We'd like your opinion.

You can comment on this CD-ROM as follows:

Printed form. Print the comment form that begins below. Complete it, then either:

❒ Fax it to: 1 303-538-1741 **or**

❒ Mail it to: Lucent Technologies
                 Room 22-2X41
                 11900 N. Pecos Street
                 Westminster, CO 80234
                 U.S.A.

Web link. Select the following Web link button to fill out a comment form interactively.

http://www.lucent.com/enterprise/documentation/feedback.html

To use the Web-link option, you must:

- Have a current connection to the World Wide Web.
- Have a WWW Browser Application assigned in Acrobat Reader. To do this:
    1 In the Acrobat Reader window, choose **File > Preferences > Weblink**
    2 In the Weblink Preferences window, select a browser, then choose **OK**

Lucent Call Center Release 8 Documentation CD-ROM, 585-210-926, Issue 2.3, June 2000

1. Please rate the CD's effectiveness in the following areas:

	Poor	Fair	Good	N/A
Ease of installation	❒	❒	❒	❒
README and Introduction files	❒	❒	❒	❒
Search and access features	❒	❒	❒	❒
Page design	❒	❒	❒	❒
Ability to print	❒	❒	❒	❒
Overall satisfaction	❒	❒	❒	❒

2. On which platforms do you run this CD?

❒ Windows 3.x	❒ UNIX (HP 9000 series)
❒ Windows NT	❒ UNIX (IBM)
❒ Windows 95	❒ UNIX (Silicon Graphics)
❒ Windows 98	❒ UNIX (SunOS or Solaris)

3. Do you . . . :

❐   Run this CD from your CD drive?
❐   Run this CD from a network server?
❐   Install the documents and browser to your PC hard drive from the CD?
❐   Install the documents and browser to your PC hard drive from a network?
❐   Other?   Please describe:

4. How often do you use the following features?

	Never	Sometimes	Frequently	N/A
Main menu	❐	❐	❐	❐
Index	❐	❐	❐	❐
Glossary	❐	❐	❐	❐
Bookmarks	❐	❐	❐	❐
Hypertext links	❐	❐	❐	❐
Tables of content	❐	❐	❐	❐
Acrobat Find feature	❐	❐	❐	❐
Acrobat Search feature	❐	❐	❐	❐

5. How could we improve this offer?_____

_____

_____

6. What do you like most about this offer?_____

_____

_____

7. Do you still use paper versions of the documents included in this offer?

❐   No

❐   Yes -- Please describe why:_____

_____

_____

8. To comment on a specific document on this CD, please complete the following:

Document title: _____

Please rate its effectiveness in the following areas:

	Poor	Fair	Good	N/A
Organization	❐	❐	❐	❐
Completeness	❐	❐	❐	❐
Accuracy	❐	❐	❐	❐
Clarity	❐	❐	❐	❐
Level of detail	❐	❐	❐	❐
Examples	❐	❐	❐	❐
Illustrations	❐	❐	❐	❐
Headings	❐	❐	❐	❐
Index	❐	❐	❐	❐
Overall satisfaction	❐	❐	❐	❐

9. Please add any other comments here: _____

_____

_____

_____

_____

If we may contact you concerning your comments, complete the following:

Name:_____Telephone: _____

Company/Organization _____Date: _____

Address: _____

_____

_____

_____