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Ascente
System
Tab Stop Maintenance

Presenter: Mark Allman
July 2019

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Overview

Tab Stop Maintenance allows you to customize how the Ascente forms work when the user presses the [Tab] key:

• The *order* in which the on-screen cursor moves from field to field within a program screen.

• Which fields will either *stop* at or be *skipped*.

These settings can be for a single user or for a group of users.
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This is typically added for the Service Call Taking program, but it can be used for most screens in Ascente. You can optionally add a script that will be presented to the operator for each field.

Hello ???????, how can we help you today?

[F2] Lookup Available
Overview

If your users refuse to use the [tab] key to move between fields and insist on only using the mouse, you will not benefit from setting up Tab Stop records.
So Why Would I Want To Set Tab Stops?

You want to do this in order to optimize your order entry operations for the Call Taking program.

You can predetermine the order your call takers prompt for information with the callers and assure that the relevant information is requested, and unnecessary information is skipped.

This can help make the call taking process quicker.

We always recommend that the call taker direct the conversation and prompt for the information in the order the screen prompts for it as opposed to trying to just keep up with the caller.
Considerations

• These are defined by Ascente / System / Maintenance User and by Form.

• Every user can be setup differently, but this is not generally recommended.

• Every user is a member of a group. You can setup a user’s tab stop settings for a specific form and then optionally copy his tab stop settings for the form to all other users in his same group. This will save you a lot of time and standardize the tab stop settings.

• All new users will have a default tab stop records that basically stop all fields in the order they are on the screen. This is not recommended for the Call Taking form.
Setup

There are two ways to setup and maintain Tab Stop settings for a user on a specific form:

1. From the System / Maintenance / Tab Stop program.
   - You can add or remove a tab stop.
   - You can change the order that the tab stops use.
   - You can copy tab stops from an existing user's form to every other user in the existing user's group by form. This is recommended for new users.
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Tab Stop Maintenance

There are two ways to setup and maintain the Tab Stop settings for a user on a specific form:

1. From any form by using the [F3] Function Key

You can toggle the tab stop setting for the fields on a form.
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Setup

These are the defaults for the Call Taking form.
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Tab Stop Maintenance

Setup
These are the typical tab stop settings for the Call Taking form.
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Tab Stop Maintenance

Setup
These are the typical tab stop settings for the Call Taking form.
Conclusions

• Tab Stops will only work if your users use the [Tab] key to navigate between fields in Ascente.

• Tab Stops can be setup for a specific user or a group of users.

• Tab Stops are commonly used on the Call Taking form, but they can be setup for most forms in Ascente.

• Every user can use the [F3] Function Key to set and toggle a tab stop record for a specific form and for themselves only.

• When new users are setup, always setup their Tab Stops for the Call Taking program. This is a very common issue we see.
Thank You!

We thank you for attending this webinar or watching this video and for choosing Ascente. Please let us know if you have any questions or world like a follow-up call to discuss this in more detail.

More training videos like this are available on our website www.compusource.com

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