

## Re: PACDM v7.27.2.54 Release Notice

June 6, 2025

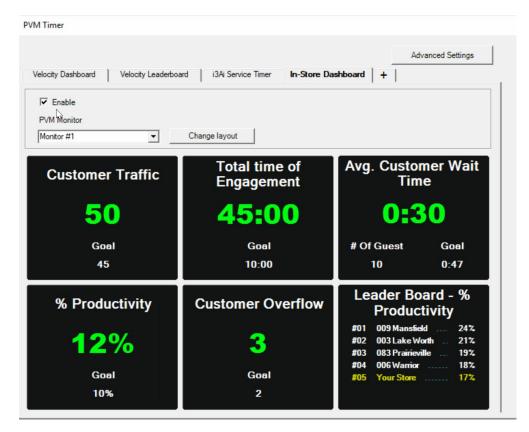
To all of our customers and partners.

This bulletin is the official notice of the PACDM v7.27.2.54 release.

Effective **Monday, June 9, 2025,** this release package will become the default Production software version for all NVRs. The software installation package is now available for download from the i3 website: <a href="https://i3international.com/download">https://i3international.com/download</a>

## **New Features:**

• New PVM In-Store Dashboard to monitor staff engagement and performance. Important: The In-store Dashboard relies on the i3Ai (local) solution and is not offered by the i3Ai Cloud.



- **Customer Traffic** widget (<u>#80417</u> | 7.27.2.50)
  - Tracks total customer traffic across configurable door count areas during defined time periods.
  - Supports multiple door areas, goal setting, and sound alerts
  - Color-coded indicators: Red (below goal), Yellow (meets goal), Green (exceeds goal)
  - If traffic exceeds the goal, a sound plays once per period
  - Falls back to the current hour if no period is set



## TECHNICAL BULLETIN

## i3 International Inc.

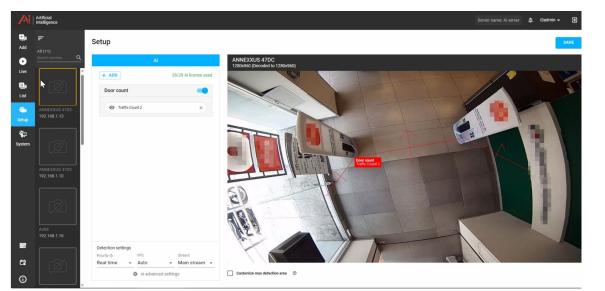
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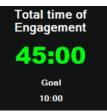
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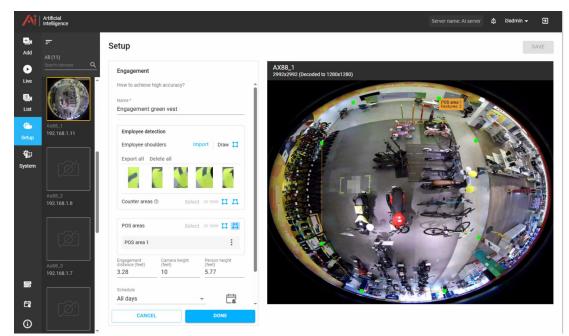
## Note: Customer Traffic widget relies on the i3Ai's Door Count feature.



- Total time of Engagement widget (<u>#84190</u> | 7.27.2.50)
  - Tracks the total time employees spent engaging with customers in the predefined service areas during the current period.
  - Note, events that partially fall outside the period time range are excluded
  - Engagement time is calculated based on selected i3Ai Engagement monitoring areas only.
  - i3Ai engagement trackers must be pre-configured based on the employee uniform color to differentiate employees from the customers.



**Note: Engagement** widget relies on the i3Ai's **Engagement** feature. i3 Fisheye camera is required (e.g. M79, Ax88, M98).



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- o Avg. Customer Wait Time widget (<u>#80759</u> | 7.27.2.50)
  - Tracks average wait time for customers across selected in-store Ai-defined areas.
  - Average Wait Time = Total wait time / Total number of customers.
  - Displays the number of customers included and the goal wait time.
  - Color-coded indicators: Red (above goal), Yellow (meets goal), Green (below goal)
  - Plays a sound alert once per period if average wait time exceeds the goal.
  - Supports multiple wait time areas and works across different time periods.
  - Defaults to the current hour if no period is set.

## Note: Avg. Customer Wait Time widget relies on the i3Ai's Traffic & Dwell feature.

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- **% Productivity** widget (<u>#80466</u> | 7.27.2.50)
  - Calculates customer engagement in selected Engagement areas over a defined time period.
  - Productivity = Total engaged customers / Total customers during the selected period (e.g., 9:00–10:00).
  - Displays the goal percentage.
  - Color-coded indicators: Red (below goal), Yellow (meets goal), Green (above goal)
  - Plays a sound alert once per period if productivity is below the goal.
  - Supports multiple Engagement areas and configurable time periods.
  - Defaults to the current hour if no period is set.

Note: % Productivity widget relies on the i3Ai's Door Count and Engagement features.

## % Productivity 12% Goal 10%

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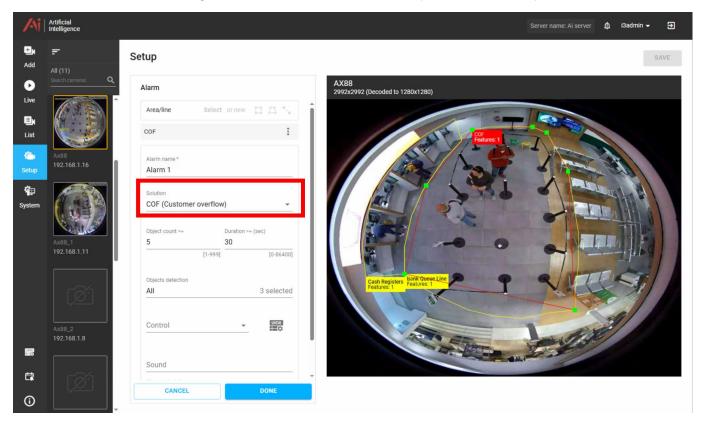
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- **Customer overflow** (COF) widget (<u>#80465</u> | 7.27.2.50)
  - Calculates and tracks the number of times the number of customers in the queue has exceeded the customer's maximum set value (COF alarm) over a defined time period.
  - Customer Overflow = Total COF alarms in all configured areas within the current period (e.g., 9:00–10:00).
  - Color-coded indicators: Green (below goal), Yellow (meets goal), Red (exceeds goal).
  - Plays a sound alert once per period if the customer overflow exceeds the goal.
  - Supports configuration of multiple COF areas, goals, sound settings, and time periods.
  - Defaults to the current hour if no period is set.

### Note: Customer Overflow widget relies on the i3Ai's Alarm > COF (Customer overflow) Solution features.



## • Productivity (engagement) leaderboard % widget (#80768 | 7.27.2.50)

- Displays a ranked list of stores by engagement productivity percentage for the current period.
- Includes the top 3 highest-performing stores, the current one, and two stores ranked just above. If only the current store is available, it will be displayed alone.
- Automatically updates every 5 minutes by default (configurable in settings).
- If the current store is in the top 3, the list will show the current top 6 stores.
- Defaults to the current hour if no period is set.

# Leader Board - % Productivity #01 009 Mansfield 24% #02 003 Lake Worth 21% #03 083 Prairieville 19% #04 006 Warrior 18% #05 Your Store 17%

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## Customer Overflow 3 Goel 2



- Add configurations for the new In-Store Dashboard widgets into the Timer PVM Advanced Settings under Ai area mapping.
  - Customer traffic
  - Customer overflow
  - Engagement
  - %Productivity

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Lobby	Bank Queue Line	00:30	None	[AI] •
Rush ready	Select area	] 00:30	None	[AI] •
Order 1	Select area	00:30	None	[AI] •
Order 2	Select area	] 00:30 🕂	None	[AI] •
In-store queue	Select area	00:30	None	[AI]
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Customer overflow	Select area	] 30	None	[AI] <b>-</b>
Pre-menu( danger zone)	Select area	]		
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% Productivity		30	None	[AI]

## • Add additional Velocity Timer configurations under Timer PVM Advanced Settings (#82079).

- Allow counting the vehicles in the drive-thru using Sensor (ground loop and/or radar VH20) data or LPR edge detection (i3's H59 camera required). (<u>#75281</u>)
- Add the option to include vehicle Pre-Menu wait time in Total Lane time calculations, giving a fuller picture of drive-thru performance (<u>#75288</u>, <u>#76952</u>). Pre-Menu wait time vehicle detection and tracking relies on i3's M71 Edge Ai camera and the i3Ai's Traffic & Dwell function.

## **TECHNICAL BULLETIN**

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Include pre-menu on Lane total time: Data source for Total cars: Total lane time will be applied the same data source as Total cars.	
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• Support French interface (<u>#81390</u> | 7.27.2.50)

## To switch, go to **Help** > **Languages** > **Français**

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### Improvements:

- Support new i3Ai v7.3.2.200 API (#82968 | 7.27.2.50)
- SAM4SPS: Include new template version for SAM4s POS electronic cash register (#86657 | 7.27.2.26)

## Fixed issues:

- PVM: Door Count and Timer-Velocity Dashboard are enabled by default (#81301 | 7.27.2.26)
- Unable to start ProcessException.exe (#88485 | 7.27.2.54)
- PVM-Velocity timer: Lane GUI error (<u>#88314</u> | 7.27.2.54)
- Unable to restart PacP after changing POS device settings (#88544 | 7.27.2.54)

## **Release History**

Version	Build date			
7.27.2.54 (this version)	May 19, 2025			
7.27.2.50 (Interim)	April 29, 2025			
7.27.2.26 (Interim)	April 22, 2025			
7.27.2.23	November 29, 2024			
7.27.2.0	March 11, 2024			
7.26.2.137	March 14, 2023			
7.26.2.128	January 12, 2023			
7.26.2.109	November 4, 2022			
7.26.2.95	August 2, 2022			
7.26.2.89	June 29, 2022			
7.26.2.79	May 6, 2022			
7.26.2.56	February 28, 2022			
7.26.2.38	November 15, 2021			
7.26.2.30	October 15, 2021			

Please contact our Technical Support team if you have any questions or issues.

Email: <a href="mailto:support@i3international.com">support@i3international.com</a>

Tel.: 1.877.877.7241 i3 Technical Support and Services

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