

Newsletter 31 August 2010

This is the latest edition of the Astradyne Limited Newsletter, containing **computer help**, tips and tricks, and contact information.

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Deal with people over the phone?

I've recently created a small program that can help with customer contacting. This allows the Manager to create scripts for the callers. The scripts can be for sales, customer service, invoice chasing, or anything that involves a conversation.

During the call, the user can click on the response of the customer (for example "we've already done that", "the cheque is in the post", "we have a supplier" or "no"), and the next item in the script appears. It's great for getting back in touch with people, or for promoting special offers.

At the same time, there's an email section. The user can click on the paragraphs required, and at the end of the call can click a button to produce an email addressed to the customer with the appropriate information enclosed. This can include attachments, for example the copy of the invoiced being chased. Please let me know if you'd like more details.

A to Z of Excel – [K is for KURT and Hyperlink \(!\)](#)



Hyperlinks are very easy to add to your Excel files. Read the full tip [here](#).

More tricks and shortcuts every day at Twitter – <http://www.SeanAtTwitter.com>

Getting full menus in Office 2003

By default, Office 2003 has menus that display a sub-set of the full range of commands. If you keep your mouse on the menu name, or click on the double arrow head at the bottom of the menu, Microsoft expands the menu to show the full range of options.

I and loads of people I know like to see all of the menu commands straight away, and therefore dislike the partial menu. It's also more difficult for users learning Office to 'explore' the program to see what new features are available.

To restore full menus, on the **Tools** menu, choose **Customize** (heh, you may have to expand the menu!)



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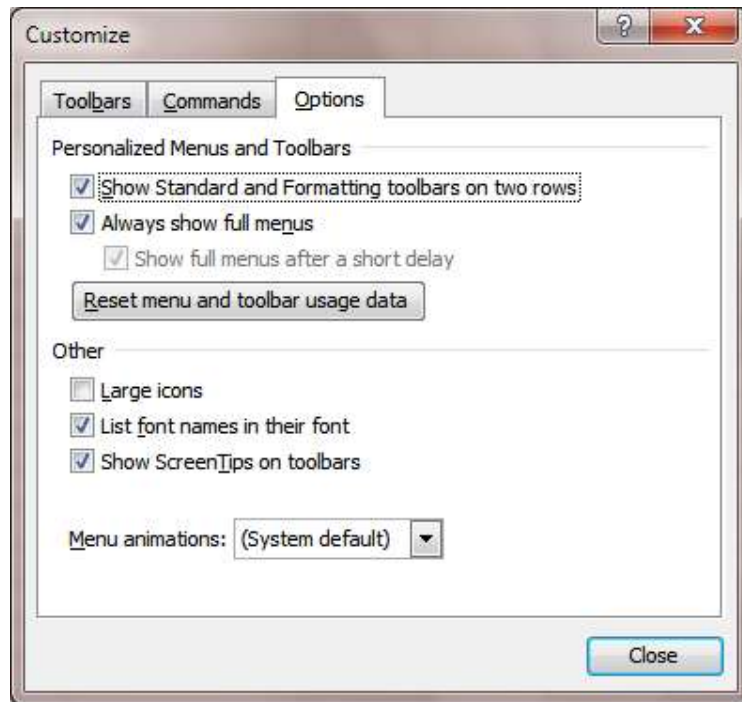
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Microsoft Outlook Tip:

Press **Ctrl-Shift-O** to go to the Outbox

Internet Tip:

In IE or Firefox, press **Ctrl-T** for a new tab



Place a tick in the '**Always show full menus**' box, click **Close**, and you'll be able to see the full menu each time. This change propagates through the other Office applications, so you'll only have to do it once.

Testimonial from [Professional Document Management](#)

I cannot recommend Sean highly enough. We were attempting to perform multiple manipulations on a large amount of data within Excel. We tested the process on small amounts and found that the process was going to take an exhaustive amount of time (approximately 4-5 weeks for two people).

Sean provided a bespoke solution which processed the whole data as required, quickly and correctly and what's more the solution was provided with 48 hours of us approaching Sean.

With Sean's help we saved at least a month on this project for a major PLC client.

Andrew Thirkill
[Professional Document Management](#)

Thanks Andy!

4Networking in East Leeds

The next meeting of [UK's fastest growing business breakfast network](#) is in Leeds East at The Brown Cow and Dragon, LS15 7AY, on [2nd September, 8 to 10am](#).



It'll only cost you a tenner and for that you also get a great breakfast. If you've not tried it before, come along, you'll be pleasantly surprised.

To see how 4N works, [click here](#), and to request a place, [click here](#).

Business Tip from [Phil Hendy of PAH Accounting](#)

1. When starting up and on a budget it is important to get your name out there – Use face to face networking, online forums and online directory resources. This is a cheap, often free, way to help boost the profile of your business.
2. Keep on top of your administration and bookkeeping – Ensure you have a system in place to record transactions or employ someone to do it for you. Get a file and keep all of your business receipts in one place. This can then used to prepare your accounting records. If you can record them straight away, even better.

If you'd like me to feature a tip from your line of work, please let me know and I'll include it in my newsletter – along with a link back to your website

I hope you've found some useful information on this newsletter, and please remember to contact me if you think I may be able to save you (or your contacts) some time in your use of Microsoft Office.

Cheers

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