

Community Hotline?

Community Hotline 2.0 is a multi-faceted (multi-user, multi-admin level & multi-branch) software. It offers an easy-to-use, easy-to manage matchmaking solution for communities, marriage bureaus, dating consultants, websites and organizations offering matchmaking, family directory and ecommerce services. The software is useful for any organization irrespective of the size of their operations.

Versions

Community Hotline 2.0 is offered with various licensing options ranging from single user desktop to multi-branch net work model.

Single Office Version:

This version is suitable for any small organization or community operating without branch offices or franchises.

What's Available?

- All standard features such as multi-level security, database administration, Advanced and Power Search, Photo Scanning, Auto-Match etc.
- Single or Multi User Operation.

Multi Office Version:

This version is suitable for all communities, marriage bureaus, websites, dating consultants and organizations offering Community services and having more than one branch or franchise.

What's Available?

All standard features such as multi-level security, database administration, Advanced and Power Search, Photo Scanning, etc.

- Single or Multi User Operation.
- Connectivity to different Branches.
- Synchronize data via web server.
- Disconnected mechanism with one head office monitoring the activities of other branch offices or franchises.

In a multi-office environment, there are generally two categories of operations i.e. Branch-to-Branch (B2B) and Branch-to-Client (B2C).

The B2B operations entail connecting your main head office to the various branch and franchise offices and controlling their operations. The B2C operations require a platform to connect your organization directly with your members and offer them personalized services.

To fit the exact requirements of an organization's Community operation, we have developed three different 'Editions' of Community Hotline Multi Office version.

The advanced features available in the different editions of Community Hotline 2.0 Multi Office version, enables an organization to create a perfect network of branches and franchises. Both Community Hotline and Community Online are easy to install and deploy.

Editions

The following editions are available with the Multi Office Version of Community Hotline 2.0:

Super Admin Edition:

This edition is required for controlling the operations of your branch offices and franchise network (B2B). It is usually installed in your main head office and can also perform all match making and Community operations.

What's Available?

- Keep track of all branch operations.
- View member and transaction log report of all branches and franchises.
- Control approval of membership registration at different branch offices.
- Collection Report for branches/franchises and receipts for members.
- Keep track of the daily cash flow and calculate the commission payable to the respective branches/ franchises.
- Define commission settings for multi-branch operations.
- The SuperAdmin can manually lock or Un-lock a branch or franchise operation at any given time and also define settings that will automatically lock a branch or franchise operation (OfficeAdmin) if they are not in communication with the Head Office for a pre-defined period.
- View, update or delete member profiles of any branch or franchise.
- Upload/download all Community data to/from the web server.

Office Admin Edition:

This edition is required to be installed in your branch and franchise offices to maintain Community records of the branch and provide match making services to the members.

What's Available?

- Keep track of operations of a single branch/franchise office.
- View member and transaction log report of the particular branch/franchise.
- Report on branch wise earnings and expenditure for the branch/franchise.
- Add, Update or delete member profiles registered only with the branch/franchise.
- View or download member profiles registered from any branch or franchise.
- Upload Community data of the branch or franchise to the web server.

Personal Edition:

This edition is required to be installed on your member's PC (B2C). The software provides them with the facility to directly update their Community profile to the web server.

What's Available?

- Search/Auto Match facility to view partial profiles of members on web server.
- Connect to the web server and download complete member profiles based on the package defined by the administrator.
- Pre-Paid online registration and renewal of membership.
- View Account Information.
- Update and upload their respective profile to the web server.
- Multiple Account license on single installation.

Common Features

The following sets of features are standard with all versions and editions of Community Hotline 2.0.

Registration and Operation:

- **Four Levels of Security:** Your Community data is for your eyes only and for those who have been given access such as administrator, editor, user and applicant.
- **Single Window:** Most of the features of this software are accessible on a single screen. This means the software is easy to operate and does not require special computer skills.
- **Registration:** Each membership record is uniquely identified and registered. Eliminates duplication of records and profiles.
- **Profile Management:** Option to enter a short as well as detailed profile of the member and specify his or her preferences. This helps to instantly generate a more accurate match making report for your members based on their preferences.
- **Family Directory:** Registered members can create their family directory and add, modify and delete details of his family and other family members.
- **Payment & Receipts:** After registration of a member, the software displays the form to enter the payment details and instantly prints a receipt for the same.

Search and Match:

- **Power Search:** This option enables users to search for member profiles for one or more keywords and using the AND/OR/NOT/+/-/condition. Example "doctor or engineer", "doctor and mumbai", "NOT doctor", "+doctor mumbai". This search option also allows users to search for an exact phrase. Example "computer engineer".
- **Search Wizard:** This tool displays a step-by-step form to select different parameters based on member preferences (as in personal details, qualifications, work experience, etc) and display the matching profiles.
- **Auto-Match Search:** The Auto-Match feature instantly displays the matching profiles for up to 13 conditions based on a member's preferences.
- **Advanced Search:** This search helps to find profiles for multiple criteria based on values stored in fields such as age, location, caste, etc and using the AND/OR/NOT conditions.
- **Expiry Search:** This feature enables you to search Community profiles and list out expired profiles with a single click. The information can be used to contact members for renewing their subscription or for new references.
- **User ID Search:** This search option provides the facility to instantly retrieve a member profile by entering their User ID.

Member Tracking

- **Notes and Appointments:** This invaluable tool keeps track of interviews, appointments and sessions arranged between members and also note their feedback.
- The community marriage bureau can assign points or grades for a based on their own assessment and the feedback received from their matches. This feature thus enables the marriage bureau to provide additional personalized services to their members in addition to the basic match making services.

Community Data Transactions:

- **Speed of Data Entry:** Community Hotline has features such as auto-complete, address hierarchy (i.e. on select country it displays all its corresponding states, city, area and its pincode, etc.) that reduces or minimizes repetitive data entry. All the options are easily accessible using short-cut keys or single mouse click thus increasing the speed of data entry.
- **Data Flow:** The forms required for operations such as registration, profile management, notes, etc. have an easy data flow that enables users to create a profile in minutes and without much effort.
- **Data Access:** All information is stored in an intelligent way so as to enable users to easily search for records or Community information.
- **Transfer of Data:** The Community data entered by the user is generally stored in the user's computer. However in case of Multi-User operation, the data is stored in the local database server. The Multi-Office version of Community Hotline 2.0 provides the facility to transfer Community data stored in the user's computer / local database server to a web server and vice-versa.

Generating Reports:

Instant Reporting: Dynamic reports can be generated based on simple as well as advanced conditions defined by you. You can also decide which information is to be presented in a report and filter for different category of members.

Auto Match Report: This report displays the result of matches found for the members using the Auto-match facility.

Graphic Reporting: This feature is an invaluable tool in instantly projecting as 2 or 3 dimensional graphs, comparison statistics for fields such as age, education, income, gender, country and more.... Example, a graphic pie chart can display the ratio of members who are doctors, engineers and graduates by profession. There are 15 different types of graphic reports available in 11 different styles.

Activity Log Report: This is a very useful feature not found in other similar software and helps you to keep track of all changes made to your Community database. It can record the date, time and the user who has operated an option and also which member information was changed. An audit log report can be printed by the administrator displaying 19 types of information.

Member Log: Every member will have their own log which will store; the profiles they have matched and selected and also the list of members who have selected them.

Export: All reports generated by Community Hotline 2.0 can be exported to a file in Rich Text Format (.RTF), HTML or Text format.

Other In-Built Utilities:

Auto Scanning: Community Hotline provides this facility to connect to a scanner and scan and store the member's photograph with their profile.

Auto Dialing: Using this software tool; users can directly contact their members by clicking the Auto-Dial button. The software will call the phone number saved in the member record and automatically dial the number. To use this facility, the PC has to be connected to an external modem (with in built mike and speaker) and a telephone line.