

New E-Subro Hub Features – Effective Sunday, November 23, 2008

Arbitration Forums, Inc.'s number one priority is to deliver best-in-class service to our members. As a result of recent feedback we have implemented improvements to E-Subro Hub in order to provide our members with updated Diary, Work List, Concurrency, Team Handling, Mass Reassign, and Support for Large Number of Business Units features. These new improvements will be available on Sunday, November 23, 2008.

If you have any questions regarding these changes, please contact the E-Subro Hub Help Desk at 888-ESubro1.

Diary Improvements

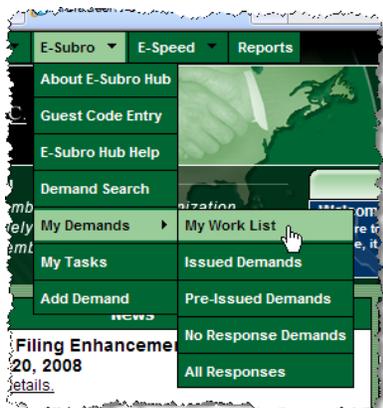
Diary actions are now tied to a specific demand rather than a specific user.

Although no visible changes have been made to the Diary feature, it has undergone significant functionality changes. When a Diary is set for a given demand, the Diary will now follow that demand through any changes in ownership. Once expired, the Diary will trigger the display of the demand on the Work List of the current demand owner rather than on the Work List of the user who originally set the Diary.

Work List Improvements (My Work List)

In response to Member requests to streamline the Work List, the following modifications have been made.

1. The Work List is now accessed via a single menu option from the AF top level menu. Separate Demander and Responder Work Lists no longer exist.



My Work List Menu Option

The concept of a single work list serves to unify the approach used to interact with E-Subro Hub thereby providing a more cohesive overall user experience.

2. The combined Work List, now called My Work List, incorporates an additional column, labeled My Role, as well as a Role Filter which have been added to indicate the relationship the current user has to the listed demand.

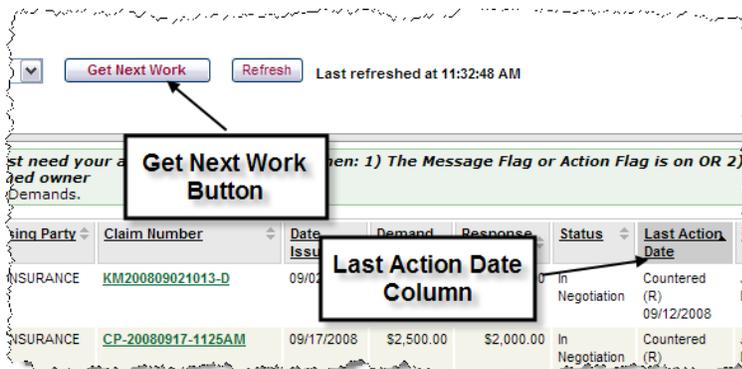
*If the current user is in the role of Demander for a given demand, this column will display the **D** icon. Alternatively, if the current user is in the role of Responder for a given demand, the **R** icon will be displayed.*

By default, My Work List now displays all demands that need the attention of the current user regardless of that user's role as the Demander or Responder. The current user may also choose to display only the demands for which he/she is the Demander or the Responder by selecting the desired role from the Role drop down filter.



Viewing Demands by Role

3. The Last Action column has been modified and now serves as the default sort column for the entire Work List.



Get Next Work Button and Last Action Date Column

This column has been relabeled as Last Action Date and now includes not only the last action taken on a given demand, but also the date of that action.

With the addition of the date to this field, it now serves as the default sort field for the entire Work List displaying those demands with the oldest activity at the top followed by those with more recent activity (including new incoming demands) nearer the bottom.

This new method of sorting the Work List parallels a newly designed approach to working this list using a new Get Next Work button located near the top of the Work List page. The Get Next Work button is designed to be used by either individuals or groups and will be discussed in further detail in the Team Handling Functionality section of this document.

Concurrent User Functionality

Functionality has been added which makes it possible to have more than one user accessing a demand without the concern of possible data corruption.

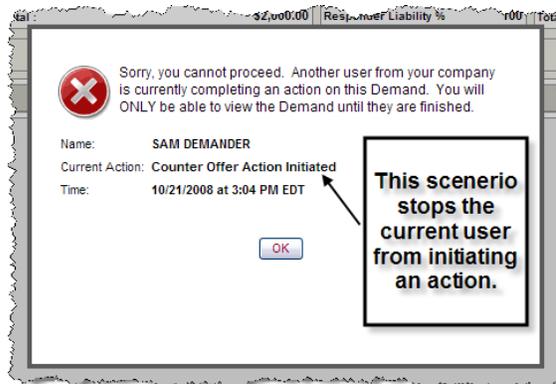
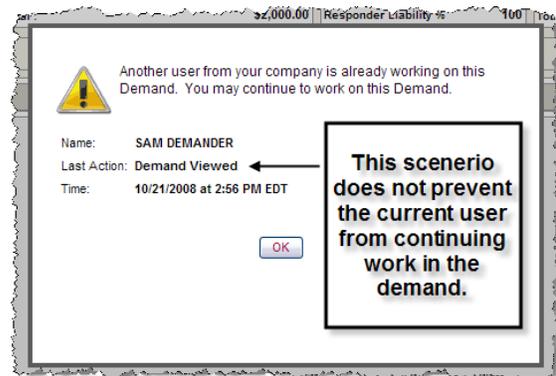
There are essentially two rules that are being represented in this functionality:

1. *More than one user may view a given demand at the same time.*

Example Test Scenerio: User A opens Demand 1234. User B opens Demand 1234 and is informed that User A is in the demand but that User B may continue working.

2. *Only one action may be taken on a given demand at one time.*

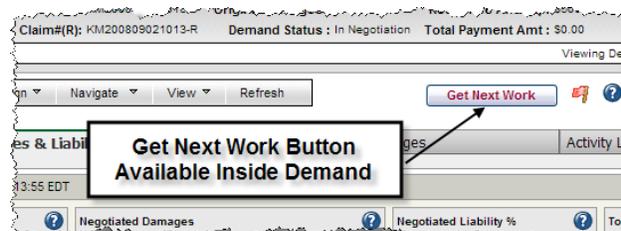
Example Test Scenerio: User B initiates action on the demand. User A may continue viewing the demand but will be informed that User B has initiated an action. User A will not be able to initiate an action until User B has completed or cancelled his/her action.



Sample Concurrency Messages

Team Handling Functionality

The implementation of the Concurrent User rules along with the Work List modifications and the new Get Next Work button provide an effective method of working demands from a group or team based approach should this approach be desired.



Get Next Work Button

Utilizing this group approach is as simple as creating a Business Unit (team) to which the appropriate Users are assigned as members. Demands assigned to the Business Unit will appear on all of its member's Work Lists. Using the Get Next Work button, an individual user in the group is able to obtain the next available demand from the Work List without the concern that the demand is already being worked.

The Get Next Work button, available on both the Work List and within the demand, can be utilized by either groups or individual users who are not working in a team setting. Using this button from within a demand provides a particularly easy method of proceeding to the next demand upon completion of the current work.

Mass Reassign Feature

The Mass Reassign feature allows you to transfer demands and/or tasks from one user/team to another user/team. This feature is a supervisor level function and is only available to users granted the Subro Mass Reassign privilege within the User Maintenance section of the AF site.

If you have the appropriate privilege, the Mass Reassign option will be displayed under the E-Subro top level menu item.



Mass Reassign Menu Option

Once you invoke the Mass Reassign feature, you'll note that it's a guided four step process in which you choose the user to transfer from, select the demands and tasks to transfer, select the user to transfer to, and confirm the transfer.

Support for Large Number of Business Units

This enhancement provides the ability to search for the appropriate business unit when a large number of business units exist. End users will see this change within the Assign Demand to Business Unit and Assign Task to Business Unit actions. Administrators will also see a change within the Business Unit Maintenance and Notification Preferences actions.