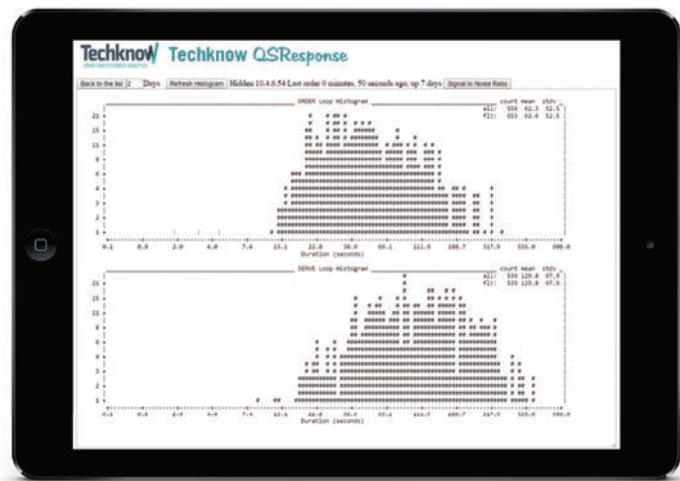


Techknow QSRResponse

Proactive Online Support

Techknow QSRResponse

Techknow QSRResponse is a proactive online support program developed to improve help desk efficiency by troubleshooting Techknow products and monitoring the health of onboard systems and peripherals. Techknow QSRResponse is the first in the industry to provide an online 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.



Techknow QSRResponse is a proactive online support 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