pixsys

IN THIS ISSUE

✉ PIXSYS CONTACTS

General Information
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com

Customer Satisfaction Survey

A special thanks to those that were able to participate in our August 2016 Customer Satisfaction Survey. As always, the feedback received was both meaningful and helpful in ensuring that our existing plans are aligned with our customers' needs.

Since our first survey in 2013, we've made a conscious effort to improve our performance from both a service and product standpoint by focusing our attention on several key areas—(1) Rapid response to tickets, (2) having great customer education, and (3) improving our customer experience through meaningful product enhancements. We appreciate the commitment and support you have shown as we work to make your experience with us ever more pleasing.

The final survey for 2016 is scheduled in December; if you have not received an invitation to participate in a past survey and are interested in providing us with your feedback, let us know by contacting support@pixsystechnologies.com.

NPS Score
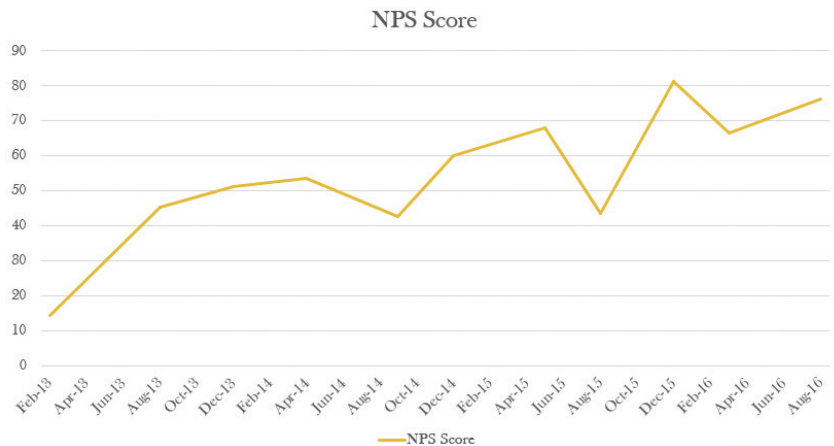
Spring Pixsys University

Attention! Attention! Our next Pixsys University Training Session is scheduled for Wednesday, March 8th & Thursday, March 9th of 2017. The event is geared at providing Pixsys users with an interactive learning experience by engaging in a two-day on-site training session with our support staff. Participants receive free lodging and dining throughout their entire stay.

The participation for this event has brought clients to Birmingham, Alabama, from all over the United States (e.g., Alaska, California, Puerto Rico, New York, Florida, etc.)—with everyone feeling a sense of accomplishment and improved understanding for how the system works and how best to leverage its capabilities within their operations.

We hope you'll consider joining us for a fun and entertaining learning experience in 2017. If you have not received an invitation to our previous events and are interested in attending, contact support@pixsystechnologies.com.

Pixsys Schedule of Events: November

There's a lot going on in the upcoming month, and we want you to be a part of it! Check out our list of scheduled events for appropriate dates and times. *NOTE: If you have not received an invitation to any of our previous scheduled events, contact support@pixsystechnologies.com where you'll be added to our email distribution list.*

| Event	Description	Date & Time
Pixsys Software Release Calls	Review most recent changes made to the Pixsys Software Application	Thursday, 11/3 @ 2 p.m.* Friday, 11/4 @ 10 a.m.*
Retail Module Mock-Up Presentations	Stage 2 of the Retail Module Development Report—Customers will review the initial designs of the module prior to development.	Thursday, 11/10 @ 2 p.m.* Friday, 11/11 @ 10 a.m.*
Pixsys Training Sessions—Payroll	The support will review the general functionality of the Pixsys Payroll module.	Thursday, 11/17 @ 2 p.m.* Friday, 11/18 @ 10 a.m.*

*CDT (Central Daylight Time)

Customer Usage Analysis Report

As a customer of Pixsys, it is our responsibility to make you aware of all that Pixsys has to offer. The product is constantly expanding as the demands of the industry evolve, and having knowledge of how you currently utilize the system is important. To improve upon our effort in communicating this valuable information we can now produce a Customer Usage Analysis Report on demand.

The purpose of the report is to make you aware of modules within the site that you are not utilizing that could be of potential benefit to your existing operations. The content focuses on three distinct areas—(1) Provide you with meaningful data that will assist in optimizing your use of the system as a whole, (2) Showcase the newest features of Pixsys that you may be unaware and /or unfamiliar with, and (3) Highlight areas of Pixsys that prove beneficial for your peers so you can consider whether they would help you also.

If you are interested in a consultation with our support team to review an analysis of your group, send an email to support@pixsystechnologies.com.

PIXSYS DEMO VS. PEER (HEAVY USAGE)
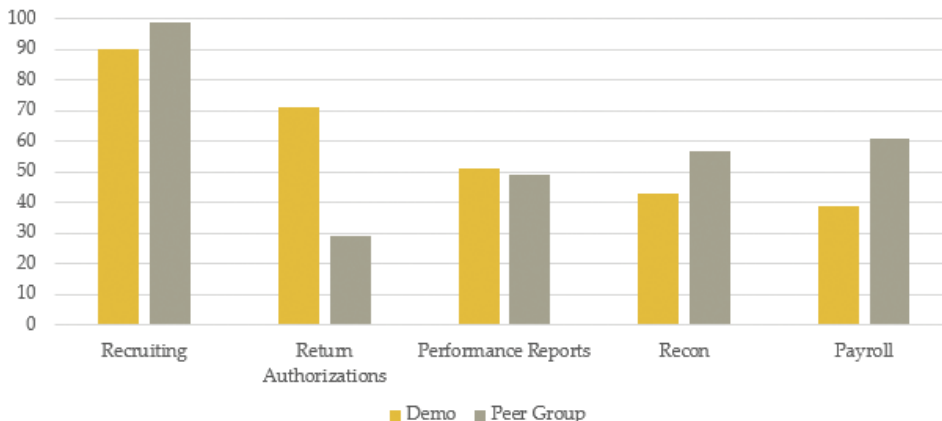
Who's Who at Pixsys: John Stanford

John Stanford has been a software developer with Pixsys for approximately 3 years. A native of Birmingham, he left to attend DePauw University in Greencastle, Indiana—where he remained for an extended period of time before returning to Birmingham to raise his family. He is the proud father of a 2-year old son (Tristan) and a 6-month old daughter (Kathryn); and is a loving husband to his beautiful wife (Denise). In his spare time, he enjoys spending time with his wife and children, playing board games, and caring for his pets— a Siberian husky, 3 cats, 2 fish tanks, and 10 chickens (they love eggs).

Next Solutions

We'd like to officially welcome Next Solutions, LLC to the Pixsys Customer Family! Headquartered in Murfreesboro, TN, they have approximately 12 locations throughout the United States. Their 30+ years of experience within the telecommunications industry makes partnering with them an excellent opportunity that we are extremely excited about. Welcome aboard!

Retail Module Mock-Up Preview

Our next release will showcase the redesigned Pixsys Retail Module! The feedback we received from everyone was a tremendous help in redeveloping a module that best supports the conditions and demands of the modern retail service industry. We've listed a couple of stand-out features below.

Key Features of the Inspections Module:

- *Retail Dashboard* — Users will have a comprehensive dashboard that will function as a single 'go- to' page for sales agents and managers to manage their retail work (e.g., Follow-Ups, Unassigned Leads, Active Leads, Commissions, Leads Sold, etc.).
- *Overlay Modifications* — The overlay will run as an extension of the Google Chrome browser. This will vastly improve both the data capture and workflow procedures via Axiom/Pixsys.
- *Sale Lead Creation via Comet* — Comet users will have the ability to perform specific retail actions from within the mobile app (i.e., submit sales leads, track referrals, view commissions, complete customer consent forms for follow-up, etc.).
- *Lookup/Create Sales Lead* — Improved sales lead capture process to prevent duplicate sales leads.

On November 10th & 11th, a webinar session is scheduled to review the mock-ups of several pages within the Retail Module. This will provide users with the chance to engage directly with support on the tentative design and functionality of the module. We hope you'll join us as we unpack the essentials of this module that are guaranteed to improve the way you handle retail today!

Retail Dashboard

☑ Auto update   ☑ Edit dashboard

Overdue Follow Ups	Follow ups Due Today	Follow Ups Due By 11/1/16
All agents	Assigned to me	Assigned to me
12	2	10

Unassigned Leads	Active Leads	Actions
All dates	Assigned to me	Lookup/create lead
8	15	Paperwork Verification
		Referrer Sales Report

Development Report

Over the last few months, the development team has continued to improve the Pixsys product through a variety of new features. Also, many other improvements and fixes were completed by the support and development teams.

New Inspections module released in August:

- Supports various safety and quality inspections in the field to allow managers to more efficiently perform, record, and follow up on audits
- Customizable questionnaires and schedules
- Employee sign off via Comet or Dish Operations
- Perform Inspections page gives inspectors easy access to inspections that need to be completed
- My Inspections page gives inspectees easy access to inspections awaiting sign off
- Mobile device friendly
- Summary and detail reporting
- See the August release notes for all of the details!

Features coming up in the next few months:

- Retail module revamp — see details in this newsletter!

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.