

# QuickCOM Vitals Dashboard™

## Features

- Role-based user privileges
- Customizable dashboards for each user or group of users
- Enterprise-wide scalability lets your system grow as needed
- Allows QuickCOM Enterprise™ data to be disbursed to 20,000+ desktop clients
- Integrates with Microsoft's Active Directory, Windows NT domain security or Texas Digital's proprietary security model

## Additional Features of Web Dashboard

- No software installation and virtually no desktop support or maintenance
- Access critical data securely from any Internet connection
- View critical data 24/7/365 on your phone with Windows Mobile 5 or 6 browser
- Embed Web Dashboard in your intranet/company portal or other browser based applications
- Internet-based access is ideal for home-based agents



Delivering Business Communication Vitals

## Drive improvement with better feedback

Just like your car's dashboard provides a one-stop location to access complete system status, Texas Digital's Vitals Dashboard collects, processes and reports real-time performance data. Your information is quickly and easily transformed into understandable graphs and charts to give you an instant snapshot of important business metrics. Plus, with our Web-Based Dashboard, you can receive information virtually anywhere you have an Internet connection.

Vitals Dashboard delivers performance data and business alerts through real-time, personalized dashboards that analyze and track vital information. You define the key indicators that will measure performance and success for various groups, and Vitals Dashboard pushes that data in real-time to drive continuous improvement and profitability. Graphs, charts and gauges combine for a visually rich, easy to read snapshot of your most important statistics.



Scorecard-type reports give you an instant snapshot of critical business data.

Vitals Dashboard's scalability allows you to push automated data to thousands of users enterprise-wide. Role-based user privileges deliver customized views for particular users or user groups. And because desktop real estate is so valuable, you control the size of your dashboards, from full screens to small windows or even a taskbar.

Vitals Dashboard is available as a thick-client application or through a web-based solution that requires no software installation, virtually no desktop support or maintenance, and is accessible from any computer with an Internet connection.



Web-based Dashboards give you access to data anywhere you have an Internet connection, including Smart Phones with Windows Mobile 5 or greater.

# QuickCOM Vitals Dashboard

## Benefits

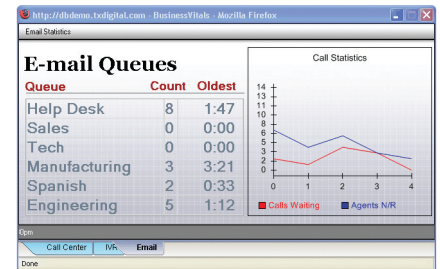
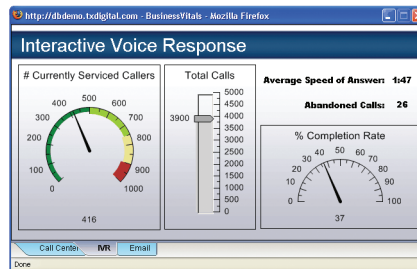
- Up-to-the-second information helps to proactively identify problems and apply corrective measures
- Real-time data motivates employees and provides feedback to show how their actions affect immediate change
- Streamlines your data management
- Reduces expense and delays in managing performance data
- Drives continuous improvement
- Increases bottom line revenue

Dashboard is comprised of several different Microsoft .NET Web services that provide integration with QuickCOM Enterprise, external databases, Active Directory, and thousands of desktop clients. This enables you to add hardware as needed to scale your solution as your business grows.



Web Dashboard can be easily embedded in your own Intranet/Company Portal or other browser-based applications.

This powerful feature gives your users a familiar interface and makes administration of Web Dashboard even easier for your IT staff.



Queue	Avail	Not Ready	CIQ	LCW
Help Desk	0	5	8	1:47
Sales	7	3	0	0:00
Tech	2	9	0	0:00
Manufacturing	0	0	3	3:21
Spanish	0	0	2	0:33
Engineering	0	2	5	1:12

Using Channel Tabs, you can quickly and easily switch views to see all the data you want in a small amount of screen real estate.

This is especially helpful to managers who are watching multiple statistics in different areas of the company.



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Dashboard is scalable to deliver just the right amount of data to you without taking up too much screen space.

Dashboard data can run in one small area of your screen while you're working on other applications or it can be placed in your taskbar. It can be further customized to run as "always on top" or "pop to top" based on thresholds.

