

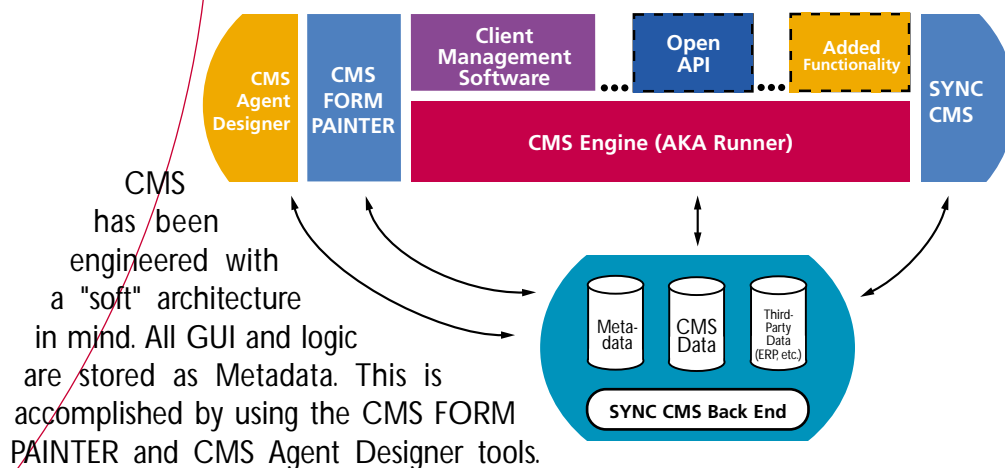
C M S T O O L S™

CMS Tools™ for Custom Solutions.

We recognize that no two organizations are alike. Your organization has its own unique philosophies, sales and management structures, order processing methods, and customer service strategies. We also recognize that the only constant in the business world is change. That's why we've created Client Management Software™ (CMS) to be easily customized to your unique requirements, and easily adapted to changes in the way you do business.

CMS can be completely tailored to the ever-changing challenges of your organization using our convenient toolkit: CMS Tools. CMS Tools are easy-to-use drag and drop development tools that never touch the system's source code making upgrades a breeze. You can make changes on your own, so there's no need to rely on a vendor to make changes for you. Included within CMS Tools are the screen builder tool — CMS FORM PAINTER™, and the logic builder — CMS Agent Designer™.

CMS Architectural Overview



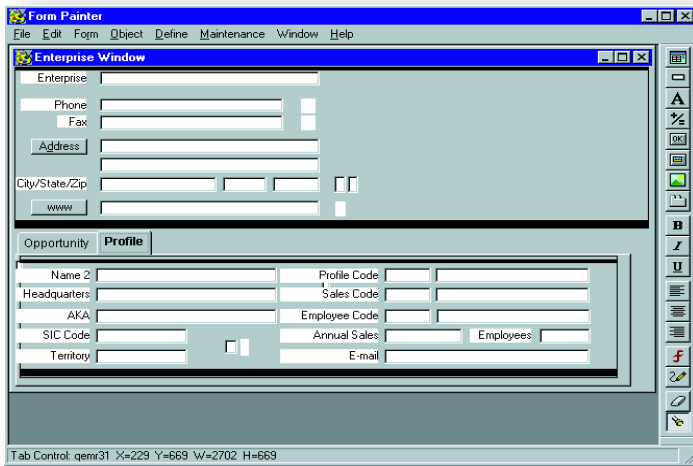
CMS has been engineered with a "soft" architecture in mind. All GUI and logic are stored as Metadata. This is accomplished by using the CMS FORM PAINTER and CMS Agent Designer tools.

These tools can create views into any kind of data: existing customer data (e.g. ERP system), CMS data and any new data created by the user. All attributes related to how the screens look and behave are stored within CMS's Metadata. At runtime, the CMS Engine component of the software retrieves necessary elements from the Metadata and displays results on the screen. Business rules are executed the same way as visual representation logic. CMS's Open API allows technical end-users to embed their own business rules, legacy applications, or third party OCX/ActiveX components into the CMS product.

This approach make upgrades simple because Metadata is not touched (we change code, never data).



CMS FORM PAINTER™



CMS FORM PAINTER Main Screen.

CMS FORM PAINTER is more than a development tool. Not only can you completely redesign any screen and/or database table in the system to best fit your needs, a host of options allow you to further define your CMS application. Use CMS FORM PAINTER to integrate CMS with a financial package, customize sets of profiling screens or create windows and tab controls — without the need to write a line of code.

For your convenience, CMS FORM PAINTER is totally database driven and requires no programming. Features, screens and logic available in CMS can be customized or added with the click of a mouse. Since CMS source code is not modified in the process, you can upgrade the package without losing any changes you have made. There is no need to bring in the vendor or outside consulting firm to port changes to a newer release. With CMS FORM PAINTER, you customize CMS to work the way you want it to.

On this and following pages, we show several examples of how customers have used CMS FORM PAINTER to customize CMS screens to fit their individual needs.

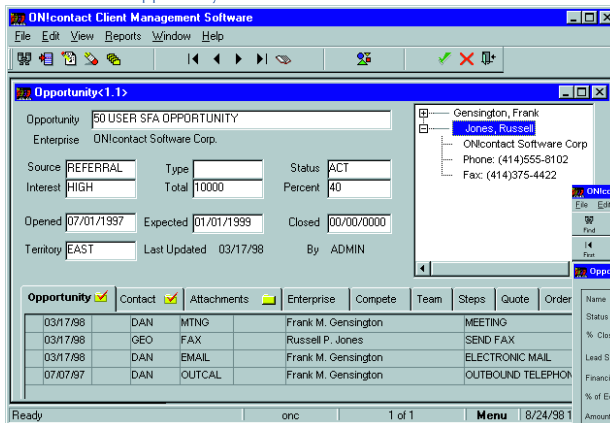


Completely redesign any CMS screen to fit your needs.

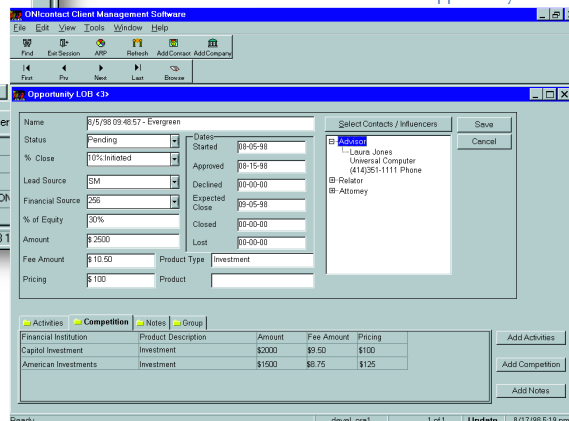


Our banking customer used CMS FORM PAINTER to create their own custom opportunity screen to fit their unique sales cycle process.

Standard CMS Opportunity Screen.



Custom CMS Opportunity Screen.



Not restricted to follow a particular database schema.



Our call center customer used CMS FORM PAINTER to integrate with their internal data model to produce a modified main screen.



Modified CMS Main Screen.

Summary New <2>

Caller: Held By: Individual/Joint, Type: Single (1-4), Position: First Bank

First Name: Holly, Last Name: Motiff

Referral: Letter, Note Buyer: Dan Smith, Site: Town

Relationship To Seller: NONE

To Do	Contact					
Date	Time	Who	Task	Status	Name	Priority
08/25/98	1:30	Holly Motiff	Follow up call	OPEN	Andrea Perschbacher	High

Standard CMS Main Screen.

Enterprise Window <1>

Chi Trucking

one 414)345-6766, ax 414)345-8990

ss 678 West 5th Street

Zip DES PLAINES IL 60016

www.chitrucking.com

3/97	JENNA	INFO	Greg Jones	SEND PRODUCT INFO		
1/97	01:24 p	JON	OUTCAL	NA	Jill Zim	OUTBOUND CALL
3/97	03:23 p	GEO	MTGCS	CMP	Mike Johnson	MEETING
3/97	03:23 p	JENNA	OUTCAL	MSG	Mike Johnson	OUTBOUND CALL
1/97	05:24 p	JON	INCALL	CMP	Jill Zim	INBOUND CALL
3/97	03:23 p	GEO	MTGCS	CMP	Mike Johnson	MEETING
3/97	03:23 p	JENNA	OUTCAL	CMP	Mike Johnson	OUTBOUND CALL



Instant access to existing database tables so integration with other systems is a breeze.



Our medical supply customer has an existing corporate database running on Oracle®. Using CMS FORM PAINTER, they created an order entry system that is integrated with their corporate ERP Solution.



Existing Oracle database.



CMS FORM PAINTER is installed.

CMS FORM PAINTER created this Order Entry Screen.

Order Entry<1.4>

Confirm #: 870, Rep.: Russell P. Thomas, Address: []

Ship To: 2739 Johnson Construction, Secondary: []

Addr/City: 25700 W. Main Street, Cleveland, Remarks: []

Ship Type: Warehouse: 0601, KC Returns, Print: []

Ship Cmp: [] Holds - Gen: [X] Crd: [] Tm: [] Ret: [X] Frt: [] Summary: []

PO #: 735, P. Type: [], Carrier: S456

Notes: [], Ship Date: 09/3/98

Order Entry	Order Line Allocation	Product Qty/Price
Product	Codes	Product Description
3197356	T	GENTAMICIN SULF 50MG (RX) 50ML
Quantity: 10	Commit: 10	Back Order: 0
Price: 4.60	Delivery: 10.00	Tax Com.: 2.30
Committed Value: 46.00	Order Value: 46.00	Total: 58.30

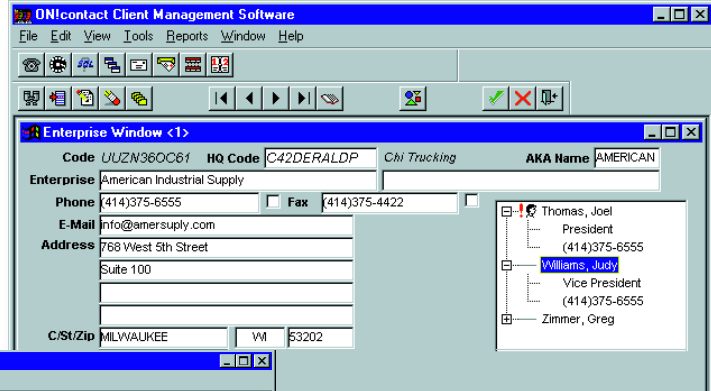
Gen Hold | 1 of 17 | Add | 09/03/98

Customizations are instantly compatible with future upgrades.

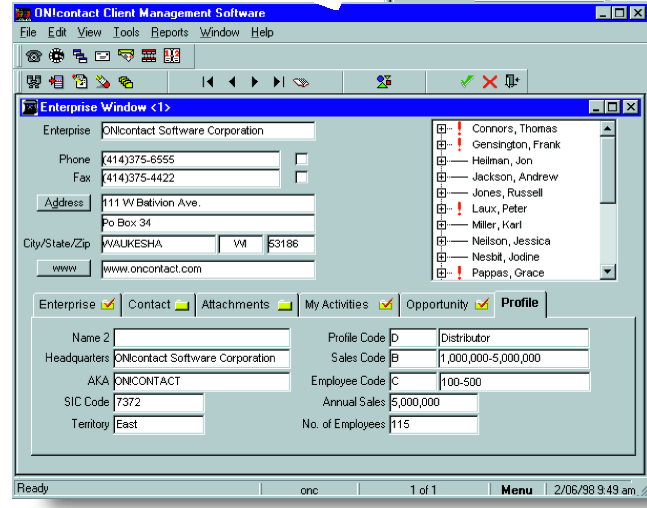


Our industrial supply customer wanted to ensure that their customization will be compatible with future upgrades.

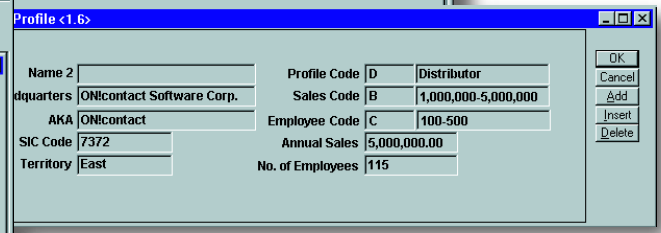
Version 3.3 Enterprise Screen.



Version 3.5 Enterprise Screen with Profile Tab.



Version 3.3 Profile Screen.



Custom screen created by our customer.

Now that CMS supports tab control, previous customizations are easily converted into a tab.



CMS Agent Designer™

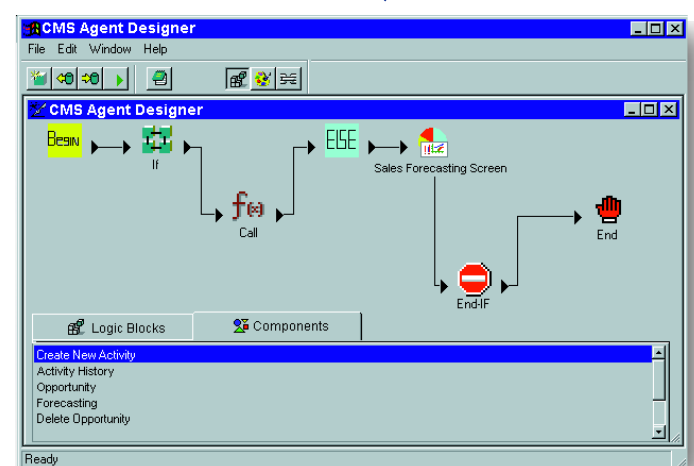
While database design is an important element to evaluate when purchasing an application, it's equally important to consider the workflow that is built into the system. So in addition to using CMS FORM PAINTER to design how CMS looks and feels, we have developed CMS Agent Designer to help build logic and flow.

The CMS Agent Designer is an easy-to-use drag and drop tool that is used to create a group of logical statements that are easily executed at runtime. The CMS Agent Designer has a number of predefined procedures in its set of tools; these procedures are known as *components*.

Use the CMS Agent Designer to automate the sequence of activities, events, prompts, automatic email and menus. The CMS Agent Designer can create pop-up menus to promote special promotions, as well as wizards to help users follow a required sequence of events, sales cycles, marketing campaigns and much more.

On the following pages we show several examples of how customers have used CMS Agent Designer to customize the logic and flow of CMS to fit their individual needs.

CMS Agent Designer Main Screen.





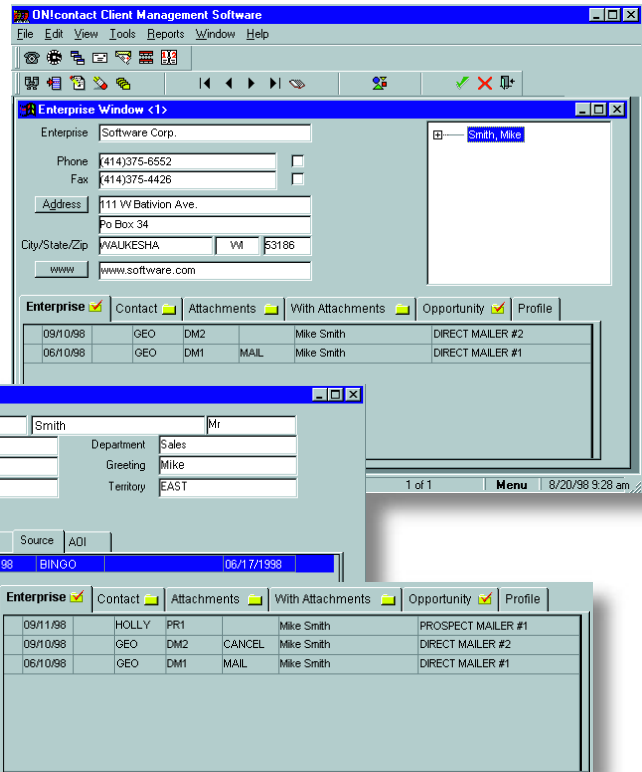
Add logic and workflow to CMS without programming.



A large equipment manufacturer wants to automate a direct mail campaign to prospects.

Mike Smith and 10,000 other prospects are on an automated 90-day direct mail campaign.

An Agent is responsible for locating Mike Smith and any other contact who has responded to the campaign.



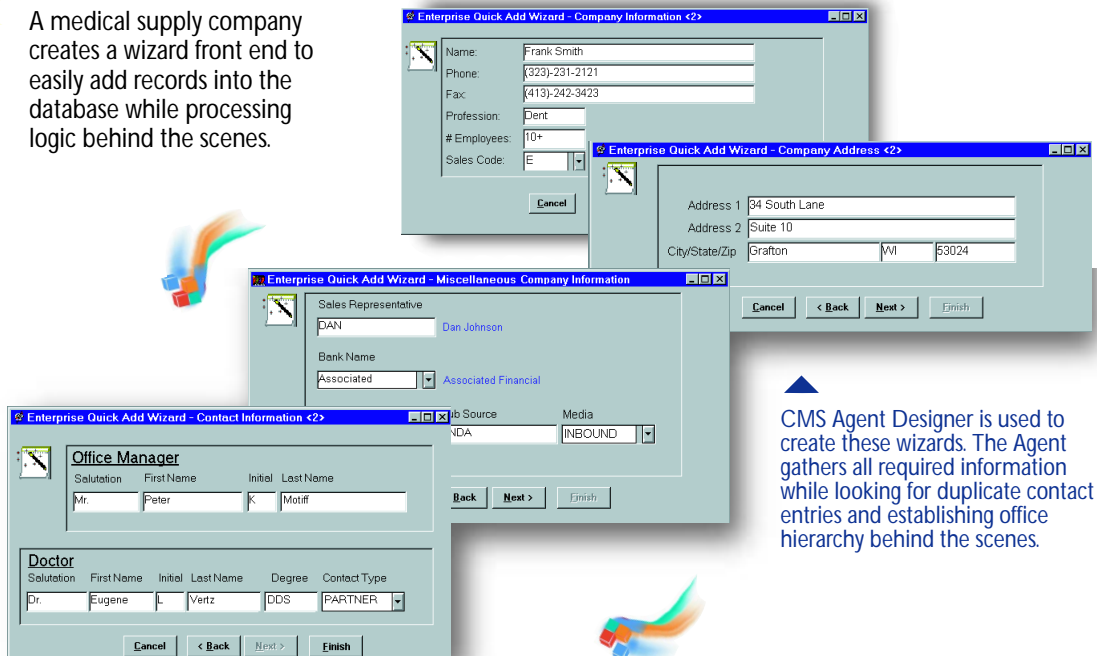
The Agent then removes them from this campaign and puts them on another.



Build wizards to easily guide users through the system.



A medical supply company creates a wizard front end to easily add records into the database while processing logic behind the scenes.



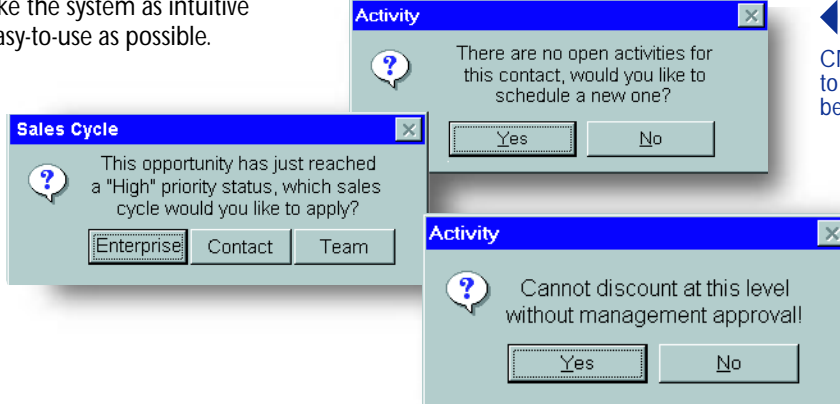
CMS Agent Designer is used to create these wizards. The Agent gathers all required information while looking for duplicate contact entries and establishing office hierarchy behind the scenes.



Create prompts to allow for an intuitive yet user friendly environment.



Our parts distributor wanted to make the system as intuitive and easy-to-use as possible.



CMS Agent Designer is used to create prompts that can be used throughout CMS.

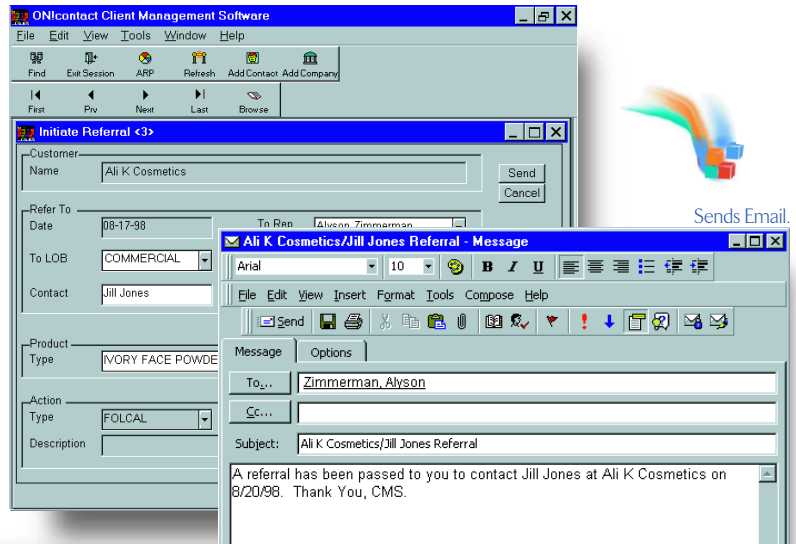


Integrate with and invoke third-party packages.



A commercial real estate broker wants to create an automated referral process that links with Microsoft® Outlook™ for enhanced notification.

CMS FORM PAINTER used to create a front-end referral screen.



Sends Email.

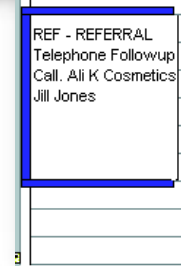
Creates Activity.

Enterprise	Contact	Attachments	With Attachments	Profile	Opportunity	Pipeline
08/20/98	ALYSON	REF	SENT	Jill Jones	SEND PRODUCT INFO	
09/11/97	JON	OUTCAL	NA	Jill Zim	OUTBOUND CALL	
08/29/97	GEO	MTGCS	CMPC	Mike Johnson	MEET	
08/26/97	JENNA	OUTCAL	MSG	Mike Johnson	OUTE	
07/21/97	JON	INCALL	CMPC	Jill Zim	INBO	
07/09/97	GEO	MTGCS	CMPC	Mike Johnson	MEET	
06/26/97	JENNA	OUTCAL	CMPC	Mike Johnson	OUTE	

CMS Agent Designer is used to place an Agent behind the send button. Once the send button is pressed, the Agent kicks off this sequence of events to enhance enterprise communications.



Places follow-up call in Outlook™ calendar.



CMS FORM PAINTER Features

- Create unlimited number of screens or tab controls
- Integrate existing database fields (e.g., internal order system) into CMS
- Create master and detail screens and fields
- Join multiple forms and database tables on the same screen
- Take advantage of DDDW — drop down data window technology
- Use data validation and verification
- Open API programming module
- Control field labels and data elements — size, font, color, justification, bold, italic, underline attributes
- Establish certain fields to be REQUIRED
- Re-size field labels and data elements on a screen form
- Control field alignment - vertical, horizontal, left, right
- Develop changes to the production database “off-line” on a Sybase® SQL Anywhere 32-bit PC database
- Transfer changes to the production database
- Replicate data across multiple databases
- Create different screens for each user or marketing campaign
- Generate forms for easy integration with existing database
- Work with numerous database engines (Oracle®, Informix®, Sybase®, Microsoft® SQL Server,™ etc.)
- Support various data types across different database platforms
- Create user-defined tables to extend the scope of CMS
- Use built-in add, update, delete, browse, query on each custom screen

CMS Agent Designer Features

- Create logic without programming
- Control sequence of activities, events, automatic emails, etc.
- Automate workflow process or sales cycle
- Create prompts
- Integrate with financial system
- Create wizards
- Create active or passive workflows
- Establish comprehensive business rules
- Create automatic email notification (e.g., with Microsoft® Outlook™)
- Use logic blocks: function calls, variables, “If” statements, loops, etc.
- Take advantage of predefined components: activities, notes, chains, etc.
- Use Agents to run a file
- Call additional screens at predetermined times
- Pop dialog window at predetermined times
- Provide short cuts for calling events with convenient CMS macros
- Build events that will run Agents automatically
- Run Agents when opening screens, closing screens, modifying columns, double clicking, right mouse clicking, etc.
- Call Agents at almost any position in the system
- Communicate with other windows
- Pass data to third-party programs
- Call third-party programs
- Build all agents with easy-to-use drag and drop toolkit



TRADITAL SRL • VIA CAVOUR, 7 • 33100 UDINE, UD - ITALIA
Tel +39.0432.229506 • Fax +39.0432.229291 • Email: info@tradital.com • <http://www.tradital.com>

Oncontact Software Corporation (ONC) retains the right to change CMS without notice. This is a product summary and is intended for information purposes only. ONC makes no warranties expressed or implied in the summary. Copyright © 1998, Oncontact Software Corporation. All rights reserved. Oncontact, Client Management Software, CMS Tools, CMS FORM PAINTER, CMS Agent Designer are registered trademarks of Oncontact Software Corporation. Informix, Microsoft, Microsoft Outlook, Oracle, Sybase, SQL Server and all other trade names are trademarks or registered trademarks by their respective companies.