

TOPS

W Techknow Operational Software

Vehicle #	Complete %	Onroute %	Orders %	SumTotal	PR %	Block %	Customer Satisfaction	On
551	389	33.09%	614	4956.12	0	21	Hidden	Tr
526	600	6.94%	560	4697.21	0	26	Hidden	Tr
495	480	3.03%	527	3844.95	0	4	Hidden	Tr
496	480	3.03%	527	3844.95	0	4	Hidden	OC
508	494	2.74%	516	3768.81	0	4	Hidden	Tr
506	494	2.74%	516	3768.81	0	19	Hidden	OC
550	533	3.09%	508	3848.15	0	23	Hidden	Tr
465	435	6.43%	505	4119.79	0	24	Hidden	Tr
510	494	3.14%	505	3477.09	0	22	Hidden	Tr
456	443	2.85%	500	3625.55	0	23	Hidden	OC
456	443	2.85%	500	3625.55	0	24	Hidden	OC
477	457	2.10%	492	3534.54	0	15	Hidden	OC
480	475	1.04%	487	3976.49	0	15	Hidden	Tr
480	475	1.04%	487	3976.49	0	15	Hidden	OC
469	449	4.40%	487	3581.29	0	19	Hidden	Tr
469	449	4.40%	487	3581.29	0	19	Hidden	OC
462	449	2.81%	483	4522.44	2	4	Hidden	Tr
462	449	2.81%	483	4522.44	2	4	Hidden	OC
455	435	43.56%	482	3721.88	0	30	Hidden	Tr
469	449	4.24%	481	3911.97	0	4	Hidden	Tr
469	449	4.24%	481	3911.97	0	4	Hidden	OC
459	451	1.74%	480	3221.90	0	4	Hidden	Tr
459	451	1.74%	480	3221.90	0	4	Hidden	OC
383	369	3.92%	472	3290.90	0	19	Hidden	Tr
383	369	3.92%	472	3290.90	0	19	Hidden	OC

TOPS is a cloud based software program designed to:

- Diagnose and proactively detect operational issues
- Identify potential vehicle detection issues
- Identify problems with loops and wiring issues
- Notification of the loss of POS data
- Identify connectivity issues
- Alert via email upon exceeding thresholds

By proactively identifying these issues the store can

- Minimize time spent trouble shooting issues
- Reduce and or eliminate repeat service calls
- Reduce service costs
- Identify issues prior to the store knowing an issue exists
- Minimize downtime

Techknow Operational Software

(TOPS) is a cloud based subscription service developed to improve help desk efficiency in troubleshooting Techknow products by monitoring the health of onboard systems and peripherals. Techknow's TOPS program is the first in the industry to provide your help desk with diagnostic tools to maximize the functionality and proactively solve technical issues. In many cases the help desk will be able to resolve issues without dispatching a field technician thus reducing service costs, virtually eliminating repeat service calls, and maximizing uptime.

