**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:
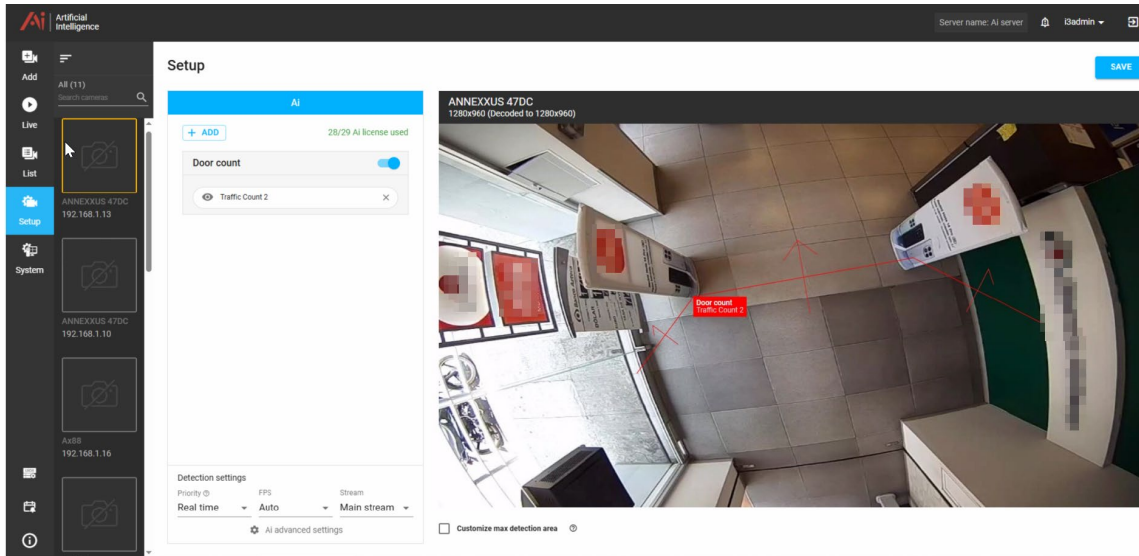https://i3international.com/download

**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.
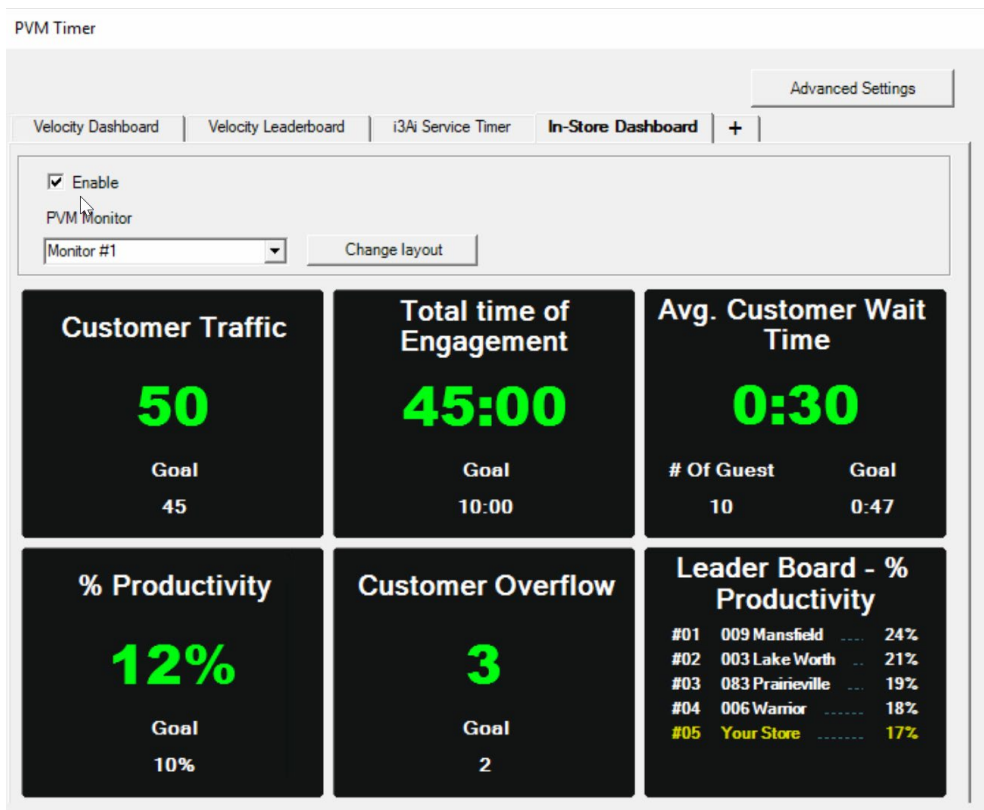


- o **Customer Traffic** widget (#80417 | 7.27.2.50)
  - Tracks total customer traffic across configurable door count areas during defined time periods.
  - Supports multiple door areas, goal setting, and sound alerts
  - Color-coded indicators: Red (below goal), Yellow (meets goal), Green (exceeds goal)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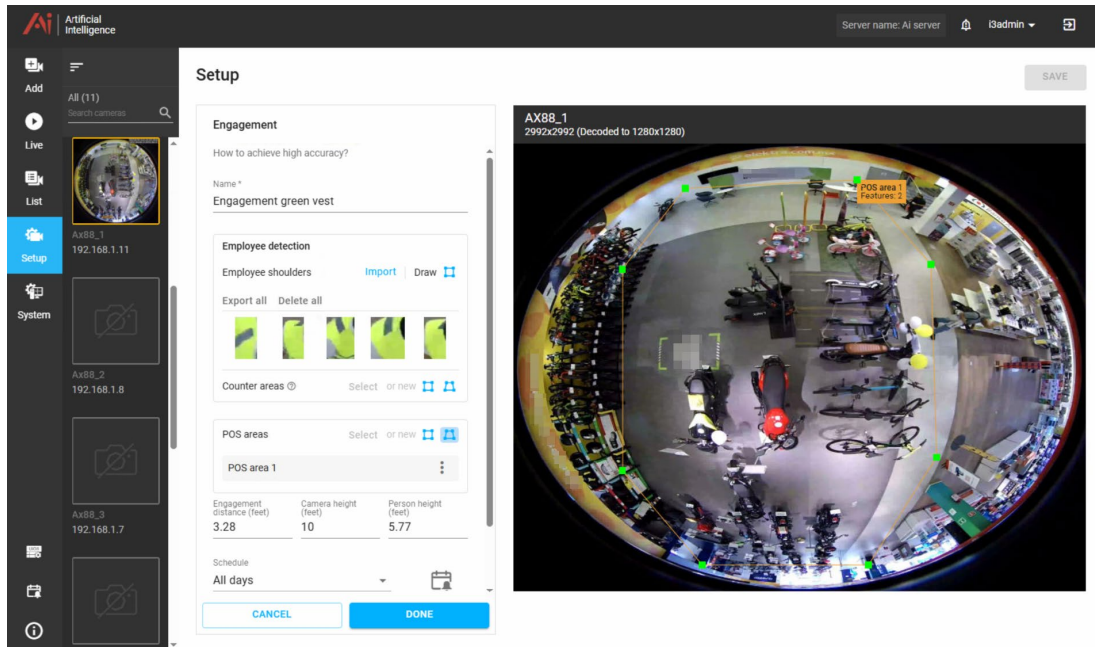  - Falls back to the current hour if no period is set



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Toronto, ON M1K 5H4

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Kennesaw, GA 30152

Tel: 1.866.840.0004
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**Note: Customer Traffic** widget relies on the i3Ai's **Door Count** feature.



- o **Total time of Engagement** widget ([#84190](#) | 7.27.2.50)
    - Tracks the total time employees spent engaging with customers in the pre-defined 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.
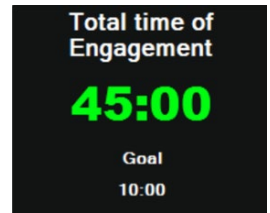


**Note: Engagement** widget relies on the i3Ai's **Engagement** feature. i3 Fisheye camera is required (e.g. M79, Ax88, M98).
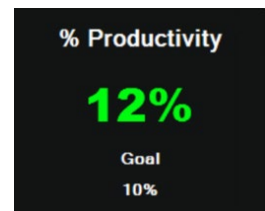
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o **Avg. Customer Wait Time** widget ([#80759](#) | 7.27.2.50)
  - Tracks average wait time for customers across selected in-store Ai-defined areas.
  - Average Wait Time = Total wait time / Total number of customers.
  - Displays the number of customers 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.
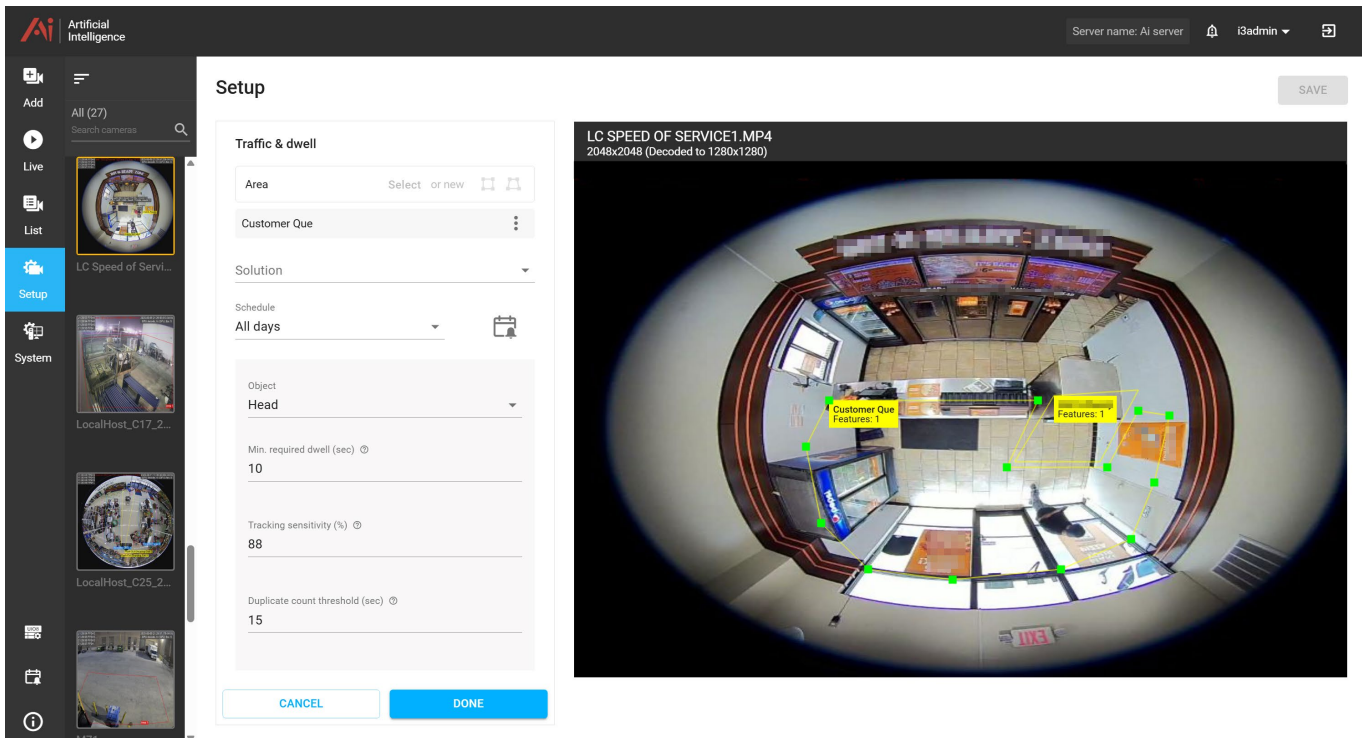


o **% Productivity** widget ([#80466](#) | 7.27.2.50)
  - Calculates customer engagement in selected Engagement areas over a defined time period.
  - Productivity = Total engaged customers / Total customers during the selected period (e.g., 9:00–10:00).
  - Displays the goal percentage.
  - Color-coded 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.

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- o **Customer overflow** (COF) widget (#80465 | 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.
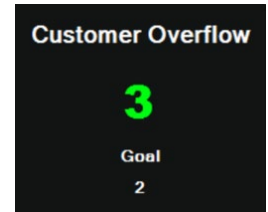
**Note: Customer Overflow** widget relies on the i3Ai's **Alarm** > **COF** (Customer overflow) Solution features.
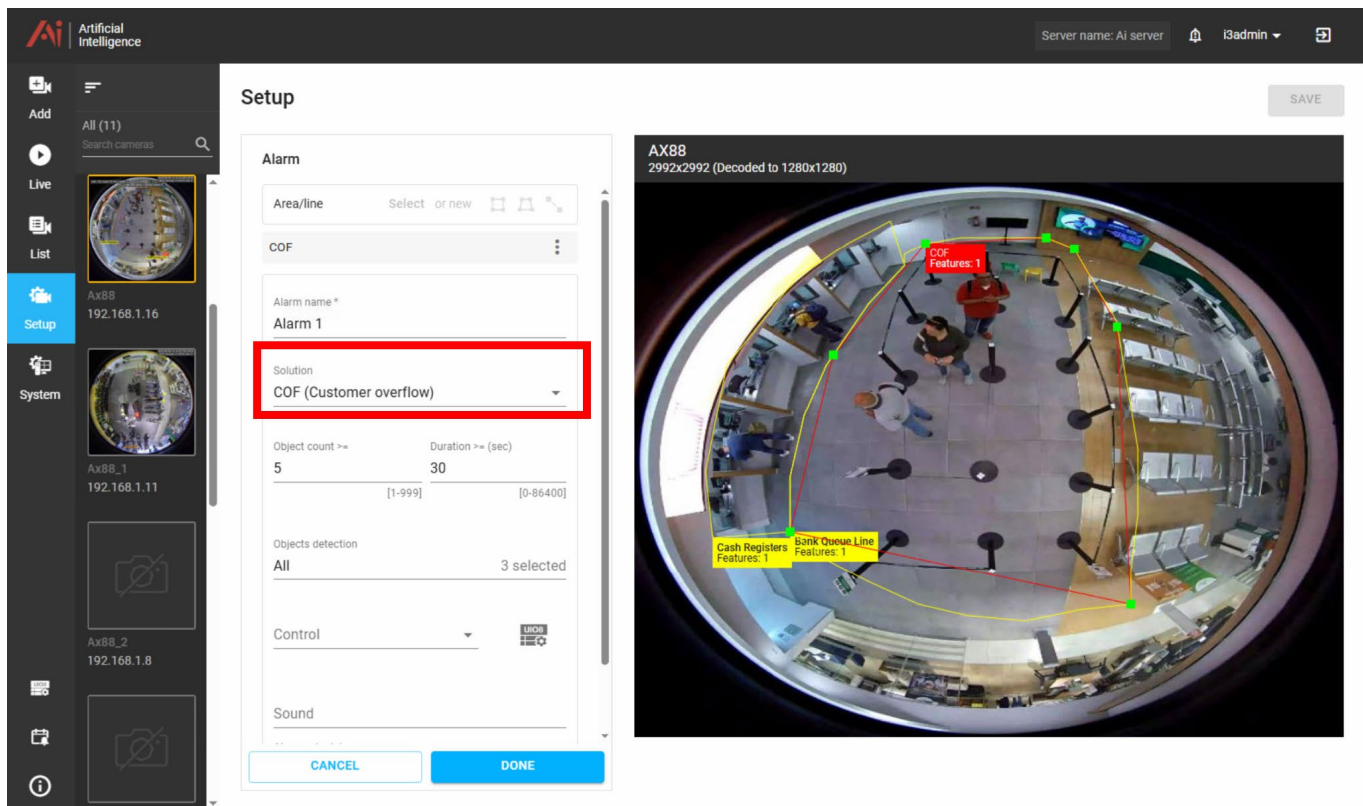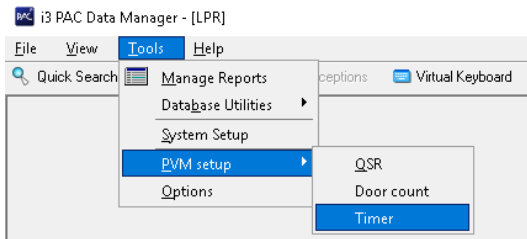


- o **Productivity (engagement) leaderboard %** widget (#80768 | 7.27.2.50)

  - 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.

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o 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





- 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). (#75281)
- Add the option to include vehicle Pre-Menu wait time in Total Lane time calculations, giving a fuller picture of drive-thru performance (#75288, #76952). Pre-Menu wait time vehicle detection and tracking relies on i3's M71 Edge Ai camera and the i3Ai's Traffic & Dwell function.

- o Support French interface ([#81390](#) | 7.27.2.50)

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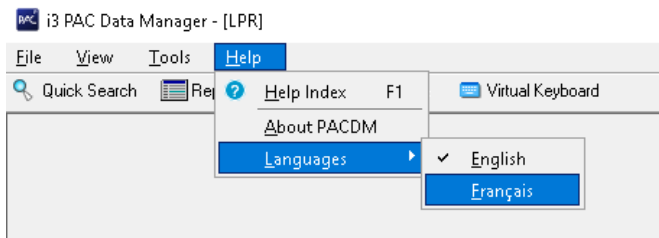


**Improvements:**
- Support new i3Ai v7.3.2.200 API ([#82968](#) | 7.27.2.50)
- SAM4SPS: Include new template version for SAM4s POS electronic cash register ([#86657](#) | 7.27.2.26)

**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 ([#88314](#) | 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: [support@i3international.com](mailto:support@i3international.com)
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i3 Technical Support and Services

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