http://www.odtvision.com/includes/newsletters/1202_newsltr.pdf
01	Necessity is the Mother of Invention	http://www.odtvision.com/includes/newsletters/1201_newsltr.pdf
11/12	What the Client Does ahead of the Installation Day	http://www.odtvision.com/includes/newsletters/1112_newsltr.pdf
11	There is a reason business is good	http://www.odtvision.com/includes/newsletters/1111_newsltr.pdf
10	Rules of Business	http://www.odtvision.com/includes/newsletters/1110_newsltr.pdf
09	System Administration	http://www.odtvision.com/includes/newsletters/1109_newsltr.pdf
08	Basic definitions of Acronyms, Abbreviations, and Vocabulary used in telephony applications	http://www.odtvision.com/includes/newsletters/1108_newsltr.pdf
07	Covers steps to make the design of an IVR application easy and friendly for the user	http://www.odtvision.com/includes/newsletters/1107_newsltr.pdf
06	Happy 4 th of July. Have you ever considered what our founder fathers considered in the relationship between business and the government?	http://www.odtvision.com/includes/newsletters/1106_newsltr.pdf
05	We have moved, update your records. Did you know you can demo our software live?	http://www.odtvision.com/includes/newsletters/1105_newsltr.pdf
04	But We have Always Done It This Way	http://www.odtvision.com/includes/newsletters/1104_newsltr.pdf
03	What Manuals Are Available	http://www.odtvision.com/includes/newsletters/1103_newsltr.pdf
02	Using ODTVision VRU for Remote Job Scheduling & Management	http://www.odtvision.com/includes/newsletters/1102_newsltr.pdf
01	Collecting Additional Data Beyond Your IVR Applications	http://www.odtvision.com/includes/newsletters/1101_newsltr.pdf
10/12	Security Measures and don'ts regarding input of dates and times	http://www.odtvision.com/includes/newsletters/1012_newsltr.pdf
11	Announcing Price Increase, Purchase decisions	http://www.odtvision.com/includes/newsletters/1011_newsltr.pdf
10	Scheduling Appointments and Resources	http://www.odtvision.com/includes/newsletters/1010_newsltr.pdf
09	Basic Elements of Customization Script	http://www.odtvision.com/includes/newsletters/1009_newsltr.pdf
08	Revisiting Credit Card Processing	http://www.odtvision.com/includes/newsletters/1008_newsltr.pdf
07	In House Applications	http://www.odtvision.com/includes/newsletters/1007_newsltr.pdf
06	Debugging Tricks	http://www.odtvision.com/includes/newsletters/1006_newsltr.pdf
05	Multiple foreign languages	http://www.odtvision.com/includes/newsletters/1005_newsltr.pdf

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04	History of ODTVision & where the solution is going to	http://www.odtvision.com/includes/newsletters/1004_newsltr.pdf
03	Unusual Application	http://www.odtvision.com/includes/newsletters/1003_newsltr.pdf
02	Three Phases of Customer Service	http://www.odtvision.com/includes/newsletters/1002_newsltr.pdf
01	Bad Monday for Customer Service	http://www.odtvision.com/includes/newsletters/1001_newsltr.pdf
09/12	Understanding the Cost of Customer Service	http://www.odtvision.com/includes/newsletters/0912_newsltr.pdf
11	Moving from old legacy VRU to new ODTVision	http://www.odtvision.com/includes/newsletters/0911_newsltr.pdf
10	Ways to lower cost in CS	http://www.odtvision.com/includes/newsletters/0910_newsltr.pdf
09	HR functions using ODTVision	http://www.odtvision.com/includes/newsletters/0909_newsltr.pdf
08	How to build & design an application	http://www.odtvision.com/includes/newsletters/0908_newsltr.pdf
07	Doing More for Less	http://www.odtvision.com/includes/newsletters/0907_newsltr.pdf
06	Stretching your workforce	http://www.odtvision.com/includes/newsletters/0906_newsltr.pdf
05	Things to do in a recession	http://www.odtvision.com/includes/newsletters/0905_newsltr.pdf
04	IBM Software conference	http://www.odtvision.com/includes/newsletters/0904_newsltr.pdf
03	Vision Voice Vantage fka. Ohio Data Transfer	http://www.odtvision.com/includes/newsletters/0903_newsltr.pdf
07/06	System Administration	http://www.odtvision.com/includes/newsletters/0706-newsltr.pdf
05	Using ODTVision across concurrent systems/platforms	http://www.odtvision.com/includes/newsletters/0705-newsltr.pdf
04	Defining your user & their needs	http://www.odtvision.com/includes/newsletters/0704-newsltr.pdf
03	Development in Test Mode	http://www.odtvision.com/includes/newsletters/0703-newsltr.pdf
02	Microsoft standards	http://www.odtvision.com/includes/newsletters/0702-newsltr.pdf
01	Rules to define system	http://www.odtvision.com/includes/newsletters/0701-newsltr.pdf
06/12	Documenting your IVR application	http://www.odtvision.com/includes/newsletters/0612-newsltr.pdf
11	Gary Hoover	http://www.odtvision.com/includes/newsletters/0611-newsltr.pdf
10	Ever changing needs in B2B communications	http://www.odtvision.com/includes/newsletters/0610-newsltr.pdf
09	Mayor's Court Self-service	http://www.odtvision.com/includes/newsletters/0609-newsltr.pdf
08	Support of remote personnel	http://www.odtvision.com/includes/newsletters/0608-newsltr.pdf
07	Why firms need to do telephony	http://www.odtvision.com/includes/newsletters/0607-newsltr.pdf
06	Data Warehousing	http://www.odtvision.com/includes/newsletters/0606-newsltr.pdf
05	City Hotline through ODTVision	http://www.odtvision.com/includes/newsletters/0605-newsltr.pdf
04	Rent to Own, payment processing (Part 2)	http://www.odtvision.com/includes/newsletters/0604-newsltr.pdf
03	Payment Processing Part 1	http://www.odtvision.com/includes/newsletters/0603-newsltr.pdf
02	Product of the Year Award	http://www.odtvision.com/includes/newsletters/0602-newsltr.pdf
01	Providing information based on event processing	http://www.odtvision.com/includes/newsletters/0601-newsltr.pdf
05/12	Announcing ISV relationship with IBM	http://www.odtvision.com/includes/newsletters/0512-newsltr.pdf
11	Text to Speech	http://www.odtvision.com/includes/newsletters/0511-newsltr.pdf
10	Using Control Window after IPL	http://www.odtvision.com/includes/newsletters/0510-newsltr.pdf

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09	Gathering Survey Info	http://www.odtvision.com/includes/newsletters/0509-newsltr.pdf
08	Our Clients teach up how to use our very own system	http://www.odtvision.com/includes/newsletters/0508-newsltr.pdf
07	Security front & center	http://www.odtvision.com/includes/newsletters/0507-newsltr.pdf
06	API to sensors & other devices	http://www.odtvision.com/includes/newsletters/0506-newsltr.pdf
05	Connecting through ODBC	http://www.odtvision.com/includes/newsletters/0505-newsltr.pdf
04	Mobile business stagey	http://www.odtvision.com/includes/newsletters/0504-newsltr.pdf
03	Animal Health Care, JBA	http://www.odtvision.com/includes/newsletters/0503-newsltr.pdf
02	Doing an upgrade, time to reevaluate you CS needs	http://www.odtvision.com/includes/newsletters/0502-newsltr.pdf
01	Running Help Desk through ODTVision	http://www.odtvision.com/includes/newsletters/0501-newsltr.pdf
04/12	School District IVR Applications	http://www.odtvision.com/includes/newsletters/0412-newsltr.pdf
11	Payment Processing	http://www.odtvision.com/includes/newsletters/0411-newsltr.pdf
10	Hot line for Lab Test Results	http://www.odtvision.com/includes/newsletters/0410-newsltr.pdf
09	Court Language Interpreters Scheduling	http://www.odtvision.com/includes/newsletters/0409-newsltr.pdf
08	Customer Service Puzzle	http://www.odtvision.com/includes/newsletters/0408-newsltr.pdf
07	Setting up Appointments with ODTVision	http://www.odtvision.com/includes/newsletters/0407-newsltr.pdf
06	Supply Chain Mgt.	http://www.odtvision.com/includes/newsletters/0406-newsltr.pdf
05	More than just terminal to data	http://www.odtvision.com/includes/newsletters/0405-newsltr.pdf
04	How to teach your old dog new tricks	http://www.odtvision.com/includes/newsletters/0404-newsltr.pdf
03	ODTVision is open system	http://www.odtvision.com/includes/newsletters/0403-newsltr.pdf
02	Doing More for Less	http://www.odtvision.com/includes/newsletters/0402-newsltr.pdf
01	Utility Billing	http://www.odtvision.com/includes/newsletters/0401-newsltr.pdf
03/12	Planning & Implementation	http://www.odtvision.com/includes/newsletters/0312-newsltr.pdf
11	I need it now mentality of Business	http://www.odtvision.com/includes/newsletters/0311-newsltr.pdf
10	IBM Honor Roll Award	http://www.odtvision.com/includes/newsletters/0310-newsltr.pdf
08	City Governments	http://www.odtvision.com/includes/newsletters/0308-newsltr.pdf
07	Big Lots, doing more for less	http://www.odtvision.com/includes/newsletters/0307-newsltr.pdf
06	Types of Applications	http://www.odtvision.com/includes/newsletters/0306-newsltr.pdf
05	Doing your own customization	http://www.odtvision.com/includes/newsletters/0305-newsltr.pdf