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A Successful Pixsys University!

Pixsys hosted the inaugural class of Pixsys University on October 29-30.

Our team welcomed 25 customers from 6 states and Puerto Rico for an intensive two-day training at the beautiful Robert Trent Jones Golf Trail at Oxmoor Valley in Birmingham. The sessions covered virtually every part of Pixsys, with particular time spent on payroll, recon, inventory, and many of the other most frequently utilized modules.

The attendees heard tips on application and utility from other Pixsys users and were able to visit a

local DISH partner's warehouse to share ideas on the use of Pixsys for inventory management. The Pixsys team also held an open forum for ideas and improvements to existing tools and services and received valuable feedback for our Development team.

We also had plenty of time for socializing and networking with our peers over great Alabama barbecue!

Pixsys is planning to hold a second Pixsys University session on February 18-19. Please look for more information and a "Save the Date" invitation to come. ★



Development Report

The Pixsys Development Team, under the leadership of Chief Technology Officer Eric Sides, has been hard at work throughout 2014. We have delivered a number of new features to comply with changes from DISH, as well as new features from the Development Survey. These include:

- OTA Reporting
- Repair 12, 30, 60
- Time off requests
- Employee Scheduling
- SHS \$ per WO Metric
- Added Support for OE Sales
- User Time Zone Aware Timesheets
- Queue reports for email delivery
- Retail Conversion Rates report
- Ability for employees to specify additional detail for "off" and "vacation" time on timesheets
- Additional WO Providers
- OTA Metric Added to Scorecards
- Comet Inventory Requests ★



As always, if you need service or support, e-mail us at support@pixsystechnologies.com 24 hours a day to reach the customer service team. Your service request will be immediately assigned to a Pixsys team member, and you will get an update within one business day.



Recent Improvements to Pixsys Customer Support

The Pixsys Customer Support Team has experienced many changes during 2014, all of which have been focused on improving the way we educate our customers about Pixsys, support their business needs, and resolve their problems. Here is a brief summary of how we have changed and grown:

- Increased staffing from 1 FTE to 3.5 FTEs dedicated to ticket response
- Implemented constant review of ticket flow and service metrics, including average response time and SLA compliance level

We have also been hard at work to increase the amount of training and educational resources available to you both at your discretion and on a regularly scheduled basis:

Just as a reminder, here's how you can find various Pixsys support resources:

Significant increases in training opportunities

- In person at Team Summit and Pixsys University
- Subject matter training calls on module-specific topics
- One on One training calls as requested
- New release training calls

Improved product documentation

- Enhanced user manual
- Quick reference guides
- Online training videos

Feedback opportunities

- One on one customer check-in calls three times per year
- NPS and feature development surveys

Resource	Best Way to Access
User manual	Pixsys website (upper right corner)
Customer service 1 on 1 education	Submit a ticket or call Sandra/Stan
Online videos	Video Library in Pixsys Support Portal
Quick reference guides	Quick Reference Guide section in Pixsys Support Portal
Monthly training calls	Look for email invitation from Pixsys Customer Support

Upcoming Pixsys Training Sessions

Pixsys continues to offer virtual training sessions on major topics of interest. As part of our efforts to improve our customer outreach, we are planning to double the number of virtual training sessions we offer going forward, and you should expect to see two topics offered in most months. We just completed two classes on the basic administration and management of Pixsys. Our next session will focus on RAs and the RA automation process, and will be held on December 9 and 10. Please watch for an invitation coming soon!

As always, please let us know if you have a particular topic or module that you'd like us to address in an upcoming training session. Currently scheduled topics include:

January 2015—Recon, Comet

February 2015—Performance Reporting, Inventory ★