

DECALWeb™ Customer Call Management

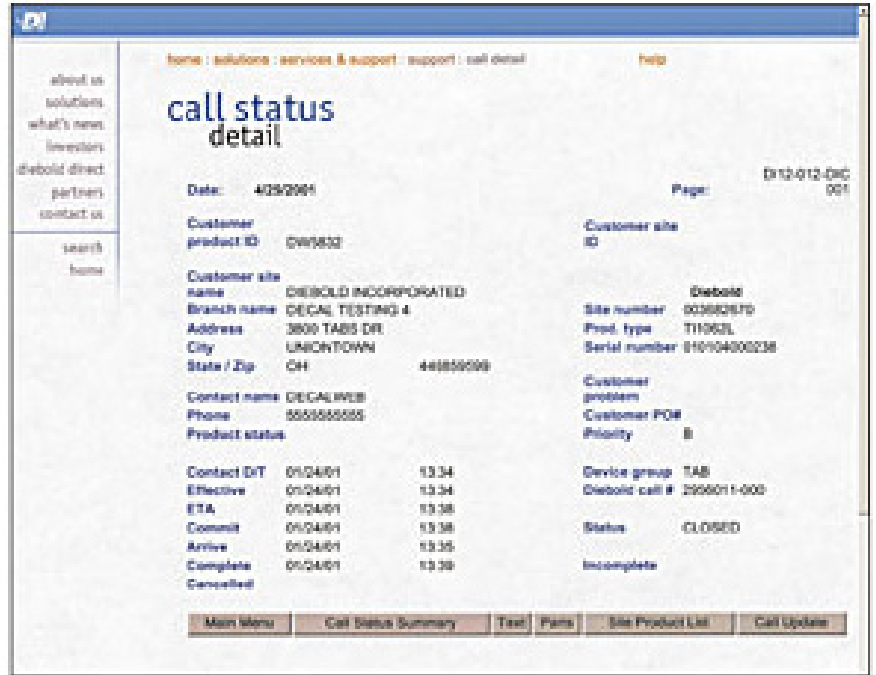
Initiate and monitor

your Diebold service calls

quickly and efficiently

utilizing user-friendly

Internet technology.



DECALWeb™ gives you instant access to Diebold service through any Internet connection with a JavaScript-enabled browser. No more phone calls to inquire about the status of your service calls. With DECALWeb, you can oversee your equipment servicing with the click of a mouse. DECALWeb allows you decrease communication cost for your company and improve overall communications by allowing you to:

- Initiate any type of call for all Diebold-serviced equipment under contract
- Set a priority for the service request
- Monitor the status of the call, including when the customer service engineer is expected to arrive
- Review the service action taken
- Identify when the problem has been resolved

Best of all, you can stay on top of issues while you're in the office, on the road, or at home... anywhere you have access to an Internet-capable computer.

DECALWeb™ Customer Call Management

Simple To Use

DECALWeb can be used by anyone in your organization with an established log-on ID and password. This service features:

- **User-friendly screen format**
One click and DECALWeb provides you with a list of all your sites. Check a site, and DECALWeb provides you with a list of the products deployed at that location. Click on a product, and DECALWeb provides you with a call generation screen. Enter the status of the product, a description of the problem and set a priority for service. It's that simple! The information is sent directly to Diebold's call management system and action is taken.
- **Comprehensive monitoring**
Use the Call Status Summary screen to review all your calls, including the service technician's estimated time of arrival for each site. The call status detail screen tells you what type of work was performed, what parts were used and when the job was completed.
- **Flexible applications**
DECALWeb can be used for first or second line calls on any equipment serviced by Diebold—including non-Diebold manufactured products.

DECALWeb automatically keeps track of the level of service coverage for each product and furnishes the correct details on the call generation screen.

Highly Secure

DECALWeb has been designed with the latest Internet security and firewall technology so that access is available only to authorized users. You determine the number of employees who have access to the system.

Efficient Operation

DECALWeb gives you and your staff more of your most valuable resource... time. Multiple phone calls to generate service calls and check status are now a thing of the past. So is the need to have access to a specific computer. DECALWeb turns any online PC into an operations center for product service monitoring.

With DECALWeb, you also get:

- Direct communication with Diebold's call management system, providing accurate and immediate transmission of your service issue.
- On-site training, as requested.

Total Solutions

Diebold has committed a tremendous amount of resources into building a service organization that is dedicated to achieving total customer satisfaction. No matter what type of products you deploy, you can count on Diebold to provide broad-based expertise and exceptional customer service.

Diebold's comprehensive range of service solutions includes:

- FastLine- first line services
- Hardware maintenance services
- Software and systems support
- Managed services
- Equipment upgrades
- ATM reconditioning
- Installation of Diebold and non-Diebold equipment
- Training
- Consulting

For more information about Diebold's comprehensive range of service solutions, including DECALWeb, contact your local Diebold office or e-mail us at decalsupport@diebold.com.



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