## THE PATHAGORAS SYSTEM

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**Supplemental Manual** 

Pathagoras' Q & A Interview Method

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## Introduction to Interview with Pathagoras

# Part

## 1 Introduction to Interview with Pathagoras



## Interview with Pathagoras The Ouestion & Answer Interface

**Summary:** As your document assembly system matures, there may come a time when you wish not to display to your end-users (including yourself) all available clauses in the selected book. You may prefer a much more limited list of selectable options, and maybe even a Question and Answer approach.

Pathagoras' 'interview-style' interface, may be the solution. It allows you to present a much smaller number of choices in a more narrative Question and Answer format than a listing of document names allows. When the Q and A worksheets are properly constructed, the answers provided by the end user will lead to the proper document.

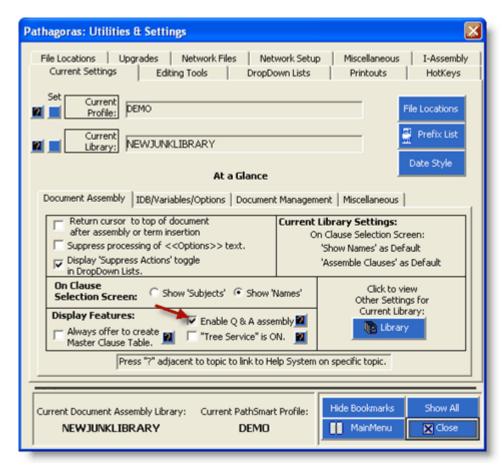
The standard Clause Selection Screen presents to the user all available clauses found in a selected book. One of the drawbacks to showing all of the available clauses for possible selection by the end-user is . . . well that all available clauses are displayed from which the end user can choose.

In most cases, this works out well. Those users who know the purpose and effect of each document and clause usually prefer to hand-select the best clauses. However, non-administrator end-users can become confused by a large number of choices. They may not understand what goes where, and why. And the administrator may not always be available to offer guidance.

The Pathagoras Questionnaire provides a vehicle by which the system administrator can create a "Question and Answer" form which will be presented to the end-user instead of the typical Clause Selection Screen. The end-user need only select answers to questions presented. When the Questionnaire is properly configured, those answers will lead to the assembly of the correct document(s).

The following describes how a Questionnaire is created. Like other Pathagoras features and functions, no behind the scenes programming or coding is required. A bit of time is necessary to map out the questions and answers, and assign clauses to be assembled depending upon the answer. Nevertheless, you will find the process quite easy, straightforward and intuitive.

NOTE: Before you can create a Q & A Form, you must enable the routine. Click the Enable Q & A Assembly in the Display Features section on the front page of the Utilities & Settings screen.



Enable the Interview function by clicking "Enable Q & A assembly."

The Q&A Editor

# Part III

## 2 The Q&A Editor

The administrator's initial task is to associate a series of question and answers with a particular book in a library. This is accomplished using a simple worksheet called the *Q&A Editor*.

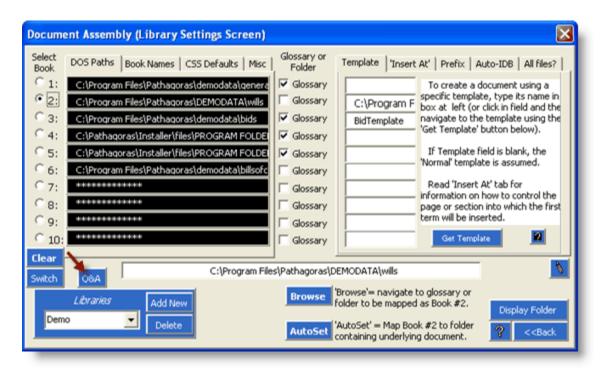
## 2.1 Summary

Here is a summary of the steps that are detailed below. (These steps also succinctly describe the 'logic' behind this system.)

- 1. Activate Q&A Editor.
- 2. Provide a series of questions for the end user to answer.
- 3. Provide a list of possible answers to each question from which the end user can choose.
- 4. Provide a list of of clauses that will be called into the final document when a particular answer is selected.

## 2.2 Activating the Editor

(1) Display the Document Assembly Settings screen. (Display the Document Assembly (Libraries & Books) screen. Check the <Settings> box just beneath the Next button and then click <Next>.



(2) Select a book for which you want to create the interview. Click the <Q & A> button which will appears at the bottom of the book listings (adjacent to the <Clear> and <Switch>

buttons). A screen that looks like this will next appear:

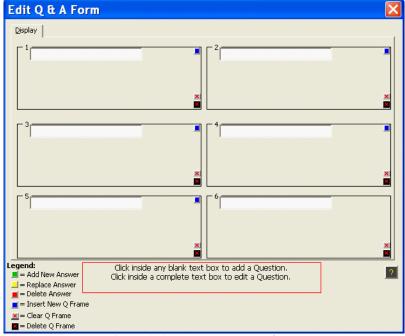


Figure 1. A blank worksheet form.

The above is the worksheet by which the Pathagoras Interview screen will be created. Note that it is divided into six frames. Each frame with hold one of up to 18 questions (6 questions per page) that may be posed to the end-user.

(Please note -- the above is just the worksheet. It is not what the end-user will see. To see an end-user's screen, check out 'What the User Sees' pages.)

## 2.3 Assign Questions

Completing the worksheet:

- (1) In frame #1, type in the first question in the white text box. (When you begin typing the question, a small two-button frame opens just beneath where you are typing the question. Ignore it for now. It is used in step 2, below. Just finish typing your question.)
- (2) Choose whether the response to the question will be a 'List' of possible choices (i.e., a multiple choice list) or a 'Checkbox'.
  - Choose "List" when you want to provide a list of answers/choices from which the end-user may select. (You can have up to 20 possible 'answers' in a List.)
  - Choose "Checkbox" when you want to obtain a simple 'Yes/No'or 'True/False' (or other mutually-exclusive two-option response from the user).

More on Lists and Checkboxes on the following pages.

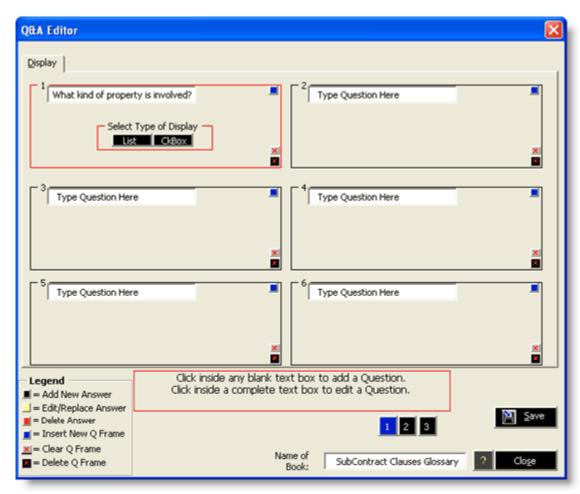


Figure 2 Assign a question.

Then select 'List' or 'CheckBox' to reflect the type of 'answer' you wish to present.

## 2.4 Assign Answers

How you provide 'answers' to the questions posed is a direct function of the type of answer (list or checkbox) selected in the preceding section.

### 2.4.1 Lists

If you picked "List," another white box appears, this one immediately beneath the question. (See Figure 3, above). A column of green, yellow and red buttons now appears along the left edge of the box. Click the green button to add your first answer.

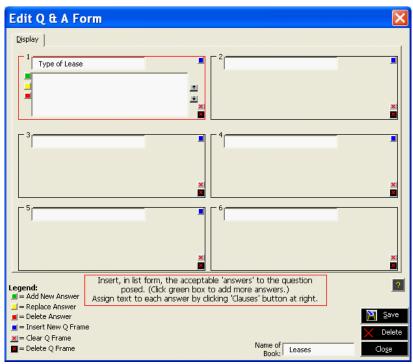


Figure 3 'List' Selected. List box displayed. Ready to assign Answers

The following overlay, containing a reference to the question, will appear on your screen:



Figure 4. Type an 'answer' or 'option' that you wish the end-user to see.

Type the first of your (up to 20) 'answers' for the 'question' posed. In the sample, the first 'answer' to the question "Type of Lease" is 'Commercial.' See the result of this action in Figure 5.

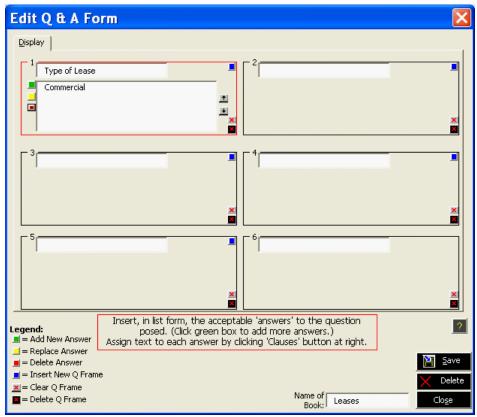


Figure 5. First question and one option provided.

Click the green button again (alternative: press the Enter button) to add more answers. Once you have provided at least one answer (you can always add more later), you are ready to attach an actual document or clause (or a series of documents or clauses) which Pathagoras will assemble if the end-user selects that particular answer.

### 2.4.2 Checkbox

If you picked "Checkbox," a 'single line' text box appears immediately beneath the question. Type a question (or a statement) that can be reponsed to "Yes or Nor" or "True or False" or with any other mutually exclusive pair of answers. (E.g., "Hot or Cold"; "Per Year or Per Month"; "Married or Not Married" etc.

## 2.5 Assign Target Text

The association of a target text with a particular answer is accomplished one answer at a time. The process is straightforward and quite simple, albeit a bit tedious. But there is not another way except 'by hand' for you to teach Pathagoras what text should be associated with a particular answer.

Here are the steps:

- 1. Highlight an Answer. A green button (labeled "Clauses") appears in the button stack at the right/bottom of the window. (Figure 6.)
- 2. Click <Clauses>. A new screen will appear. (Figure 7.) At the left side of the new

- screen is a listing of all of the documents in the book for which you are creating the question and answer sheet.
- 3. Assign one or more clauses (we will call these the target clauses) that will be assembled into the new document if the end-user selects this choice.

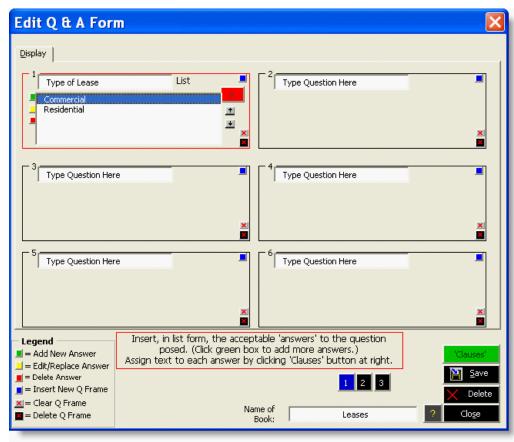


Figure 6. Ready to Assign Clauses to accompany Answers. Click an Answer.

A new button appear to the right of the answer indicating how many clauses have been assigned to the answer, and a <Clauses> button appears at the top of the button stack.

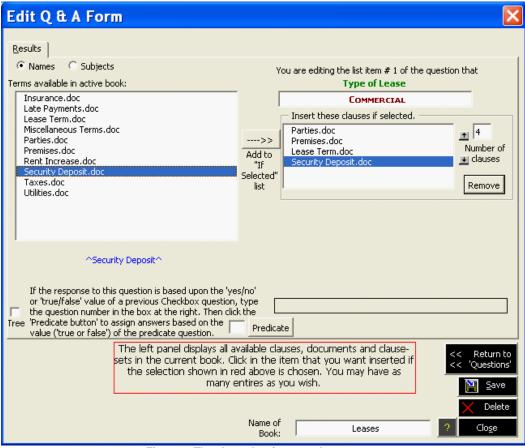


Figure 7. The clause 'assignments' screen.

The available clauses are in the panel at the left. The target clauses (those that will actually be assembled if this answer is chosen) will appear at the right. Note the Question is presented (in green) at the top of the screen and the selected 'Answer' is shown (in red) just above the target list.

- 4. Once you have selected the target clause(s) for this answer, click <Return to Questions>.
- 5. Repeat for all answers.

Press <Save> button frequently to preserve your work.

You can test your work at anytime. Indeed, it is advisable to test frequently. That way you can have feedback and reassurance as to what you are accomplishing. To test, simply save and close your work and, using normal document assembly steps, assemble a document using the book for which you have created the Interview. (Pathagoras automatically detects the presence of the Interview and by passes the Clause Selection Screen.)

What the User Sees

# Part IIII

## 3 What the User Sees

What you have prepared using the Q & A editor is not what the end-user will see when he or she selects a book to which an Interview has been attached. A friendlier screen will appear. And once you have completedeven if you are just starting the Q & A editing process, the Interview will appear. a Pathagoras Q & A setup, the Interview screen will appear automatically when the user selects the book for a document assembly session. These are the steps.

- (1)Click Document Assembly and then click the book for which you have been creating the Interview.
- (2) Click the Next button. Instead of the typical clause selection screen, you will see a Q&A screen roughly reflecting the setup screen (but much 'cleaner'). (See Figure 8.)
- (3) Click an answer to one (or if more questions are shown, as many as there are questions) and the click the next button. Instantly, your document is assembled.

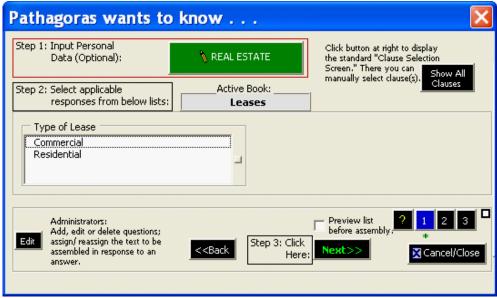


Figure 8. The actual Q & A screen the end-user will see. (See Figure 10 for another 'picture' of an end-user's interview screen.

Note a couple of important features about the end-user's screen:

- Step by step guidance is provided, both on screen and via the Help ("?") button.
- The user can input matter data about the client/customer at the beginning of the process or may defer entering that information until later. (The "Real Estate" mask has been associated with this particular book, and its name shows in the large green button. Click the button and Pathagoras' Instant Database module is activated. Complete the IDB data form and save it. When you are ready to assemble the document, the data is ready to complete it.)
- While the administrator can provide up to 18 separate questions for the end-user to respond, and if all 18 questions are listed, they will show on up to 3 screens of 6

questions each. On the other hand, if only one or two questions have been composed (or remain for subsequent screens), the Q & A screen will shrink to show only what is 'left.' A green asterisk beneath the numbered buttons in the lower right corner advises the user which screens contain questions.

- Even thought the Interview screen now occupies the user's screen, all clauses in the selected book are still readily available. There are two avenues to view 'all clauses.'
  - 1. If the end-user simply wants to by-pass the screen altogether, he or she can click the <Show All Clauses> button. The standard Clause Selection Screen will be displayed.
  - 2. The end-user can make all selections using the Q & A screen, but can check the 'Preview list before assembly' box just above the Next button. The full Clause Selection Screen be displayed (just like in 1 above, but the clauses which make up the responses to the selected 'Answers' will be pre-placed in the right panel. The end-user can easily augment or delete from the list to obtain the 'best set' of clauses.

**Advance Use I** 

# Part IV

### 4 Advance Use I

As you become more familiar with Pathagoras, you might decide to build the source clauses in such a way that it asks your questions at assembly time (using <<\*Optional\*>> text blocks). That will greatly simplify what you put into the Q & A interview form. While there are several ways to accomplish this in Pathagoras, a clause that ready works might look like this:

I am [married/not married] and I have <<\*Options\*no children/one child whose name is [Name of Child(ren)]/two children whose names are [Name of Child(ren)]/three children whose names are [Name of Child(ren)]/four children whose names are [Name of Child(ren)]>>

In the above example, when the document is assembled, the end-user will be asked to choose the number of children in the family. And when the Instant Database is called, it will capture the marital status of the client using the bracketed, multiple choice variable "[married/not married]" and the names of the children.

You can also use the individual frames of the Q&A Interview to present a series of separate (but topically related) documents (as opposed to not a series of questions that lead to a whole document):

Let's say that you have stored a variety of different documents covering a host of different subjects all in a single folder. (If you elect to use the tree service (discussed below) you can not only draw clauses from the current folder, but from any folder 'under' this folder.) Use the Q&A screen to categorize the the various document. If the folder is one containing a variety of letters, assign frame to (let's say) cover letters to customers, frame 2, cover letters to vendors, frame 3, cover letters to other contacts.

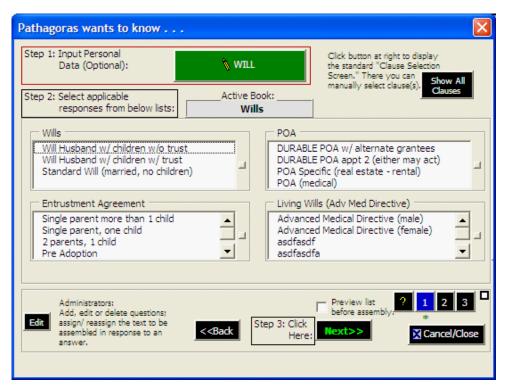


Figure 10. The Final Product (seen by the end-user)

**Advance Use II** 

# Part

## 5 Advance Use II

You can use the individual frames of the Q&A Interview to ask not only a series of related questions that lead to a completed document, but also to present a series of separate(but topically related) documents.

Let's say that you have stored a variety of different documents covering a host of different subjects all in a single folder. This example allows an end-user to create an entire Estate Plan Package.

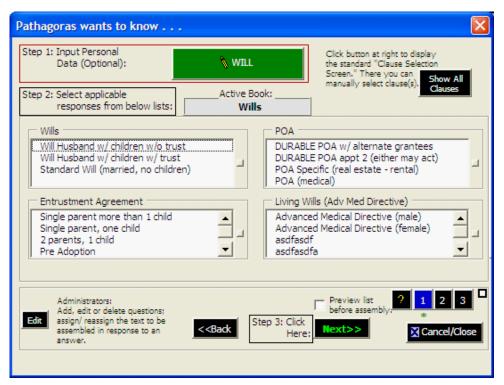


Figure 10. The Final Product (seen by the end-user)

Use the Q&A screen to categorize the the various document. If the folder is one containing a variety of letters, assign frame to (let's say) cover letters to customers, frame 2, cover letters to vendors, frame 3, cover letters to other contacts.

If you elect to use the tree service (discussed below) you can not only draw clauses from the current folder, but from any folder 'under' this folder.

## Other Features, Tips and Tricks

# Part

## 6 Other Features, Tips and Tricks

- The Q&A screen easy to use and very flexible. It is not limited to the methods presented above. Keep in mind that a 'question' need not be only a question. An 'answer' need not really be an 'answer' so much as it is an 'option'. You can present statements with or without options beneath them. Bits and pieces eventually become a whole.
- ➤ By way of further example, a lawyer might have a parent folder/book called Estate Planning." The lawyer may create the following setups (Figure 9 is the Setup screen; Figure 10 is end user's screen will see.) In this example the end-user can to create an entire estate package.

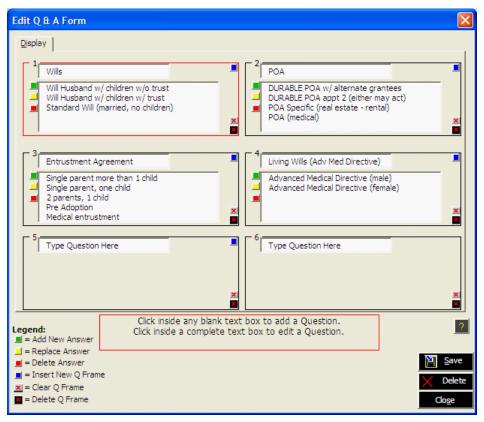


Figure 9. The Worksheet

- For those administrators who wish to create an Interview for office staff, but wish to use the Clause Selection Screen for themselves, you actually can have it both ways simultaneously. From the initial Document Assembly screen, you can jump right over the Interview by holding down the shift-key when you click on the Next button.
- It does not matter whether you add a question and a response, and then attach a response, or add all the questions and then the possible answers and then attach the actual response clauses at a later time. Pathagoras will work the way you want.
- Answers associated with checkboxes are always processed. So if a clause is associated with

a false (empty checkbox) answer, and the user makes no selection, the 'false' response will be called in for assembly. (Even if no term or document was associated with the answer – perhaps it is a predicate for a subsequent question), the answer is still processed, but the effect is nothing since there is nothing to call in.

### ➤Other Features:

### ➤ Create "&New Doc&"

At the right of each question block on the Interview Screen, you will see a small checkbox. If you check it, a "start new document" code will be inserted at the head of the document(s) called by this particular frame.

Use: Let's say you are assembling a contract. But you also want to add a cover letter and perhaps an addendum. Even though they are separate documents, if the interview form is properly constructed, you can assemble them all at one time and break them up into separate documents later. Why would you want to do this? Simple – so that you apply the Instant Database only once. All variables are replaced in a single session.

Here is how it works: Answer the Interview questions and checking the New Doc checkbox(es) as desired. Click <Next> to assemble the document. Pathagoras assembles the entire collection of terms as one 'great big document,' and inserts the text "&New Doc&" in front of each document as requested. Pathagoras then scans the new document. If it detects the existence of "&New Doc&" in the assembled document, it displays a "Break into separate documents" button onto the screen. Don't touch it for now. First, apply the Instant Database to the 'great big document.' Make any other changes that may be appropriate. When you are all done, click the 'Break into separate documents" button. The 'great big document' is then broken into the separate documents as indicated by the "&New Doc&" markers.

The "&New Doc&" feature works 'best' when the variables in each of the documents come from the same Instant Database mask. By default, Pathagoras will automatically display the mask associated with the parent book (if any). If other documents assembled in the package are not based on the same mask, the efficiency of this 'grand assembly' are simply lost. (Of course, you can perform a <Scan> to pick up the variables in the entire 'great big document' that are not in the parent's mask, but if the variables are not the same, you might find yourself inputting the client's name more than once (once for each variable that is designed to capture the client's name, address, etc. Moral of this story. Work to make all variables in related documents the same.)

### ▶2. "Tree Service"

Tree Service allows the user to select clauses not only from the current book (i.e., folder) but from any sub-folder beneath the current book. Tree Service is very easy to turn on, and very easy to use. When Tree Service is active, you will see not only the clauses in the top level book/folder, but you will also see all subfolders (if any) beneath the parent book. Subfolders are displayed between '{' and '}' markers. Double click on a subfolder and all documents in the subfolder are displayed, along with any sub-sub-folders. (When you are one or more levels beneath the parent folder, you will also see an {Up} entry so that you can return to the parent folder.)

Tree Service can be turned on by checking the Tree Service box in the lower left side of the Worksheet while the available clauses are being displayed. (You can permanently turn on

Tree Service via Document Assembly|Settings|CSS defaults tab. Click the Tree Service checkbox.)

When you click a clause from the "available" list at the left into the 'selected' list at the right, the clause will be prefixed with "{\(subfoldername)\}\) to indicate its relative location from the parent.

Important notes and further discussion:

- An alternative 'in' to begin an Interview worksheet is to display a Clause Selection Screen for a selected book. Click the More>> button. Click the <Create Interview> button.
- ➤ If your book (in more classic "Pathagorean style") comprises individual clauses for which assembly is required, this should be viewed as advanced feature. That does not mean that it is hard to use. On the contrary, we tried to make it as intuitive and as simple as possible. (Compared to the methods adopted by Pathagoras competitors, it is downright child's play.) Before creating the Q&A lists, it is a good idea to create as many clause sets of standard documents as possible. That way the response to a question is a clause set, not a long string of individual clauses that you will have to 'click in' one at a time. (You can do this, of course, but why would you want to. Clause-sets are much more efficient.)
- The answers in a list must be mutually exclusive. Multiple selections from a list are not (currently) possible.
- The process of document assembly via the Q & A interview is generally sequential and not cumulative. This means that the clauses for the first answer will be added to your document before the clauses regarding the second answer. This is somewhat different from competitive products. It is a conscious decision made by Pathagoras to promote simplicity in its operations. (Other programs have allow answers that are made at the beginning of an 'interview' to be used to propose answers (and to exclude other choices) later in the interview. There is great benefit to such a tool, but the 'problem' is this: you (the administrator) have to do the programming! Pathagoras knows that it is this programming area that most people have 'given up' on the competitive products. Pathagoras does not require administrator to delve into the complex programming logic, Boolean and if/then statements, etc. needed to achieve the much fancier result obtainable by its competitors. But the payoff is a simple to administer, simple to compose, interview.)

As an exception to the above, you can have a predicate Checkbox question (i.e., yes/no or true/false type question) that can modify a subsequent List. As you are assigning target clauses to the answers, you can provide alternative answers depending upon the value of the predicate Checkbox question. The checkbox question is even displayed on the form and you can check it on or off to more visually see what target clause will be assembled.

For example, let's assume you are trying to gather information for a Will. You have a series of clauses that describes both your client's marital state (married vs. single) and the number of children (one clause provides for 'married, one child,' another for 'unmarried, one child', a clause for 'married two or more children", etc.). With the predicate 'Yes/No' feature, you could ask as Question #1 "Is client married?" and in Question 2 "How many children does client have?" If proper clauses are assigned to Question 2, Pathagoras will put the two answers together to display a married with 2 children clause. (Presently, if you want a '

true/false' question to predicate a second 'true/false' question, it cannot be done. But if the second question were simply a list with two values named 'true' and 'false,' or 'yes' and 'no,' or 'accepted' and 'rejected' etc., that would be an acceptable work around – a list is a list.)

If you need permutations of values more complex than that, then Pathagoras simply cannot oblige. The programming that will allow for infinite permutations is beyond what Pathagoras is intended to handle with its plain text approach.

You will find that the 'loss' of not having infinite permutations built into a single clause can be easily (and very simply) overcome by changing your approach to the drafting of source clauses. Believe it or not (and our competitors will ask you not to believe it) it really is okay to have several clauses that are similar in content but that vary in a particular regard. So, following up on the above example, instead of having a single clause that attempts to handle marital status and number of children, just create two clauses, one for married and one for not.

**Support** 

# Part WIII

## 7 Support

## 7.1 Technical Support

Pathagoras prides itself on providing prompt, useful and personal customer service. While we hope that this Manual and the other instructional materials are helpful, you can still count on the 'personal touch' of Pathagoras' customer service as a 'first line' of help as well.

We truly enjoy hearing from our customers and potential customers. While we cannot promise that you will never receive a voice-messaging service if you call us, more likely you will receive a live person at the other end.

But if you do get our voice mail, just leave a message. We will call you back promptly.

Contact information is spread across as many places as we could find so that you do not have to hunt for an email address or telephone number, and we repeat it here. Let us know if we can ever be of service.



**Pathagoras** 

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+1 (757) 898-7374 (evenings, weekends)

### Address:

117 Chisman Landing

Seaford, VA 23696 USA (I read all mail)

### Reporting a 'bug':

We ask you to report any and all program 'bugs' you encounter.

- Most error messages that Pathagoras and Word generate are rather generic in nature.
   If you receive an error message while Pathagoras is in operation, and can duplicate it at will, please send us a list of the steps that will generate the error. If we can duplicate it on our end, we can come up with a much quicker fix.
- We would also greatly appreciate your sending any screen shots that may help us to better describe the issue.
- Sending us actual text of documents that didn't quite work would be good too. (We
  will not share your documents with anyone. We understand the proprietary nature of
  your personal or business work.)

### **Remote Assistance:**

If you call us for guidance, or to report a bug that can be best explained visually, we likely can most effectively address the situation via 'virtual presence.' In other words, we can (and would like to) virtually sit at your machine. That way we can see the same thing that you are seeing at the same time that you are seeing it.

- This can be readily accomplished via a wide variety of remote assistance tools.
- Our preferred meeting tool is GoToMeeting®, a product of the Citrix Corporation. It is easy to use, offers quick response time and allows us to sit 'together' while we share information on your computer.
- If you feel a virtual meeting would be helpful, don't hesitate to say "Can we do a GoToMeeting?" (If you are otherwise covered under the Annual Support Agreement, there is no charge for the meeting. And don't worry about costs on our end. We have none beyond the annual subscription that we pay for GoToMeeting.)
- If you have a Remote Assistance program that you would prefer that we use, just let us know.

GoToMeeting® is a registered trademark of the Citrix Corporation

## 7.2 Non-technical Support

## Pathagoras Author & Staff For Sale!

I am for sale! Yes, me personally, and my staff, too.

We are available to help you set up Pathagoras, establish your Pathagoras network if you have multiple licenses, create or refine your books and libraries, etc.

- Let us Pathagorize You: If you simply do not have the time or the energy to Pathagorize your forms and create a system, we can handle it all for you. We have skilled and talented 'Pathagorizers' on staff who can quickly respond to your every request.
- Send one or more of your current systems. We will set up a Pathagorized model system in return. What you will get back is a complete, immediately usable, book. We will also send you instructions on how to place it onto a new or existing library shelf. Since the returned material will be a collection of standard Word documents, you will be able to augment or freshen the text on your own as needed.
  - Our rates are posted on the website, or call us for a quote. Your savings in future document assembly time will more than recapture the investment.
  - (If you want to take us up on this offer, we suggest that you send us just one of your systems, not all of them. When you get it back, study what we did and how we did it. Hopefully, then, you will feel so confident in how simple and easy it really is that you will attempt to 'Pathagorize' the next system yourself.)
- Private Lessons: If you choose not to read the manuals (I hate reading manuals too), you can simply 'buy' me to provide extended lessons and some 'on-site' (via GoToMeeting) guidance on how to get set up and fully operational with Pathagoras. Put your whole office staff in front of a computer and a speaker phone and we will be all set. And when you consider how far I can get in that time, that can be quite a deal for you.
- "Will you travel?" Heck yes! I would love to! (Get me out of my law office, please!) Of course, the airplane ticket and accommodations would be on you. My on-site charges are a bit higher, but the work that I could accomplish in that day or two (setup and training) should make the investment very worthwhile.

## 7.3 Help System Improvement Project

Please help us to make this Help System the best it can be.

- If you find an error, please copy a snippet of the text containing the error and shoot it over to us in an <u>email</u>.
- If a topic that you would like to see is missing or misplaced or not indexed appropriately, please <u>let us know</u>.
- If you were looking for a piece of information under a name or topic where you thought it might be and did not find it, please write so that we can add that link.

• If you have any suggestions whatsoever, <u>please write</u>.

Thanks.

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Pathagoras prides itself on providing prompt, useful and personal customer service. While we hope that this Manual and the other instructional materials are helpful, you can still count on the 'personal touch' of Pathagoras' customer service as a 'first line' of help as well.

We truly enjoy hearing from our customers and potential customers. While we cannot promise that you will never receive a voice-messaging service if you call us, more likely you will receive a live person at the other end. But if you do get our voice mail, just leave a message. We will call you back promptly.

Contact information is spread across as many places as we could find so that you do not have to hunt for an email address or telephone number, and we repeat it here. Let us know if we can ever be of service.

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