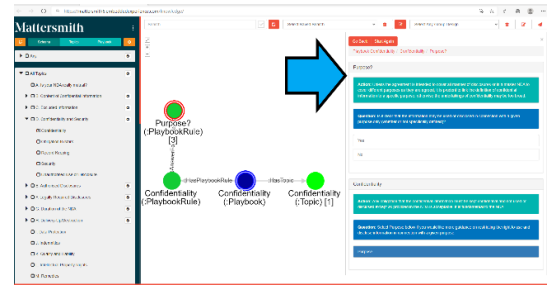


Using the Playbook and Decision Tree

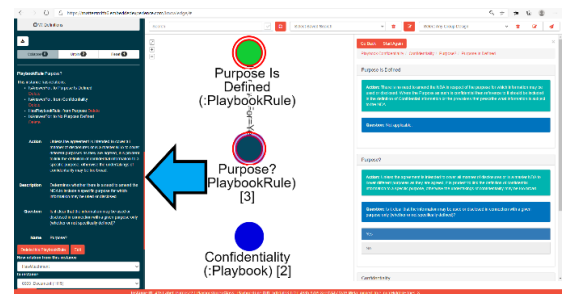
1. Open the Topic required from the Command screen, and the relevant Playbook will be populated. (See Quick Guide Mattersmith Knowledge Overview).


2. The Utility screen (on the right) will show the Action window (coloured turquoise) which gives guidance, and the Question window (coloured blue) which asks the query (if any) related to the Playbook. You can select (dependent upon the construction of the Topic) the answer to the question to narrow down the step that should be taken, and so on through the 'Decision Tree'.

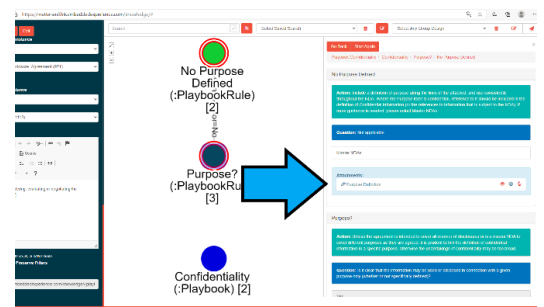


The Decision Tree expands in the Instance screen and will continue to do so according to the answers and selections made during the course of the Playbook. The same Playbook can be restarted by selecting 'Start Again' (red button at the top of the Instance pane) and the position within the Decision Tree can be reversed using the 'Go Back' button. When the position is reversed, the Decision Tree similarly contracts in the Instance Screen.

3. When a question is answered in the Utility pane more information will be made available in the Command pane (scroll to the bottom of the pane to view).



4. The Action window may suggest content, such as contractual language, to be used, which appears as one or more **Attachments**. Clicking on the  icon opens up the suggested language in the Preview Window – which can be found by scrolling down to the bottom of the Command screen on the left: From there the suggested text can be copied and pasted into your document.



5. As an alternative to Preview, you can click on the download icon in the Attachments window, and download a Word document containing the text.