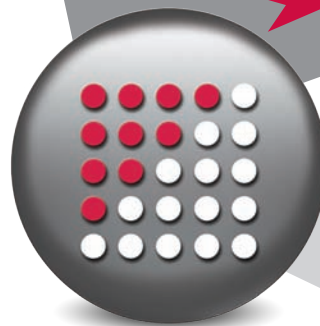


QuickCOM Enterprise™

A Complete Real-Time Communications Solution

Elevate levels
of service and
performance to grow
your bottom line

- Receive real-time snapshots of current trends and conditions
- Improve performance and efficiency
- Reduce abandon rates
- Increase service levels
- Deliver role-based messaging to only those who need it
- Notify key personnel regardless of location (office, airport, meetings, etc.)



- Real-Time Business Metrics
- Team Goals & Progress
- Company Announcements
- Employee Communications
- Television Feeds
- News and Stock Feeds (RSS)

If they only knew...

How much more could your people accomplish with the right information at the right time? How much more efficiently could they—for example—field calls, manage your networks or close out a support ticket? And just how many opportunities are missed because people don't have access to the critical information they need, when they need it?

What you need is real-time notification of current and upcoming conditions—vital information on system outages, call loads and more so your people can make swift, fact-based decisions that drive service and performance to the next level.

What you need is **Texas Digital's® QuickCOM Enterprise**—a complete real-time communication solution that delivers vital information across the enterprise and is backed by the industry's only **Best Value Guarantee**.



Texas Digital

Delivering Business Communication Vitals

The QuickCOM Enterprise Solution

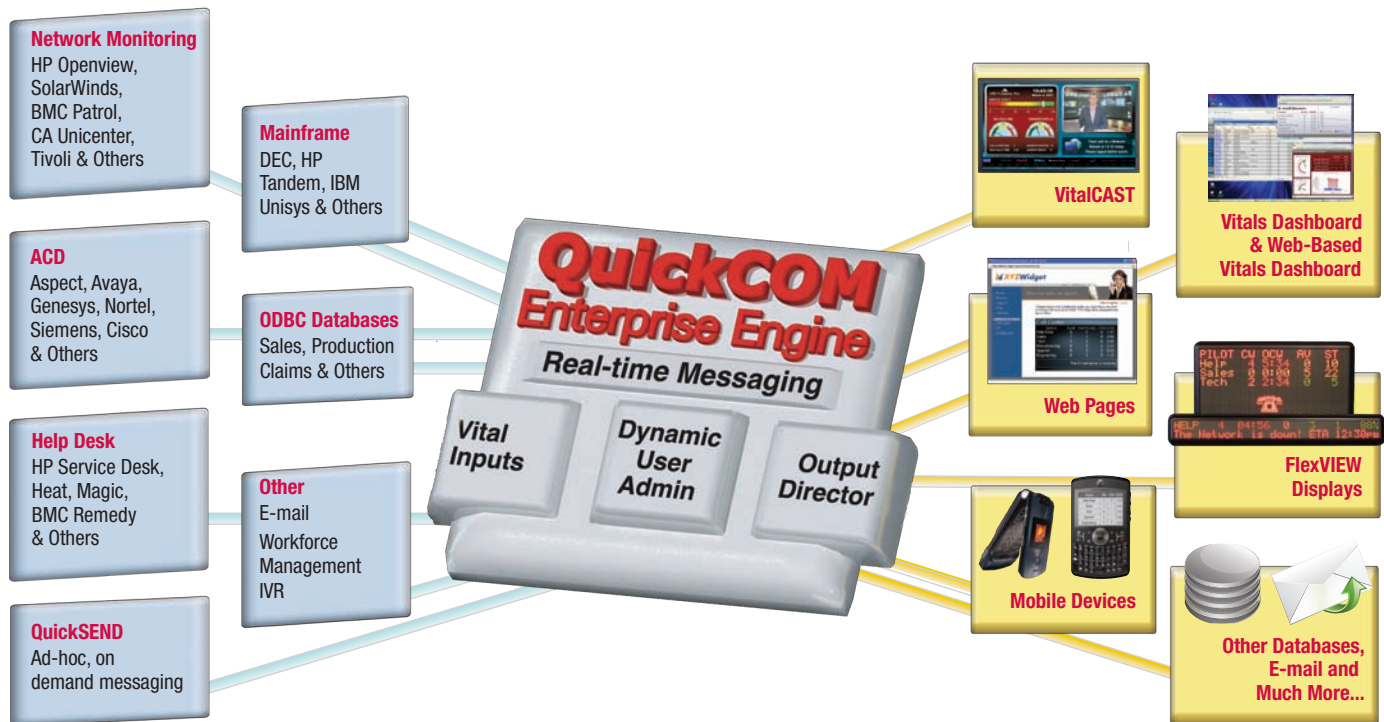
Now, they know.

QuickCOM Enterprise delivers the vital, real-time information you need to effect dramatic improvements in performance and service. Whether you want to motivate contact center agents with current call volumes or want to

inform a world-wide user community of system outages—QuickCOM Enterprise gets the job done, and more.

QuickCOM Enterprise is a complete solution. One that collects, manages and communicates mission-critical information to your contact center, help

desk, network operations center and other areas of your company. With it, you get clear, up-to-the-second business vitals that can help boost performance levels, improve customer satisfaction and **grow your bottom line.**



QuickCOM Enterprise Engine™

The QuickCOM Enterprise Engine is the powerhouse behind this dynamic messaging solution. With built-in scalability, it seamlessly handles the needs of any size organization. You can easily distribute information to just a handful of people or to thousands of users at any location.

- **Vital Inputs.** QuickCOM Enterprise Engine continuously gathers real-time and event-driven information from any number of systems and databases—like contact center and help desk

systems, mainframe applications and databases, e-mail applications, network monitoring systems, Texas Digital QuickSEND ad-hoc messaging and more. Then the QuickCOM Engine organizes everything under a single platform for communication.

- **Dynamic User Administration.** The Dynamic User Administration component simplifies the management and clearance of system users by leveraging your current identity management solution for user logons and passwords. Because it's easy for you to define access and capabilities

by user, user groups and user roles, QuickCOM makes things simple to manage and scalable to your company's operation.

- **Output Director.** The Output Director streamlines distribution—determining who gets what, how they get it and when. You can easily define user rules, thresholds and filters that trigger the distribution of specific, critical information. In addition, the Output Director allows you to tailor and/or translate the message by audience.

QuickCOM Enterprise Output Options

QuickCOM Enterprise gives you more ways to deliver your message than any other solution on the market. In fact, our delivery and display options not only give you greater flexibility in operating your business, they also give you more opportunities to increase performance at all levels.

VitalCAST

VitalCAST can deliver business vitals in real time directly to any plasma, LCD, rear-screen projector or other display so you can easily meet your own unique communications requirements. This is an enterprise-wide broadcast solution that simultaneously displays real-time business metrics alongside multimedia content such as corporate news and



announcements, live television, videos, scrolling messages and more. Splitting the screen to show any or all of these features gives your team a visually-rich tool to keep your team focused on objectives.

Vitals Dashboard and Web-Based Dashboard

Vitals Dashboard delivers performance data and business alerts through real-time, personalized dashboards that analyze and track vital information. You define key indicators that measure performance and success, 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. Vitals

Dashboard is available as a thick-client application or through a web-based solution that is accessible from any computer with an Internet connection.

Mobile Devices

QuickCOM Enterprise allows you to communicate real-time vital alerts quickly and easily to PDAs, cell phones, pagers, e-mail accounts or Web pages. Web-Based Vitals Dashboard can also deliver charts, graphs and more via Smart Phones with Windows Mobile 5 or greater.



FlexVIEW LED Displays

Our market-leading FlexVIEW visual display units make it easy for employees to get the vital information they need to improve performance. The FlexVIEW line of displays is a new breed of high performance, network-connected, full-matrix LED displays that deliver increased communication speed, higher bandwidth and improved connectivity. FlexVIEW displays connect using standard Cat 5 wiring or wireless Ethernet and support multiple mounting options for easy, flexible installation.



Elevate Levels of Service & Performance



Contact Centers

QuickCOM collects vital information from Aspect, Avaya, Cisco, Genesys, Nortel and more.

With QuickCOM, you can get:

- Number of calls in queue
- Average answer speed
- Number of agents available
- Oldest pending call
- Average call length
- Number of abandoned calls
- Consolidated data monitoring
- Advanced event monitoring

Plus, QuickCOM:

- Is compatible with most ACDs
- Supports networked contact centers
- Provides single or multiple administrator access
- Combines information from multiple queues for totals and averages
- Communicates scheduled or threshold-triggered motivational messages



Delivering Business Communication Vitals

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College Station, TX 77845

Help Desks

QuickCOM collects vital information from HP Service Desk, Heat, BMC Remedy and more.

With QuickCOM, you can:

- Monitor problem- or trouble-ticket status
- Identify critical system statistics
- Stay on top of the total number of calls in queue
- Track the average call length
- Decrease abandoned calls

Plus, QuickCOM:

- Supports inputs from multiple host systems and any ODBC database
- Integrates with most major Help Desk software packages



QuickCOM Enterprise

A powerful real-time communication solution that's so reliable, it's backed by the industry's only Best Value Guarantee. You will receive all-inclusive pricing, complimentary onsite account care, unmatched service and superior quality in one package.

Call 800.693.2628 or visit www.txdigital.com to find out how you can put the QuickCOM Enterprise Solution and our Best Value Guarantee to work for you.

Founded in 1972, Texas Digital is a leading provider of real-time visual communications solutions. With more than 35 years of innovative technology solutions and the industry's only Best Value Guarantee, Texas Digital is committed to your success.

Command Centers

QuickCOM collects vital information from systems such as BMC Patrol, Solar Winds, HP Openview and more.

With QuickCOM, you can:

- Identify critical system statistics
- Consolidate data monitoring
- Provide advanced network and event monitoring
- Communicate information in real time

Plus, QuickCOM:

- Integrates with most mainframe operating systems as well as network monitoring, enterprise management and automation packages
- Provides real-time communication between computer operations staff, help desk personnel and end users