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### PIXSYS CONTACTS

#### General Information

[www.pixsystechnologies.com](http://www.pixsystechnologies.com)

#### Help Desk

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#### Info on Pixsys Assessment Testing

[marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com)

#### Sales

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## Pixsys Surveys—Training Topics, New Features, Net Promoter

We distributed three surveys over the last several months that were directed at understanding and addressing some of our customers' underlying needs.

- The Feature Development Survey was administered in late April. The responses led to the enhancements recently made to *Comet*—where users now have the ability to upload images and documents to a specific WO through the mobile application—and to the *Equipment and Labor Recon* Page—where the user has the ability to attach equipment directly from the tech's inventory to the appropriate invoice.
- The Training Topics Survey was distributed in mid-July and assisted in redefining the scope and direction of our training curriculum for the remainder of this year. As a result of your feedback, the training content will now focus more on an employee's position (i.e., technician,

administration, inventory management, etc.) within the company instead of a specific menu and/or page.

- Our Customer Satisfaction Survey (i.e. NPS) was open from August 3rd through August 14th. The compliments and suggestions received were meaningful and motivating. We always value the opportunity to hear from our customers, and we believe this serves as the catalyst for the strides we take in delivering both a dependable product and world-class service.

If you were unable to participate in the previous surveys, please send your email address to [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com), and an invitation from our survey administrator "Survey Monkey" will be forwarded to your email address. If you have not received the invitation to your inbox, please check your email account's Spam or Junk folder to ensure the message was not filtered. ★



## Employee Promotion

Pixsys is pleased to announce that Robert Harris has accepted the position of Director of Software Development. Robert is a 2013 graduate of Purdue University, and has been with the company for over 2 years as a senior developer. He is originally from Columbia, Tennessee, and enjoys working out, wakeboarding, trying out local restaurants/breweries, and spending time with family and friends. Congratulations Robert! ★



Robert Harris, Director of Software Development



## Fall Pixsys University 2015

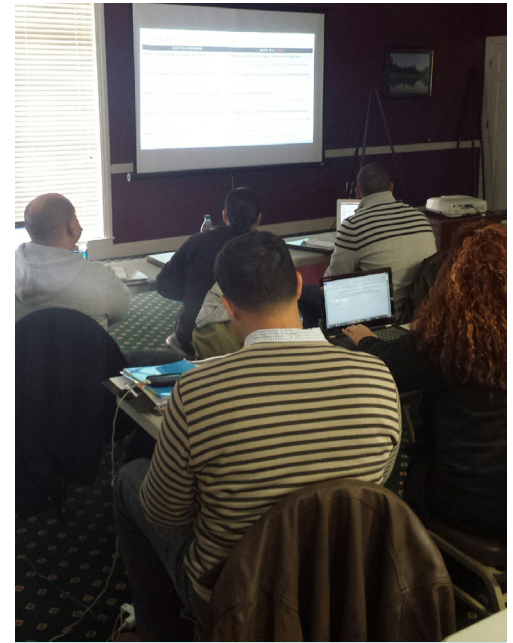
Mark your calendar! The next Pixsys University training session of 2015 will be hosted on October 7th & 8th in Birmingham. For two days, participants from across the country will gather to receive training from our experienced Customer Support Team. The training topics for this season's event are as follows:

- Recruiting
- Comet
- Performance Management
- Return Authorizations
- Retail Sales
- Inventory Management
- Payroll & Recon

### • Job Tracking

Classes are held from approximately 8:30 a.m. to 4:30 p.m. on both Wednesday and Thursday, at the Robert Trent Jones Golf Club at Oxmoor Valley in Birmingham, Alabama. Pixsys will provide every attendee with comfortable lodging, transportation, and an array of delicious food while in town. Due to limited capacity, we ask that you confirm your group's reservation in advance by contacting [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com).

Hope to see you there!



Pixsys Customers enjoyed the Spring 2015 Pixsys U in Birmingham, Alabama

## Upcoming Pixsys Training Sessions

The training calls scheduled for the month of September will focus on the Inventory Confirmation page and Field Services Technician role. Every training session is recorded and can be posted in the Announcements section of your home page, or viewed on the Pixsys Freshdesk Solutions tab.

Position/Role	Subjects Covered	Date & Time
Inventory Confirmations	Create and find Inventory Confirmations, Edit Confirmations, Confirm Track to Work Order Items, Confirm Non-Serialized Items, etc.	Thursday, September 10th @ 2:00 p.m. (CDT) Friday, September 11th @ 10:00 a.m. (CDT)
Field Service Technician	Timesheet completion, WO Logout, Reconcile Equipment, Time Off Request, Payroll Disputes, RA Verification, Upload Images, Upload Doc, etc.	Thursday, September 24th @ 2:00 p.m. (CDT) Friday, September 25th @ 10:00 a.m. (CDT)

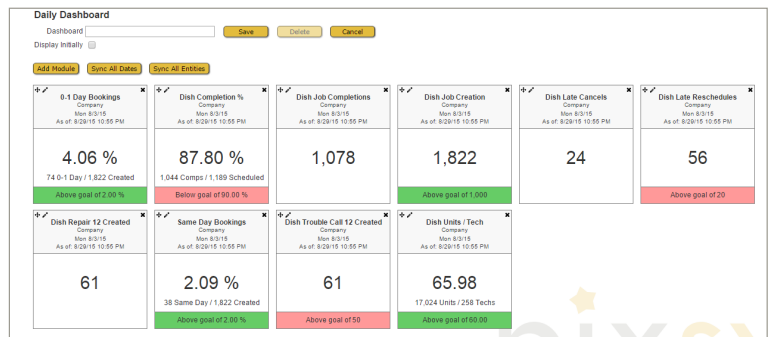
An email invitation for enrollment into one or both of the sessions will be communicated the week it is scheduled. Sessions are limited to 25 attendees, so we ask that you submit a single request if you're located in the same physical location as another attendee, and will view the session from the same computer.

If you would like to have your email address placed on our mailing list, please send your request to [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com). ★



## Daily Dashboard

The Daily Dashboard is the newest feature added to the Pixsys Performance Menu. This module allows a user to create a customizable dashboard of predefined metrics that they can monitor throughout the day. To obtain an instructional training video on the specific features of the Daily Dashboard, submit a ticket to [support@pixsystechnologies.com](mailto:support@pixsystechnologies.com).





## Development Report

Our development team continues to make significant improvements and enhancements to the Pixsys software. While part of their efforts have been focused on improvements in the existing modules within the system, much of their attention has been focused on constructing and implementing new modules that will support the changing landscape of our customers' business.

A summary of the items released in June, July, and September are as follows:

### Months of June/July

- Field and Office Inventory page: Search criteria to include "Region"
- Units Per Hour Report: Report will include inactive technicians
- Time Off Request Updates: User can now select a "Reason" from the Request Reason drop down box
- Favorites Menu: pages saved will sort alphabetically by default
- Comet: Now supports Technician Inventory, Announcements page, Work Order Files
- Create and Edit Accounts Payable Line Item
- Auto Reconcile Integrators/ Wireless Access Points
- Subcontractor Performance Reports
- Tool-Warranty Repairs
- Sales Lead Follow-up
- Vehicle/Employee Assignments
- Daily Dashboard

### Coming in September

- Inventory Confirmation
- Added Vehicle confirmation support
- Added partial inventory confirmation support
- Non-Serialized Items data entry improvements
- Added items totals (quantity and dollar amount) on Inventory Confirmation details page
- Past inventory confirmation results can be viewed
- Added ability to act on missing and discovered items
- Added ability to reset non-serialized item levels
- Filter Print Barcodes by category or preferred selection and add ability to print on Avery 5160 labels
- Filter branch office order summary by vendor
- Tableau Exporting import processor: Support importing Tableau exports via site and email processor (HIP, Repair 12, CSAT, and Second Call Rate)
- Bulk Reconciliation of Items and bulk add AR invoice lines
- Site style improvements ★



## Welcome New Customers!

We would like to officially welcome Satellite Source LLC to the Pixsys Customer Family. They are located in Palestine, Texas, and have serviced northeastern Texas for over 7 years. The company continues to experience annual growth in their business, servicing the Palestine, Fairfield, Crockett, Rusk, and Jacksonville areas. We are extremely excited to partner with them — welcome!

## Training & Development

A list of our ongoing training and educational resources are outlined below. Please continue to contact the Pixsys Support Department with any questions/concerns or to schedule a one-on-one session with our support team.

Resource	Best Way to Access
User manual	Pixsys website (upper right corner)
Tech manual	Pixsys website (upper right corner)
Customer service 1 on 1 education	Submit a ticket or call Sandra/Marcus
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



*As always, if you need service or support, e-mail us at [support@pixsystechnologies.com](mailto:support@pixsystechnologies.com) 24 hours a day to reach the customer service team.*