

# SOURCE DATA

THE DATAPOINT SYSTEMS NEWSLETTER

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## Datapoint Announces the Integrated Telex Management System

In August, Datapoint® announced its newest member of the product line, the Datapoint Integrated Telex Management System (ITMS). ITMS provides complete Telex message creation, sending, and receiving capability using a Datapoint processor. Now, instead of sitting at the telex machine to type messages manually, you can create, send, and receive them right at your Datapoint processor or terminal.

With ITMS, a message can be created at any workstation using text editing software. The message can be reviewed on the screen and easily modified if necessary, without rekeying the entire message. Then, it can be queued for transmission immediately or stored for later delivery.

ITMS, in conjunction with the Hardware Interface Module (HIM), automatically performs several functions that normally require the intervention of the telex operator, such as dialing and redialing a number or sending and receiving messages. The telex room supervisor still maintains total control by being able to define routing instructions and delivery priorities.

### Text Editor and Mnemonics

Message creation and modification software features are supported by ITMS within the text editor. A message can be input, reviewed, and edited on the screen. The editor limits the number of characters per line to the telex-defined maximum of 69 characters and indicates to the operators when non-standard telex characters are used.

As the telex supervisor, you can define mnemonics (symbolically assigned names) for workstation addresses, destination numbers, answerback codes, and specific international record carriers. The mnemonic may also designate whether delivery should be immediate or delayed. Mnemonics can be modified by the supervisor as required. If a mnemonic is not designated for a particular address, the telephone number, answerback, carrier, and delivery priority can be provided when the message is queued for transmission.

### Telex Machines as DATASHARE Terminals

Through the use of ITMS, telex machines can be allowed access to the central processor's database. A user may program ITMS to allow an interactive connection for database

*continued on page 2*

## SOURCE DATA's Annual Index

Later in this issue, on pages 12 through 17, you'll find SOURCE DATA's 1982 topical index that includes all the articles published since October of last year. (The 1981 index was published in Issue 14, August/September 1981.) All articles are cross-referenced; for instance, an article on the 8600 may have included information about RMS™. Consequently, the article will be listed under both "8600" and "Resource Management System™." Hope you find what you're looking for.

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inquiry or data entry and to run DATASHARE® programs. DATASHARE allows concurrent execution of independent programs, each dealing with its own local or remote terminal and/or printer.

### System Requirements

The ITMS system requires a Datapoint 6600 series processor, a 9462 Multiport Communications Adapter (MPCA), and a 9171 Hardware Interface Module (HIM). The HIM carries out all the telex network and line control functions, handles domestic and international procedures, and recognizes when the operator has selected the routing of a message via a specific common carrier, like Western Union International, without further operator intervention.

Each HIM can connect with up to four telex lines; there may be a maximum of three HIMs in one system. Each telex line is connected to the Datapoint system via one MPCA port. If the system is running standalone, MPCA ports which are not being used to drive telex lines may be used to run DATASHARE datastations which can be used to create, edit, send, and receive messages. If the HIM is attached to a 6000 series ARC™ applications processor, any datastation or workstation on that ARC can send messages through the network.

Several of the features of ITMS are detailed below.

- Increased Telex line efficiency. ITMS sends and receives telex messages in unattended mode. It will also batch messages together that are sent to the same destination.
- Improved security. ITMS allows passwords for both operator and supervisor functions, so only people who should see telex messages are allowed to do so.
- Interactive access. Users can run DATASHARE pro-

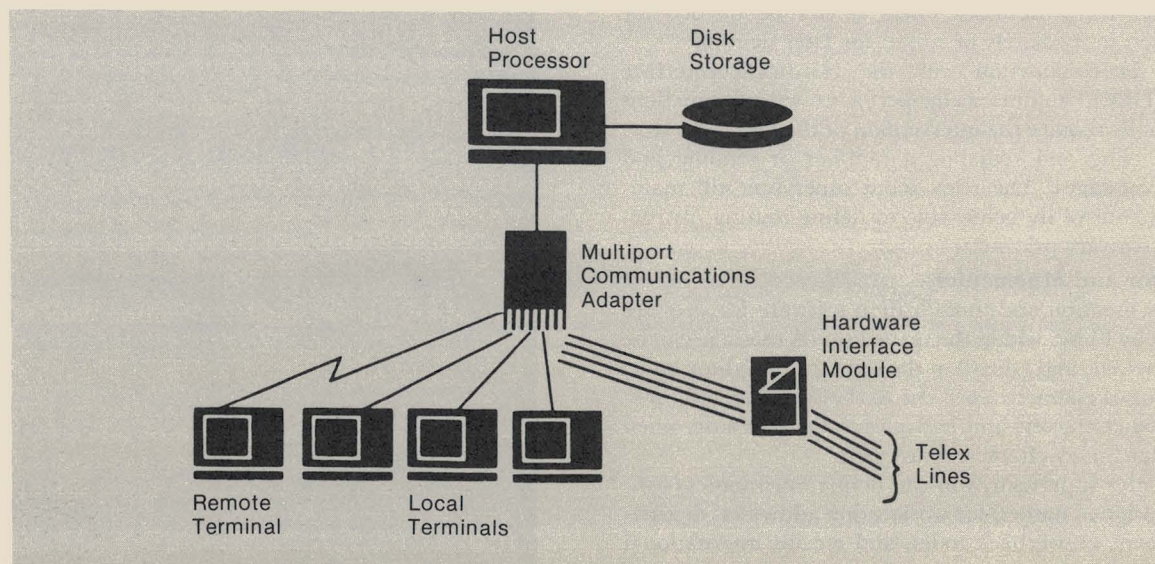
grams from any telex terminal anywhere in the world through ITMS. This feature allows remote sites to query and update a master database. This is especially useful in areas of the world where data transmission over phone lines is difficult.

- Computer-generated telexes. ITMS allows users to write DATASHARE programs to send out telex messages that vary in content. This is an excellent way to provide account balance and billing status information to overseas customers.
- Simplified message creation and editing. ITMS allows messages to be created and edited with a powerful text editor. Mnemonics can be assigned to frequent addresses or groups of addresses. Messages are electronically filed in the Datapoint system.
- Automated line management and reporting. ITMS can be reconfigured with ease, allowing new users to be added quickly. Messages can be prioritized for delivery. ITMS also generates traffic load reports and system usage statistics that ease the management of telex as a resource.

The following information is available to give further details concerning the Integrated Telex Management System:

Model Code	Description
61265	ITMS Flysheet
61306	ITMS Brochure
61296	HIM Product Specification
50676	ITMS Simplified User's Guide
50658	ITMS User's Guide
61273	ITMS Installation Guide

For further information, please contact your local Datapoint representative.



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## DATA PROCESSING

### Configuring the 8220 for RMS

In Issue 18 of SOURCE DATA (April/May 1982), an article entitled "How to Configure the 8220 Workstation" detailed all the configuration options that could be used with the 8220. This article outlines the configuration settings you should use if you plan to configure the 8220 as a workstation in the Resource Management System™ (RMS) operating system.

The following table lists the configuration options that should be used on the 8220 terminal when running with RMS. The ESC KBD option, new to the 8220, must be turned on (or set to Y) for correct operation with RMS. The CLICK option can be set on or off, depending on your needs.

RX RATE	(as required for specific applications)
TX RATE	(as required for specific applications)
PARITY	0
DBL KEY	N
UP CASE	N
BREAK	N
LOC ERASE	N
TX ERASE	Y
LOC HOME	N
TX HOME	Y
LOC DISP	N
CTRL KEY	N
AUTO ROLL	Y
AUTO CR/LF	N
ROLL DN	Y
PRINT ALL	Y
PRINT DEL	N
CURS OFF	Y
BELL	N
ESC OPTS	Y
SUB SCRN	Y
ALPHAOPT	N
GP KBD	(depends on keyboard; see below)
SP RPT	Y
ESC KBD	Y
CLICK	Y

Keep in mind that the GP KBD option must be set to Y if the IEOS keyboard is present; it must be set to N if the standard Datapoint processor keyboard is used. (For more information on the types of keyboards available, please see the article "Are You Suffering From Keyboard/Keycap Syndrome?" elsewhere in this issue.)



*Datapoint 8200*

For further information on configuring the 8220 for your individual needs, please contact your local Datapoint office.

### Concepts of RMS

Next month, SOURCE DATA will begin a new column called "The Concepts of RMS". But we need your help.

Later in this issue, you'll find a return postage card with "Concepts of RMS" on it. I'd like for you to take a moment to jot down topics you'd like to see discussed in this column, such as:

- Using the STARTUP Utility for Boot on Power-up
- Disk Structure and RMS
- Detailing an RMS Utility Program
- Configuration Files — Defining Your System
- System Design and Architecture
- The Theory Behind RMS

After all, SOURCE DATA is your publication, and your thoughts are necessary to make this column a useful one for all RMS users. Let's hear from you!

# Are You Suffering From the Keyboard/Keycap Syndrome?

There is widespread confusion about what keyboard comes standard with which device, and which keyboard options are applicable. The following describes the keyboards associated with all Datapoint processors and terminals.

The Universal Keyboard is a data processing keyboard shipped with all devices (5500, 6600, 3600, 8200) until the advent of word processing, 3270, Multiplan\*, and electronic mail. The Universal Keyboard will continue to be shipped with all small-screen processors (12 lines by 80 columns).

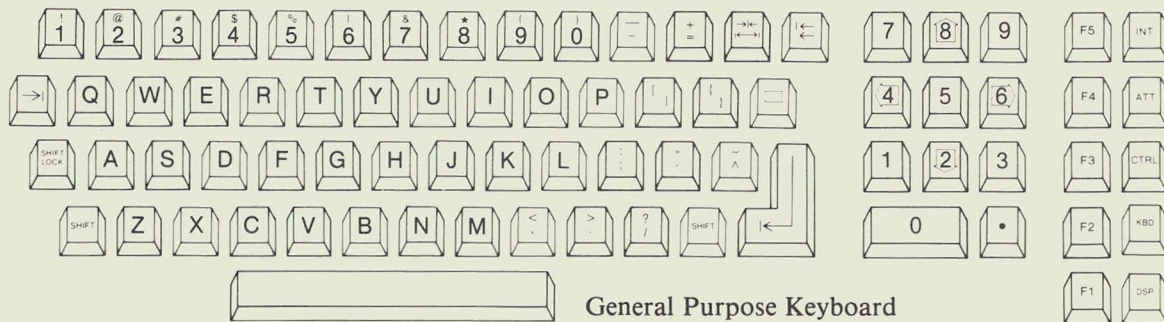
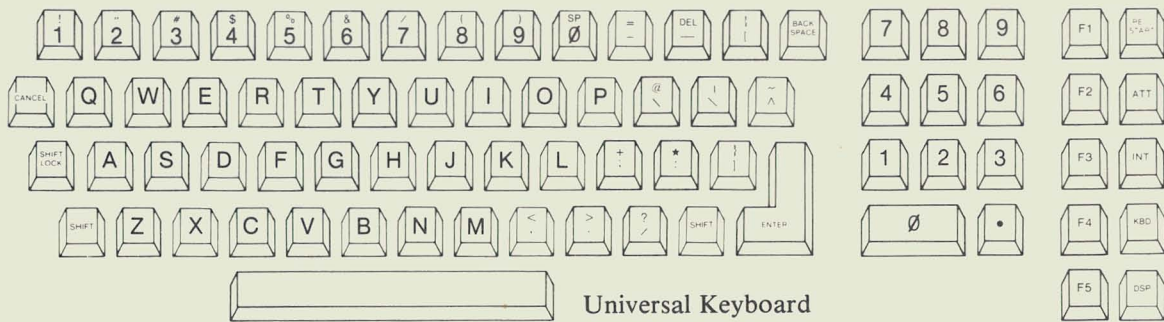
The General Purpose Keyboard was formerly known as the Multipurpose Keyboard. It is not only suitable and func-

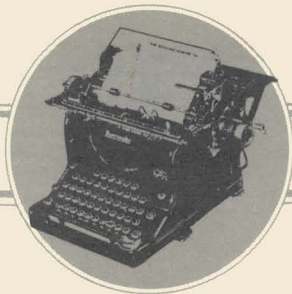
tional for data processing, but it also encompasses word processing and requirements associated with RMS workstations. The keycaps on this keyboard are used with Datapoint's Word Processing in the Integrated Electronic Office™. The General Purpose Keyboard is shipped with the 1500, 1550, 1800, 3800, 8600, and 8220.

The 3270 Keycaps are an option for the General Purpose Keyboard that offers selected keycaps with etchings on the front side of the keys to represent functions associated with the IBM 327X model II display stations.

If you have further questions regarding keyboards and keycaps, please consult your local Datapoint representative.

\*Multiplan is a trademark of Microsoft, Inc.





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## OFFICE APPLICATIONS

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### The 9660 Laser Printer — Versatility for Individual Needs

The 9660 Laser Printer was introduced in November of 1981. It is an electro-photographic, non-impact printer with high throughput and high printing quality for use in an RMS environment. This article is the second in a series of articles concerning features of the printer (see SOURCE DATA Issue 18, April/May 1982).

#### Type Styles To Fit Your Needs

In the fast pace of the business world today, efficiency and quick turnaround are two of the most important qualifications for producing a major project on time and within budget. For example, let's say you have a sales proposal to produce. You want to present your customer with a polished, professional product: that means a lot of time spent with a typesetter and printer. With the 9660 Laser Printer, you can use typeface, rendition, point size, and pitch to create documents in your own unique style without ever leaving your office. Typeface is the character style (Courier, Pica); renditions are translations of the normal style (bold, italic). Point size refers to the height of a character (there are 72 points to an inch). Pitch is the number of character widths that may be placed in an inch.

You can use up to 32 unique combinations of print, or "fonts," on each page. The commands for the different fonts are embedded within the document, since you specify fonts from your processor, so you never have to manually adjust the printer. With this versatility, you can produce professional-looking documents in a matter of minutes. For example, headlines can be printed in boldface type for emphasis, and the body of the document can be output in a smaller, lighter type for readability. You can even vary the type style in tables of statistics to emphasize the areas you want to attract notice.

Requesting a new font is as simple as deciding which one you want to use. New fonts are requested from the font controller task, which locates the font in its library and returns the font to the printer. The printer can then use the font in the document as you've requested. Since the commands for fonts are embedded within the document, changing fonts is as easy as changing your mind.

#### Creating Forms

Gathering new information for a company's payroll department becomes very simple with the proper questions outlined on a printed form. The problem is getting the right form written, printed, and copied in time to use it. With the 9660, you can create forms and print as many copies as you

want, when you need them. Simple forms are created by using FORMS software. This package uses a font that supplies graphic characters (horizontal and vertical bars) to create forms using two utilities, CREATEFORM and MERGEFORM.

CREATEFORM is the forms creation utility. It uses mnemonics to generate a file that includes font commands and ASCII character sequences, which, when printed on the 9660, will produce a form. Another utility, called MERGEFORM, can take a form file created by CREATEFORM and merge it with a specified document prior to spooling to the 9660. With these utilities, you can create the forms separately from the document, allowing greater flexibility in the final product. Because this is a character replacement process, the fonts specified in the document must be the same point size and pitch as the forms font. Graphics characters, such as arrows and shading characters, like those used to shade pie charts, are also available in the form font, letting you create simple bar graphs without having to monopolize a graphic artist's time.

#### Keeping Track of Printing Costs

One department always seems to use the printer more than another and somehow doesn't get charged for it. The optional accounting package on the 9660 reads the accounting log created by the UNSPOOLER printer filter and creates up to six different reports detailing individualized costing procedures. You can establish cost rates for paper type, time of day, print job priority, and single- or double-sided printing. Reports are then created to reflect the cost of printing broken down by time of day, employee, department, division, and cost. This reporting package tracks printer usage and distributes the printing costs more evenly.

#### Security For Finished Documents

Not everyone in the office needs to see everything printed in the office. The 9660 provides privacy for finished documents when you use the optional lockboxes. The standard printer has 10 output bins; each bin can be coded for individual users. The lockbox owner's ID is set by coded tabs similar to those on the paper tray. The tabs on the lockbox are hidden behind an opaque window and are read by an infrared scanner mechanism to provide the highest degree of security possible.

*continued on page 6*

Pages routed to the bin by owner name can be sent to multiple bins for collation, or multiple copies may be sent to the same output bin. Lockboxes may be inserted into any of these bins. Any lockbox placed in an output bin is sensed by a scanner located in the output distributor of the 9660. When a lockbox has been sensed, the lockbox name overrides the name usually associated with that output bin, and all documents with that lockbox name specified are sent to the corresponding box.

Please watch SOURCE DATA for more articles concerning the Laser Printer. If you have questions or need further information concerning any of the features discussed in this article, please contact your local Datapoint representative.



## Multiplan Update How To Use Linked Worksheets

### Multiplan Update — How To Use Linked Worksheets

One of the most important features of Multiplan is the ability to pass information from sheet to sheet. This process is called "linking." This article gives you an example of the steps required to link and unlink worksheets under Multiplan.

### Linking Worksheets

Let us suppose you have two worksheets called WORK1982 and WORK1983. In WORK1982, you have a total cell (or a unit that holds information in a row and column format) calculated at row 9 column 3. Let's call that cell TOTAL; it has a value of \$1234.50. We want to use TOTAL in our WORK1983 worksheet. To do this, you'll have to take the following steps:

```
NAME TOTAL <tab> R9C3 <enter>
```

This sets up the name TOTAL for cell row 9 column 3.

```
EXTERNAL NAME TOTAL <tab> VALUES <enter>
```

This flags the cell named TOTAL to export its value. You use the SHAPE option only when you are referencing area intersections rather than single cells, such as YEARTODATE COL4. (If you had more cells to export, you would repeat these steps as many times as needed.)

```
TRANSFER SAVE WORK 1982 <enter>
```

Make sure that you remember to save the export changes you have just made. If you don't save those changes on the sheet, the cells you have named and exported will not be available to other sheets.

```
TRANSFER LOAD WORK1983 <enter>
```

This "transfers" the dependent worksheet, WORK1983. (WORK1982 is called the supporting worksheet.)

```
EXTERNAL OPEN WORK1982 <tab> WORK 1982 <enter>
```

This command opens the worksheet. Though the logical name and the file name of the worksheets may be different, it's not recommended, since it is generally confusing.

Place the cursor where you want the TOTAL figure to appear. Let's say you need the information at row 4 column 2.

```
VALUE WORK1982 TOTAL <enter>
```

The number 1234.5 should appear. Notice that it did not save the format of the cell TOTAL (which was in a dollar and cents format), but took the format of the cell it was placed into. You can change this format, if need be.

```
TRANSFER SAVE WORK1983 <enter>
```

Remember, save your worksheet. The cell you bring the value into may contain a formula. For example, our WORK1983 cell could have been (WORK1982 TOTAL + SALES)\*110%, or another formula.

### Unlinking Worksheets

Just how can you unlink worksheets? Suppose you no longer have a need for the information from WORK1982, and you can't seem to get rid of the reference, since there is not an EXTERNAL CLOSE command. Since Multiplan checks WORK1982 each time you open WORK1983, things slow down. You can unlink the worksheet and speed the whole process up in the meantime. Use the following commands to perform an "unlink."

```
TRANSFER LOAD WORK1982  
TRANSFER SAVE WORKXXXX  
TRANSFER DELETE WORK1982
```

This breaks the link by making WORK1982 unavailable when WORK1983 is loaded.

## TRANSFER LOAD WORK1983

Answer "N" to the access retry question. Now you only have to make any changes to the formulas, since any reference to WORK1982 will give an error.

TRANSFER STORE WORK1983  
TRANSFER LOAD WORKXXXX  
TRANSFER RENAME WORK1982

These steps will "unlink" the worksheets for you.

### Using Matrices Successfully

You can export entire matrices by using one name for the

whole matrix. Just remember the restriction: to export a matrix properly, you must place the matrix in the same location in the dependent worksheet as in the supporting worksheet. That is, if you want to export matrix BOXONE located in R1C1:R9C9, you must place it in R1C1:R9C9 in the new worksheet. With that in mind, you need only to follow the steps described above to link and unlink them. If you have questions or need further information concerning Multiplan, please contact your local Datapoint representative.

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## RMS IEOS 3.2

RMS IEOS 3.2.1 enhances performance through the addition of new features. This article deals with enhancements to previous versions.

### Low Cost Workstations

Since 8200 series terminals can function as full-fledged IEOS workstations under RMS, the cost per workstation decreases significantly. This also gives you flexibility in configuration design. Clustered systems become a more viable solution now, with the capability of attaching multiple terminals to an 8600 with 20MB on-line disk storage. In such a configuration, three 8200s or ergonomic, amber-screened 8220s could participate as full-fledged IEOS workstations, with IEOS also running as a task at the 8600 console. The 8600 also functions as a data resource processor, performing the disk management functions for the attached 8200 workstations.

### Shared Printers and Concurrent Printing

With the resource sharing capabilities in the RMS Operating System, workstations may direct print tasks to any printer on the network for which they have appropriate security access. Furthermore, print formatting of the documents is performed as a separate task, so that the workstation is free to perform other functions once the print command has been issued and accepted, whether the job has been designated to print directly or to be spooled. This addresses the full range of sophisticated concurrent print capabilities. For example, you can finish editing a 50-page report, issue the print command, and then immediately proceed to the next document you want to modify.

This also means that workstations can directly access any printer on the network, or queue jobs to printers, without adding a dedicated processor to serve as an unspooler.

The newest release provides you with the capability to cancel a concurrent print task. To do this, you would exit from IEOS and use the CANCELPRINT command. This program will ask you for the name of the net and node in which the print task is running. The printer will print the data in its buffer and will also print a message telling you that the print task was cancelled.

### Other Features

Some other features have been added, as are listed here.

### Page Access Without Scrolling

In RMS IEOS, pages do not scroll on the screen when the PAGE command is used. For example, if you are on page 1 and keyin PAGE 10, the next screen displayed is the text of page 10. Also, when you end a document, the system performs the END processing without displaying the rest of the pages in the document.

### Click

With RMS IEOS 3.2.1, you can "turn off" the clicking produced on 8600, 8200, and 3800 workstations by using the ;CLICK option on the IEOS command line. The clicking in the 8220 workstation is configured in the workstation's firmware.

### Associative Index Method™

RMS IEOS now includes AIM™ to allow you to look up text strings within documents via the SEARCH and LOCATE commands while decreasing the access time previously taken by IEOS.

### Simplified User Sign-Ons

The user-tailorable startup capabilities of RMS allow secure yet easily automated and simple sign-ons for IEOS users. A supervisor, for example, can set up the system so that an operator gives only a user ID and password, and all of the user's environments are inserted automatically. This allows simplified IEOS access, while maintaining stringent security.

### Enhancements

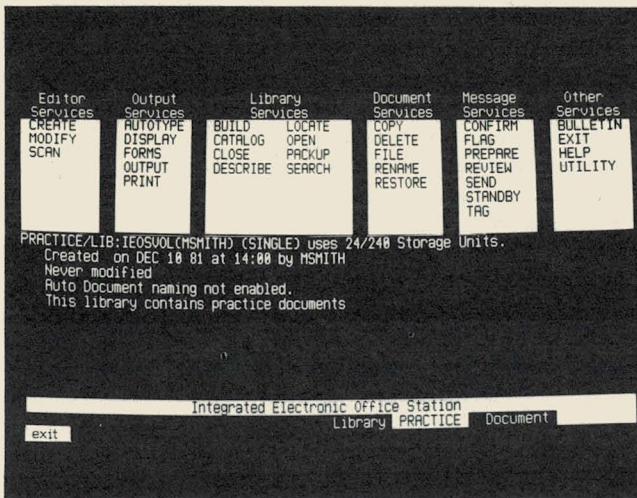
The following enhancements have also been added to RMS IEOS.

### HELP Screens

Simplified HELP screens provide information to you in a direct and efficient manner. The shortest acceptable abbreviations for commands are now highlighted on the screen for quick reference. Also, HELP screens are menu independent, allowing you to reference commands on other menus.

The <command> LONGFORM function has been eliminated; the information has been merged with the help screens in a much more meaningful style.

*continued on page 8*



### Tailorable HELP Screens

Since the HELP library (COMMON/LIB) is now a standard IEOS library, you can add explanations to the HELP SCREENS that you can access with the IEOS HELP command. This allows the easy addition of site-dependent infor-

mation and notes about frequently used editing commands for quick reference.

### Enhanced Naming Conventions

Library names can be as long as 12 characters, and both library and document names can contain special characters. Also, four-character filename extensions are allowed.

### More Efficient PACKUP

PACKUP now releases unused space at the end of a library, regardless of whether inactive documents are present, making supervision and management of available storage space on a system even easier.

### Enhanced Security Capabilities

Using RMS' extensive security conventions, you can make file access (READ, WRITE, COPY) as open or as rigidly secure as you require.

### Simplified System Management

When you use RMS utilities and the file-naming conventions under IEOS, you can simplify management of IEOS work files and libraries. For example, a supervisor may use DELETE CUT?/IEOS:W to delete all extraneous cut files in one simple command.

For further information concerning this release, please contact your local Datapoint representative.

## New Features in DOS IEOS 1.6

DOS IEOS 1.6 was released in August. The newest version contains several new features that make it more versatile, faster, and easier to use. Two new commands have been added and the Electronic Message Service and other commands have been upgraded.

### The TYPE Command

There are times when you want to produce a short memo without retaining the information in an IEOS library. You'd normally do this on a typewriter, since it would be so time-consuming in IEOS (creating a document, printing, and finally deleting the memo from your library). With the new TYPE command, you can "make" your processor act like a typewriter. Located in the OUTPUT SERVICES on the IEOS Command Menu, the command saves the current library and document and displays an 80 column screen. The left margin and bell position are specified in the beginning of your memo; each line is stored in the local memory buffer and is printed each time you press the RETURN key. Once the memo is complete and the buffer has been completely emptied, you return to a normal IEOS screen and can resume any IEOS function.

### The OTHER Command

Do you often find that you need to exit from IEOS to perform a DOS function? The new OTHER command allows you to access a program outside of IEOS without having to exit from IEOS. When you are returned to the IEOS screen,

the command menu is reopened to the same library and document you had open, with the same options you used with it, such as the NOCLICK option.

The OTHER command is a main menu selection located in the OTHER SERVICES column. When you enter the OTHER command, a menu of DOS command is displayed, so you can select the desired DOS function you want to perform, such as CAT or Multiplan. You don't have to return to DOS to access other programs. For example, you may want to use information in a budget you've prepared with the Multiplan program. By using the OTHER command, you simply key in the OTHER command and begin execution of the Multiplan from that menu. When you retrieve the information you need, one simple command (REIEOS) returns you to the IEOS library you had opened earlier in the day.

### EMS Enhancements

EMS has been enhanced to provide quicker message generation and a new OUTBOX status. The APPEND, ATTACHMENT, and OVERRIDE options are no longer part of the command line; the APPEND and ATTACHMENT facilities are now implemented from within the message being prepared by first pressing the command key and then keying the appropriate command. The new OUTBOX status is "Message Completely Delivered" and indicates that all addresses of your memo have received their copies.



### More Improvements

Many more improvements have been made in IEOS including:

- The 10-key number pad is now available for operator use during all menu-level commands.
- A WIDTH keyword has been added to the FORMS command.
- IEOS libraries approaching the maximum supported size are OPENed with an advisory message to that effect.

- AUTOTYPE now ignores variables not found in its datafile.

These and other enhancements are all included in IEOS 1.6, which is now available in Software Services. If you have further questions regarding this new release, please contact your local Datapoint representative.



## OFFICE COMMUNICATIONS

### ACD and MINI-ACD Enhanced in New Releases

Datapoint's Automatic Call Distributor (ACD) has been enhanced with the release of ACD 4.1; MINI-ACD 1.2 has also undergone few changes. This article will detail the changes in both systems.

#### ACD Enhancements

The following enhancements to the ACD are included in the 4.1 release.

#### Reporting Enhancements

ACD 4.1 allows more streamlined reporting functions. The FORMAT REPORT command now allows you to format and print the contents of any DOS-compatible text file to the local printer. This command is identical to the FORMAT REPORT command now available in the SHARE system. The REPORT GROUP command allows you to see information relative to the reporting group assignments. It also includes the period being reported, the average number of positions staffed during that period, the number of calls offered to the reporting group, the number of calls handled, abandoned, and delayed by announcement, the wrap-up time, and the number of calls originated or transferred by agents from this group. The line utilization report has been modified to include several additional fields of information: the length of time each line was in use, the total number of calls abandoned by line, and the all-trunks-busy time for each split.

#### Spooling Enhancements

You can now spool any or all system reports to a disk file. This file could be accessed by another processor in an ARC environment for output to the system printer. This capability is identical to the print spooling in the SHARE system. All

report-oriented commands support local printing from a Datapoint 8200 terminal if a printer is present.

#### Monitoring Capabilities

A console capability allows you to display line status activity for all lines in the system to all consoles in the system. The current method of assigning lines to specific consoles for reporting is still supported. An additional agent attribute can direct the system to place the agent's instrument into the available state after the termination of an incoming call. This command displays the line numbers that are waiting for an agent and the length of time waiting for a specified split. While a supervisor is monitoring a call, the supervisor can request to be called by the agent controlling the call. The selection technique used to mark trunks for outgoing calls is enhanced with the addition of the option to specify a top-down method of call connection. This connection will be made available on a line type basis. A console capability allows multiple supervisor consoles the ability to view any screen on any console in the system.

#### MINI-ACD 1.2 Enhancements

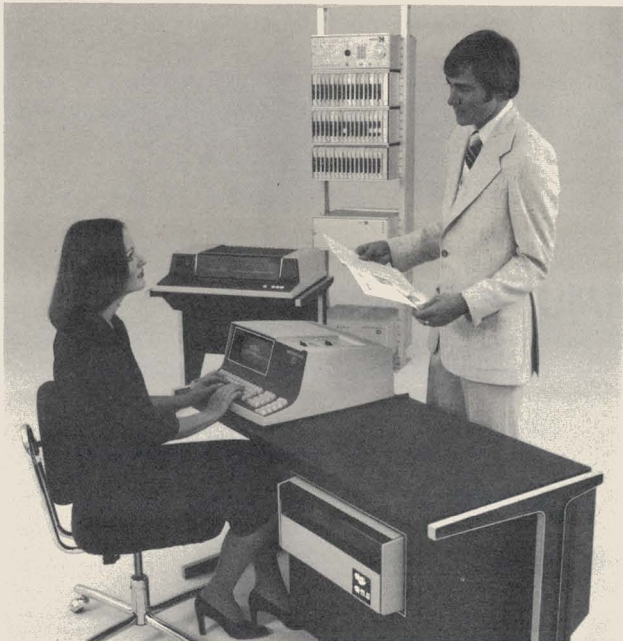
User's Guide documentation will be enhanced with MINI-ACD 1.2, and includes an outline of report package output and a description of the supervisor's console display.

MINI-ACD 1.2 performs a database verification check at system initialization compatibilities before they cause problems.

For further information concerning either of these products, please contact your local Datapoint representative.

# Lowering Telecommunications Costs

More and more companies are now taking advantage of the "shared use" ruling as defined by the Federal Communications Commission to provide additional employee benefits while recovering costs associated with the operation of their long distance network.



*Datapoint LDCS*

## What is Shared Use?

The FCC defines shared use as "... a non-profit arrangement in which several users... collectively use communications services and facilities obtained from an underlying carrier or a resale carrier, with each user paying the communications-related costs associated with subscription to and collective use of the communications services and facilities according to its pro rata usage of such communications services and facilities."

With shared use, a corporation can provide discounted interstate long distance service to its employees and can allocate, based on pro rata usage, that portion of departmental overhead expense applicable per minute or per call.

## The Shared Use Approach

The shared use concept allows a corporation to make maximum use of its communications facilities during non-business hours. And by spreading the administrative costs over a wider user base, the corporation can decrease its communications expenses. The main advantage of Shared Use rather than Resale is that no FCC license is required and rates do not have to be filed as a tariff.

A major university just completed a 4-month trial period of sharing its facilities with its students and met with phenomenal success. The high amount of student traffic made it cost-effective to include flat rate facilities instead of a heavily weighted WATS network, reducing the cost of providing long distance to all of the users. Plus, the administrative costs are shared between the students and the university.

## Datapoint's Answer

Datapoint's Long Distance Control System (LDCS) is ideal for taking advantage of this type of cost recovery. Its remote access capability with unique caller IDs, line utilization reports, and standard accounting package make the system highly efficient in this application.

Communication managers are aggressively seeking ways to lessen the impact of the recent rate increases and WATS restructuring on their department expenses. By putting the LDCS to work at night, they can effectively reduce the company's communications expenses and add an employee benefit at the same time.

## SHARE 6.1 Enhancements

SHARE™ version 6.1 was released in August and includes the following enhancements.

### Expanded Tables

The number of system-wide routing tables has been increased from 64 to 96. With SHARE 6.1, you can increase the number of exchange code tables from 78 to 320.

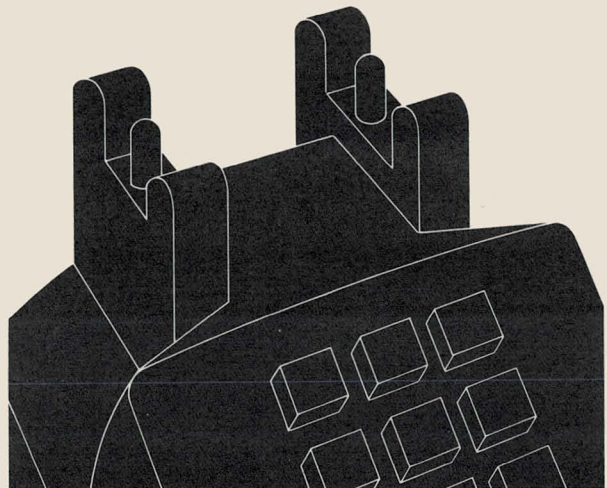
### ITT Interface

The ITT interface in SHARE 6.1 allows you to have dial-up access to other common carriers by using a dialing pattern like ITT's "Dial-Up City Call Service."

### Improved Analyses Reports

A new report similar to the current Traffic Analysis Report for output lines indicates the percentage of all input lines used during the day. The Output Traffic Analysis Report generated when you use the PRINT TRAFFIC command has column totals added to the columns entitled "Total Minutes," "First Choice," "Route Advanced," and "Number Calls Blocked."

SHARE 6.1 requires 128K to support one site and 256K to support from two to eight sites. You can order the updated Product Specification (Model Code 61389) and the User's Guide and Quick Reference Guide (Model Code 61390) for the revised SHARE system. For further information concerning SHARE, please contact your local Datapoint representative.



# ACD Improves Bank Service

When good service is what good banking is all about, having an efficient telephone management system that does more than distribute telephone calls really makes the difference.

This is especially true in the area of credit service, where retail merchants require authorization from the bank of a credit card holder guaranteeing payment for goods charged.

## Lack of Management Reports Impacts Service

Royal Bank, headquartered in Montreal, Canada, realized that their last telecommunications system was having a negative impact on service provided to customers. Further, that system did not provide information on how they could improve call handling.

"We needed a system that could provide hard data on calls as well as on representative supervision," states Mr. Luther Carver, Manager of Administration and Control for Visa. "You need to be able to measure efficiency if you want to improve service and control costs."

The Visa authorization centers at Royal Bank are in operation 24 hours a day, 7 days a week. The bank had to install a telephone management system with a high degree of reliability. In their search for such a system, Carver and Mr. Bob Matthews, of Royal Bank's Processing Systems Department, visited the Datapoint ACD installed at the First National Bank of Chicago, the second largest Visa authorization center in the United States.

The system at the First National Bank of Chicago is self-contained and offers detailed hard copy reports on every aspect of call volume, handling, and line utilization. These features of the system helped them decide to install the ACD system at Royal Bank.

## Detailed Reporting Improves Performance, Service

"In the past, we were groping around in the dark," explains Mr. Bruce Henderson, Assistant Manager of Operations Support for Royal Bank, Montreal. "We were guessing as to the kind of service that was being provided to the merchants. There was no information available on calls that were abandoned, the waiting time until a call was answered, or the average length of a call."

Now, management personnel at the two sites are provided with up-to-date information on calling patterns and performance, including agent performance, line utilization, calls abandoned, calls waiting, and traffic reports at the end of each working day. These reports help to determine the number of lines being used, the number of agents to handle the calls, the peak periods of incoming calls, and the average waiting time before a call is handled by an agent. For example, 13,000 calls are being handled per day in peak periods in Toronto: 85% are answered within 30 seconds, 99% within 60 seconds. There is a less than 1% rate on abandoned calls. The statistics are similar in the Montreal center, where almost 6,000 calls are being handled per day in peak periods.

## Up-to-the-Second Information

Two ACDs are being used, each consisting of an intelligent switching system, host processor, disk storage, printer, supervisor console, and agent instruments. The on-site location of the equipment allows management to receive reports on demand, at any time of the day, week, or month.

Also, the supervisor video display consoles are located within the immediate work area, providing an up-to-the-second display of all call activity taking place.

The Datapoint ACDs are flexible, turn-key systems that allow a configuration to be incrementally expanded to accommodate growth in call volume. Each ACD has the potential for 48 different configurations, ranging from 4 lines with 4 agent instruments, up to 102 lines and 83 agents in standalone systems. The systems may be connected to provide up to 408 lines with 302 agents.

## Answers Calls — and More

A further advantage of the ACD is that it provides a way to pinpoint any abnormalities in the operation of incoming lines. "When the new ACD was installed we discovered that certain incoming lines were not working properly," reports Henderson. "No one knows how long they were out of service previously." Now, the center can quickly identify problems like these.

The reports generated by the ACD can also be used for training and evaluation. Since the supervisor can monitor the content of incoming calls, that person can easily evaluate the performance of new operators and can also help the operators with any problems they may be having during calls.

For further information concerning the ACD, please contact your local Datapoint representative.



*Datapoint ACD*

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Networks: Local and Remote Communications	18/1	Tandy Selects ARC Local Network Structure (ARCNET) for TRS Computer Network	15/1
<b>PBX</b>		<b>Telecommunications</b>	
Call Accounting and Management Systems	15/20	Call Detail Recorder — The Solution for Telecommunication Management	17/16
CDR/CASH Systems Revisited	16/7	Telephone Efficiency Using Datapoint's ACD	18/15
Call Detail Recorder — The Solution for Telecommunication Management	17/16	Lowering Telecommunications Costs	20/1
Do You Want To Configure Some Remote Terminals? No Problem!	18/3	<b>Telex, Teletype, and TWX</b>	
Managing Your Phone System Economically	19/16	New Features on EMS 1.3	16/11
		Datapoint Announces the Integrated Telex Management System	20/1
<b>Polaroid †</b>		<b>Vendor</b>	
Color Business Graphics Question and Answer	17/12	Datapoint's First Vendor Financing Program!	15/23
<b>Report Program Generator (RPG and RPGPLUS)</b>		<b>Word Processing</b>	
Fundamentals of Systems Design and Analysis: File Access Methods	15/4	Word Processing 1.4.1 Released	15/14
New Capabilities Available in RMS	16/1	IEOS Documentation Clarified	15/14
New Features in RMS 1.9	19/1	Word Processing Tricks	15/15
		Electronic Mail as Total Communication: Possibilities, a Pilot, and Performance	15/16
<b>Resource Interface Module (RIM)</b>		Color Business Graphics Question and Answer	17/13
The 8600 — Part of a Family of Processors	15/1	IEOS Recovery Procedures	17/13
Electronic Mail as Total Communications: Possibilities, a Pilot, and Performance	15/16	A PACKUP CHAIN For Your WP Libraries	18/13
		RMS: Solving Tomorrow's Problems Today	19/1
<b>Resource Management System (RMS)</b>		Automatic Archiving — CHAIN is the Answer	19/13
The 8600 — Part of a Family of Processors	15/1	Are You Suffering From Keyboard/Keycap Syndrome?	20/4
8200 Version 2 for DOS and RMS Applications	15/2	<b>Users Groups</b>	
RMS CHAIN Makes Life Easier	15/10	Federal Datapoint Users Form Group	16/16
Automatic RMS?	15/12	Michigan Datapoint Users Group	16/16
RMS 1.6 Release	15/12	Federal Datapoint Users Group	17/9
How To Keep RMS Up-To-Date	15/12	National INFOSWITCH Users Group	17/9
Electronic Mail as Total Communication: Possibilities, a Pilot, and Performance	15/16	INFOSWITCH Users Group Holds Spring Meeting	18/10
New Products, Catalog Available	15/21	Want To Be Part of a Datapoint User Group	18/10
New Capabilities Available in RMS	16/1	Southern California Datapoint Users Group Reunites	19/18
RMS Question and Answer	16/2	Michigan Users Group To Meet	19/18
The 8800 in Manufacturing Systems	17/1	Federal Datapoint Users Group Quarterly Meeting	19/18
Static Buffers Speed RMS DATABUS	17/1	Want To Be Part of a Datapoint Users Group?	19/21
ARC Communication and Emulation Software	17/4	New York, Boston, Seattle Establish New Users Groups	20/18
Do You Want To Configure Some Remote Terminals? No Problem!	18/3	INFOSWITCH Users Group Plans Fall Meeting	20/18
How To Read the RMS Release Form	18/5		
How to Configure the 8220 Workstation	18/6		
More News on the 9660 Laser Printer	18/11		
New Features in RMS 1.9	19/1		
RMS: Solving Tomorrow's Problems Today	19/1		
Security for Your DOS ARC System	19/5		
Automatic Archiving — CHAIN is the Answer	19/13		
Band Printer Now Has Serial Interface	19/16		
Concepts of RMS	20/3		
Configuring the 8220 for RMS	20/3		

†Polaroid is a registered trademark of Polaroid Corporation.

\*Kodak and Ektachrome are trademarks of Eastman Kodak Corp.

# Northeast Regional INFOSWITCH Users Group to Meet

If you can't attend the INFOSWITCH Users Group's Fall Meeting in San Antonio and you're in the northeastern part of the United States, you're in luck. The Northeast Regional INFOSWITCH Users Group will hold its annual Fall Meeting on November 11 and 12 at Hotel Syracuse in Syracuse, New York. Members who attended the San Antonio conference will give reports on the happenings there, and other topics concerning telecommunications will be discussed during the two-day meeting. The cost is only \$15 per person. If you'd like more information on the meeting or registration, please contact Shirley Fortier, University of Vermont, 336 Waterman Bldg., Burlington, VT 05405. You can call her at (802) 656-3472.

## New York, Boston, Seattle Establish New Users Groups

Interest in Datapoint Users Groups is really growing and I'm glad to see it. These users groups are a great way to share all kinds of information about your Datapoint system with other Datapoint users. Recently, three new users groups joined the ranks of established groups: Greater New York, Greater Boston, and Greater Seattle. This means that you can find groups in some seven states now, from coast to coast, as listed below.

### Austin Datapoint Users Group

1615A West 6th Street  
Austin, TX 78703  
(512) 472-4283  
Contact: Fred Peterson

### Federal Datapoint Users Group

Mail Stop 206  
Room 1B411  
12201 Sunrise Valley Drive  
Reston, VA 22092  
(703) 860-7211  
Contact: Dexter Leland, President

### Michigan Datapoint Users Group

7410 Anthony  
Dearborn, MI 48126  
(313) 584-2416  
Contact: Thomas Kelly

### Southern California Datapoint User Group

547 El Encino  
Diamond Bar, CA 91765  
(714) 732-2416  
Contact: Steve Schultz

### Greater New York Datapoint

**Users Group**  
c/o Ruby Kirk  
Scientific American  
415 Madison Ave., Floor 20  
New York, NY 10017  
(212) 754-0473  
Contact: Ruby Kirk

### Greater Boston Datapoint Users Group

c/o Thomas LaLiberte  
Teaching Resources  
50 Pond Park Road  
Hingham, MA 02043  
(617) 749-9461  
Contact: Thomas LaLiberte

### Greater Seattle Datapoint Users Group

c/o Dianne Lee  
Weyerhaeuser Real Estate Company  
Tacoma, WA 98477  
(206) 924-3296  
Contact: Dianne Lee

I've had inquiries regarding users groups from more than 17 other states where, alas, no groups yet exist. These include: Rhode Island, Connecticut, Pennsylvania, Delaware, Washington D.C., Maryland, South Carolina, Georgia, Florida, Alabama, Tennessee, Ohio, Minnesota, Illinois, Texas, Oklahoma, and Arizona. If you're in any of these

areas (or even close by), I can put you in touch with others interested in establishing Users Groups. Just use the card you'll find later in this issue to send me your name, address, and telephone number. If the card is missing, you can call or write me at:

Users Group  
c/o Karrie Reagan, Editor  
SOURCA DATA  
Datapoint Corporation  
9725 Datapoint Drive #T41  
San Antonio, Texas 78284  
(512) 699-7059

In the next issue, I'll be listing names in different areas of the U.S. Watch SOURCE DATA for more users group news.

## INFOSWITCH Users Group Plans Fall Meeting

The National INFOSWITCH Users Group is planning its Fall Meeting in San Antonio at the Hilton Palacio del Rio, October 25 through the 28. Many topics will be discussed, from User Group business (election of officers, creation of committees) to information on all aspects of telecommunications (reports from the House Communications Subcommittee on the Telecommunications Act of 1982, Basic and Advanced Traffic Engineering, LDSCS As An Employee Benefit). Also planned are buffet breakfasts, door prizes, and lunch on a river boat.

### That Sounds Great, But What Is The INFOSWITCH Users Group?

The INFOSWITCH Users Group is a professional group of individuals who use Communications Management Products from Datapoint Corporation, including the Long Distance Control System (LDSCS), the Automatic Call Distributor (ACD), the Call Detail Recorder/Call Accounting for Hotels (CDR/CASH), and the Integrated Electronic Office (IEO). The group's objectives are:

- To provide a channel of communications from the users to Datapoint Corporation.
- To assist members in solving telecommunications-related problems.
- To provide an opportunity to interact with other users and to exchange information pertaining to telecommunications.
- To help improve the professional competence and status of each member.

To fulfill these objectives, the users group meets twice each year, once in the spring and once in the fall. Also, a quarterly newsletter is published to keep all members up-to-date.

If you are interested in attending the Fall Meeting of the users group, or if you can't attend but want more information about the group, please look for and return the postage-paid card later in this issue. If the card is missing, you can write the president, Ken Berry, or its membership director, Shirley Fortier, at one of the addresses below.

Ken Berry  
IUPUI  
Communications Services  
Riley Hospital, Rm. 1121  
Indianapolis, IN 46223  
(317) 264-8413

Shirley Fortier  
University of Vermont  
336 Waterman Bldg.  
Burlington, VT 05405  
(802) 656-3472


# Customer Education Schedule for September and October

Below is the schedule for Customer Education classes during September and October. *The Customer Education Course Catalog*, Document No. 60269, contains course descriptions, prerequisites, education center information, and cost. Copies are available at your local Datapoint office. Enrollment for courses is handled by the Customer Education Center; general questions about courses may be directed to the Center by calling (512)341-3268.

Course	Location											
	Starting Dates											
	San Antonio	San Mateo	Chicago	Washington D.C.	Boston	New York	9/20 10/18	10/4	9/13 10/25	10/4	9/20 10/25	
Introduction to Datapoint Programming												
Disk Concepts and Operations												
Disk Operating System												
Resource Management System												
RMS Advanced Word Processing												
DATASHARE												
Advanced DATASHARE												
Attached Resource Computer (ARC)												
Basic Word Processing Concepts and Operations (DOS)												
Advance Word Processing Concepts and Operations (DOS)												
Electronic Message System (EMS™)												
Basic LCDS™												
Advanced LCDS												
Automatic Call Distributor (ACD)												

# SOURCE DATA Advertising

The advertising listed below is presented without verification or review of any kind by Datapoint Corporation. Datapoint Corporation makes no representation concerning the content of these advertisements or the quality of any product, software, or service offered. Datapoint Corporation reserves the right to reject any advertisement at its sole discretion.

<p><b>For Sale</b> Datapoint 9553 Tape Drive — 800 BPI — 7-track. Approx. two years old. Under Datapoint maintenance until 9-30-82. Best offer; purchaser pays shipping. Call Van at (512) 896-1111. Kerrville Telephone Company.</p>	<p><b>Datapoint System Development &amp; Programming</b> No job too small or large! Programming, \$13/hr. Also modifications to existing programs. System development, \$16/hr. Contact: Co-op Systems, 1205 Highbridge Road, Cy. Falls, OH 44223 (216) 923-9205</p>	<p><b>For Sale</b> One 9404 Communications Controller <b>Call or Write</b> The Wyatt Co. John D. Powell 1050 17th Street N.W. Washington, D.C. 20036 (202) 466-3571</p>
<p><b>DATASHARE Systems:</b> Statistics Fixed Assets (new ACRs) Chess Custom Systems <b>Write or call for details:</b> <b>HEURISTIC SYSTEMS</b> 15733 SE 175th Pl. Renton, WA 98055 (206) 228-6543</p>	<p><b>MSSPLAN Planning System</b> DATABUS/DATASHARE "spreadsheet" tool for developing financial plans, models, forecasts, and projections. Enhanced version features "movable window" screen display. DATABUS source code included. License: \$250. Demo: \$50. <b>Management System Services</b> P.O. Box 171 Bellevue, WA 98009 (206) 828-3642</p>	<p><b>DATABUS PROFESSIONALS WANTED</b> Consolidated Management Services recently acquired The Innovators and is still expanding. We have an immediate need for a Senior Programmer Analyst and for several Programmer Analysts to work in our Stockton, California office on a large and growing RMS/ARC system. If you are looking for a real challenge, send your resume today in complete confidence to: <b>Consolidated Management Services dba The Innovators</b> P.O. Box 8130 Stockton, CA 95208 ATTN: Ralph DeLano</p>
<p><b>MDS, Inc.</b> <b>Datapoint Corporation's 1981 National Representative of the Year Announces</b> <b>The acquisition of LAWTIME, A comprehensive and cost-effective system Designed for LAW OFFICE AUTOMATION</b> *Operates on full range of Datapoint equipment *Encompasses complete timekeeping, billing, and accounting. *Includes integrated word processing. We are seeking representatives for selected territories.  <b>MDS, Inc.</b> 2702 International Ln. Madison, WI 53704 (608) 249-2147  <b>MDS, Inc.</b> 307 Whooping Loop Altamonte Springs FL 32701 (305) 831-4200</p> <p><b>MDS, Inc.</b> </p>		<p><b>Arrays? Sorts? Formulas? In Databus?</b> <b>Yes... with MAP</b> FROM K2</p>
		<p><b>CYLLON PROJECT MANAGEMENT SYSTEM</b> The low-cost monitor for any programming group. Outstanding, completed activity reports, time &amp; charges and more. All in DATABUS, lifetime license. Call or write: <b>CYLLON SYSTEMS INTERNATIONAL</b> 6515 Alderton St. Rego Park, NY 11374 (212) 757-1663</p>
<p><b>For Sale:</b> Fifteen Datapoint 10MB Packs used on 9374 and 9375 until upgrade. All in good condition. Will ship prepaid if you buy all. \$75 each. Contact: David Allen, Wallace Hardware Co., Box 687, Morristown, TN (615) 586-5650.</p>	<p>DATABUS/DATASHARE Word Processor. Now you can timeshare word processing and other programs. Many new features have been added to the "Advanced Editor." Send for free command list or \$3.00 for manual handling. Saratoga Computer Systems, 1175 Saratoga Ave., San Jose, CA 95129.</p>	<p><b>For Sale:</b> One Datapoint 1800 with two diskette drives, one disk drive (9320) and one 80 CPS printer (9232). For more information and pricing, please contact <b>Linda Goldsen</b>, c/o Gordon J. Bares, Inc. 609 Fifth Ave., New York, NY 10017 (212) 755-0295.</p>
<p><b>END DISKETTE ALIGNMENT PROBLEMS!</b> The Digital Diagnostic System will verify alignment and produce a complete, easy-to-read map of your diskette system WITHOUT AN OSCILLOSCOPE! Write: Care Computer Systems, P.O. Box 1408, Bellevue, WA 98809 (206) 481-6826.</p>	<p><b>COUNTY GOVERNMENT Software Package</b> <b>\$100,000 to \$150,000 Software Revenue Per Installation</b> <b>Franchises Available By State</b> <b>E.D.P., Inc.</b> 1515 South 350th Federal Way, WA 98003 (206) 927-5201</p>	
<p>Customize Databus for your application? <b>Yes... with MAP</b> FROM K2</p>		

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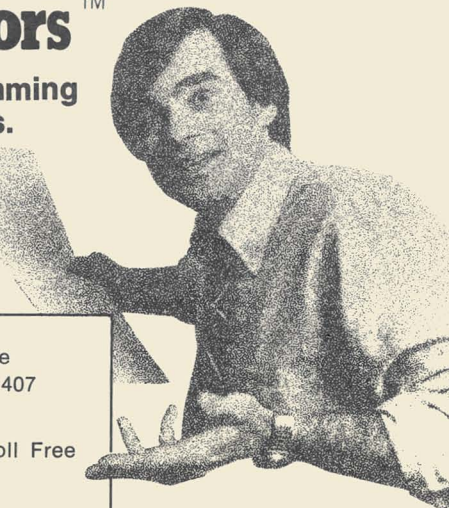
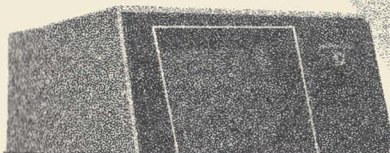
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Contact: Robert P. Putignano  
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