pixsys

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PIXSYS CONTACTS

General Information
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com

Letter from the Director

Like most companies, we can become easily consumed by an orientation of goal-setting, task-driven, directed behavior. As a result, we exhaust large amounts of energy in strategizing, planning, and engaging in activities that could potentially shadow us from the "Why?" Why do we work to provide the best in service? Why do we care about the quality of our product and how it's perceived? The answer—you.

We would not be in the position that we are today if not for our customers. From this simple ideology grows an authentic appreciation for the contributions you each have made that are revealed in our present day product and service. The purpose behind our work is to provide you with an experience that leverages your ability to service those that ultimately support you. As your business continues to evolve, know you have a substantive partner that's committed to supporting your best interest throughout.

Thank you.

★ FEATURED

Customer Satisfaction Survey

A special thanks to those who participated in our July 2017 Customer Satisfaction Survey. The feedback received simultaneously underscores what we're doing well along with the improvements you'd like to see made. The team as a whole reviews every remark in a group setting so that everyone remains informed and vigilant in their pending efforts.

The last survey of this year will be distributed in December, if you did not receive a previous invitation and are interested in being added to our mailing list contact support@pixsystechnologies.com.

PIXSYS NPS SCORES OVER TIME

NPS Score

AT THE FOREFRONT
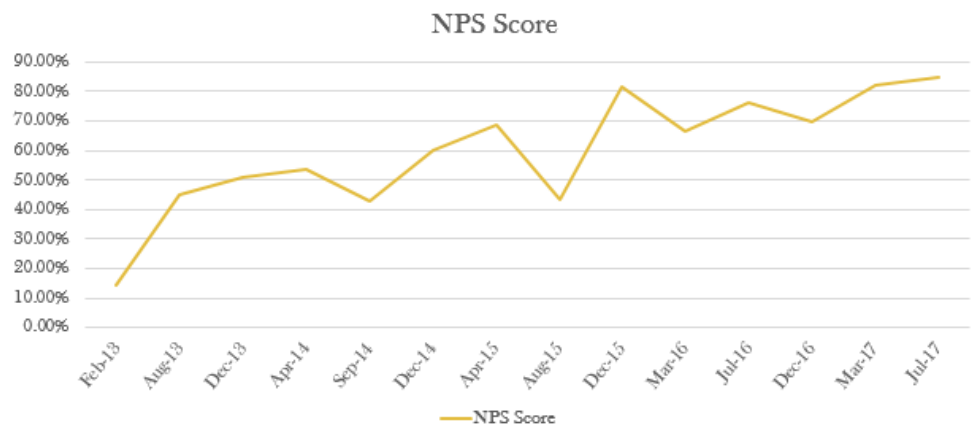
Pixsys Schedule of Events

There's a lot going on in the upcoming months 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 to be added to our email distribution list.***

Event	Description	Date & Time
Pixsys Training Session: Supply Chain Management	This class focuses on the features that support your inventory management processes.	Thursday, 8/24 @ 2 p.m.* Friday, 8/25 @ 10 a.m.*
Pixsys Training Session: Return Authorizations	This class focuses on the features that support your equipment returns to DISH.	Thursday, 9/14 @ 2 p.m.* Friday, 9/15 @ 10 a.m.*
Software Release Calls	Preview the latest software changes with the support team.	September 2017

CST (Central Standard Time)

Hughes

We have expanded the functionality of several pages within the site to support those of you now performing Hughes related work. The details of these changes are as follows:

- ***Create Retail Work Order page***—The page has been modified to allow a custom WO# to be entered as the unique ID. When the "Yes" radio option of the Set WO Number has been selected the user can enter the unique ID (i.e., FSO#) in the field which appears below it. This will ensure that the retail work order and its associated invoice are appropriately paired.
- ***Import EFT Payment***—A Hughes Retail Sales Payment radio option has been added to this page. The file can be directly uploaded into the Pixsys Operations site in its original format, but the FSO# must be entered via the Create Retail Work Order page in order for the payment to post to the correct invoice.
- ***Customer Account #***—Users can modify the customer account number on the Customer info section of the Work Order Administrations page. Changing to an existing account number will associate the present work order with that customer. However, changing to a non-existing account number will update the account number for the current customer.

Create Retail Sales Work Order

Sales Lead

XXXXXXXXXX, XXXXXXXXXX

View Lead 🗗

Appointment

Set WO Number

● Yes ○ No

WO Number

(more At the Forefront on page 3)

DOWN THE PIPELINE

Development Report

The development and support team continue to work at improving the Pixsys product through an array of new features and minor improvements. Pixsys hosts release calls when the software is updated to inform you of the changes included in the release. If you have not received an invitation to attend a release call in the past send an email to support@pixsystechnologies.com to be added to our mailing list. The summary below details some of the latest changes performed since May.

Improvements since May 2017:

- ***New Retail Dashboard***—The 'go-to' page for sales agents and managers to manage their retail work and see up-to-date metrics.
- ***New Sales Lead Tasks***—Retail Follow-Ups were reworked as "tasks" to allow for improved tracking of all sales lead related follow-ups and tasks. In addition, automated tasks may be configured within the site (e.g., add tasks when a retail WO is created).
- ***Detection of potential credit card reuse in the Pixsys Retail Extension***—Agents are warned about reuse of credit card numbers across sales leads in Axiom to indicate potential fraud.
- Hughes Retail Sales Payment file support on the EFT Payment import page
- Outdated UI controls (date pickers, etc.) in the Retail module have been updated.
- The PO# and View PO link have been added to the Serialized Item history page.
- See the July 2017 release notes in Freshdesk for all the details!

Changes coming up in the next few months:

DISH Pay Per Point

On August 1, 2017, DISH moved forward with changing the labor reimbursement business rules to a pay per point plan for all Subcontractors and Regional Service Providers. In advance of this change, the Pixsys Support team worked with every customer to ensure readiness on August 1. We appreciate the patience and quick response to get the necessary information to us so we could update your labor invoice items, labor rules, and invoices. The changes we completed were communicated back to every customer to confirm the accuracy and validity of that work.

We're happy to help our customers manage their labor rules to ensure accurate labor expectations are generated. As a result, we've constructed an on-demand report that will show the output from the pay per point change to that of the expectation set by DISH. Please contact support@pixsystechnologies.com to request a copy of the report or to receive any other additional assistance with these related changes.
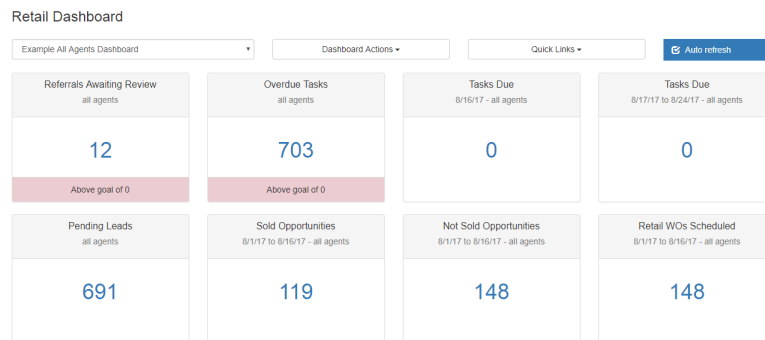
- Many site improvements and bug fixes are coming out in the next release. Most of these improvements are based on customer feedback.
- We plan to expand and improve upon our existing email notifications later this year.
- We are currently tracking several changes DISH has in the works (reporting, Samsung work, etc.), and will make changes to Pixsys as necessary.

Retail Dashboard

The Retail Dashboard is the latest page added to the retail module. This highly sought-out and well-developed management tool provides the user with an optimal interface that makes for an enjoyable navigational experience. As well, the data table itself gives the user a quick glance at a multitude of performance metrics in a single snapshot. The number in each metric is an actionable link that will direct the user to the next level of detailed information.

The metrics available for view within the Dashboard are as follows: Tasks Due, Tasks Due By, Overdue Tasks, Referrals Awaiting Review, Pending Leads, Sold Opportunities, Not Sold Opportunities, Retail WO's Created, Retail WO's Completed, Retail WO's Canceled, and Retail WO's Scheduled.

Check it out and let us know what you think!

Retail Dashboard

Example All Agents Dashboard ▼	Dashboard Actions ▾	Quick Links ▾	☑ Auto refresh

Referrals Awaiting Review all agents	Overdue Tasks all agents	Tasks Due 8/16/17 - all agents	Tasks Due 8/17/17 to 8/24/17 - all agents
12	703	0	0
Above goal of 0	Above goal of 0		

Pending Leads all agents	Sold Opportunities 8/1/17 to 8/16/17 - all agents	Not Sold Opportunities 8/1/17 to 8/16/17 - all agents	Retail WOs Scheduled 8/1/17 to 8/16/17 - all agents
691	119	148	148

ON OUR TEAM

Who's Who at Pixsys: Sandra Plylar

Since March of 2013, Sandra Plylar has served as the Technical Account Manager here at Pixsys Technologies. In this role, she operates as the point of contact for our Support Team, facilitates our customer development training program, and performs low-level configuration changes as needed. Sandra's knowledge and experience is derived from her time spent as the Payroll/Recon Supervisor for Satellites Unlimited, where she served for over eight years before joining the Pixsys team. She is married to her best friend and is a mom to two boys (ages 22 and 15). She enjoys spending time at the lake, hunting, fishing, reading, and spending time with her family.

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.