

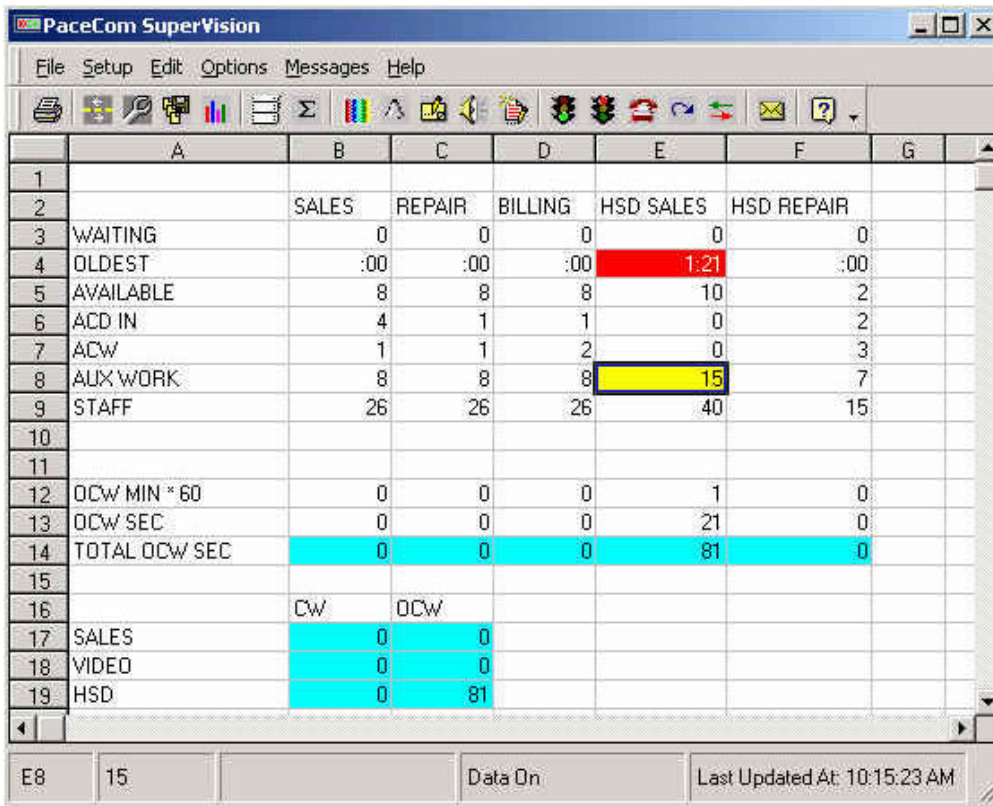
# PACECOM TECHNOLOGIES, INC

## SuperVision™

**SuperVision** collects raw information from your real-time data sources, converts it using the most innovative and precise monitoring tools, then conveys your critical information keeping your call center staff informed at all times. SuperVision has perfected this task using a comprehensive 3-step process.

### HOW DOES SUPERVISION WORK?

**DATA IS COLLECTED FROM:** a text monitor output, direct data serial link, DDE, network link or the user's system can transmit to SuperVision™ using "SuperVision™ Data Exchange Protocol."



The screenshot shows the PaceCom SuperVision software window. The spreadsheet displays the following data:

	A	B	C	D	E	F	G
1							
2		SALES	REPAIR	BILLING	HSD SALES	HSD REPAIR	
3	WAITING	0	0	0	0	0	
4	OLDEST	:00	:00	:00	1:21	:00	
5	AVAILABLE	8	8	8	10	2	
6	ACD IN	4	1	1	0	2	
7	ACW	1	1	2	0	3	
8	AUX WORK	8	8	8	15	7	
9	STAFF	26	26	26	40	15	
10							
11							
12	OCW MIN * 60	0	0	0	1	0	
13	OCW SEC	0	0	0	21	0	
14	TOTAL OCW SEC	0	0	0	81	0	
15							
16		CW	OCW				
17	SALES	0	0				
18	VIDEO	0	0				
19	HSD	0	81				

The status bar at the bottom shows: E8 15 Data On Last Updated At: 10:15:23 AM

**ONCE COLLECTED, DATA IS STRUCTURED:**

In a spreadsheet format allowing the user to do calculations and create new data items such as group averages, sums, etc.

**TEMPLATES ARE SET UP:** By the user containing data items and identifying labels that are sized to fit the user's multi-line Wallboards, Mini-Alert Displays, or PaceCom Personal Display™ screens (see PaceCom Personal Display below).

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### Features

- **THRESHOLD LEVELS MAY BE SET FOR EACH DATA ITEM** – by the user to automatically change color as it exceeds each threshold. This feature, when used with PACECOM Color Wallboards, allows instant recognition of any data variable that has exceeded an acceptable state.
- **THRESHOLDS MAY BE SET TO TAKE ACTION** – Sound a Wallboard’s beeper or display a conditional message (i.e. “CALLS WAITING IS 21, PLEASE LOG ON NOW”).
- **CREATE MULTIPLE MESSAGES** – (up to 40) to make announcements, alerts, product information, etc. These messages may be displayed immediately or on a time / frequency basis.
- **PORTABILITY** – SuperVision™ interfaces with so many systems, that upgrading to a different system (should you ever change) is very cost effective. All PACECOM Wallboards and Mini-Alert Displays will still be used; only the SuperVision™ software will need to be upgraded.
- **REMOTE MAINTENANCE** – allows fast, affordable service to keep your system functional and up-to-date.
- **PaceCom Personal Display™ SOFTWARE IS AN OPTION** that is available with SuperVision™, that provides another way to display Realtime Data to anyone who has a PC running Windows™, and is linked to the network. Templates are created for each PC running Windows™ the same way they are created for a PACECOM Color Wallboard or Mini-Alert Display so Realtime Data Template and messages “pop-up” on each user’s PC. Users can also transmit messages from their PCs as well. The PaceCom Personal Display™ window can also be reduced to an icon with one of the data items visible on the icon. PaceCom Personal Display is an extra cost option and is based on the number of LAN PC terminals that it is installed on.



This is one of the 12 different sized PaceCom Personal Display™ screens available. Data is color-coded. The bottom line is used for moving announcement messages and data items.

- **SEND DATA / MESSAGES TO PAGERS** – The Alphanumeric Pager Interface feature is an option that allows messages containing data elements to be sent directly to someone’s pager. Contact PACECOM for cost and more details on this option.

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