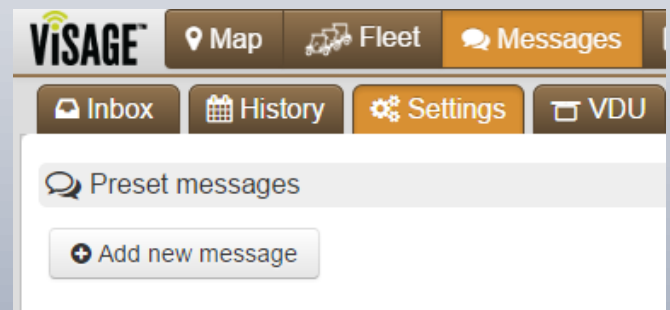


Communication is a cornerstone to providing an experience that meets or exceeds expectations of your customers. The key is to set clear expectations for the round in regards to details like pace of play, food & beverage availability, course conditions, sports updates, location of course restrooms, etc. Visage gives you the ability to send messages to be proactive in managing the customer experience. There are also those situations that require a reactive communication when things have gone wrong with the experience during the round.

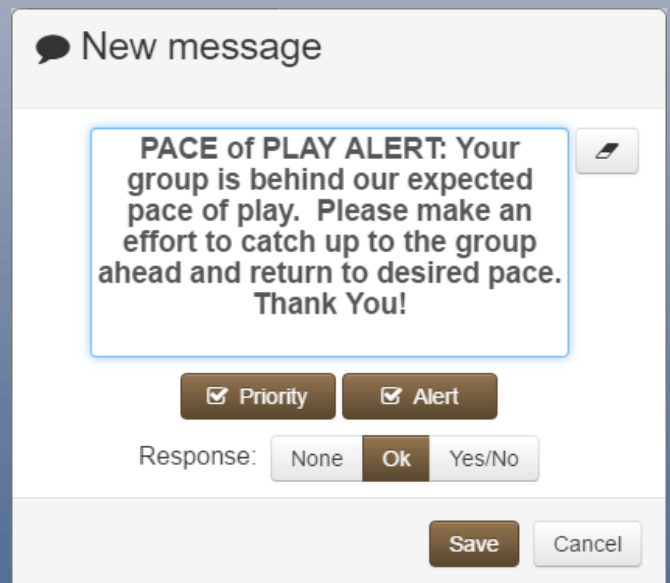
Visage gives you the ability to message an individual car, series of cars, or the entire fleet. The messages can be preset or customized to the situation. A vast majority of the messages are very similar and this is why we recommend using preset messages. This will keep your message consistent with your language and tone, while reducing the chances of embarrassing spelling and/or grammar mistakes. These mistakes can be fairly common due to the fast pace environment behind the counter and the multi-tasking that takes place to manage the business. The preset messages are the fastest and safest way to send a message to your customers. Please see below for some great examples and instruction on how to prepare preset messages in your system.

Creating Preset Messages

1. From the Messages view Settings tab, click on Add new message.



2. Type message in text field and set the attributes and click on Save.



Attributes

- **Priority** - The Priority attribute makes sure the message takes precedence over any other view that is currently being displayed on the VDU.
- **Alert** - The Alert attribute provides an audible tone on the VDU when the message is displayed.
- **Response** - The Response attribute provides the ability to confirm the messages has been read.

Sample Messages

- Slow Pace Of Play has caused a backup behind your group. 90 seconds faster per hole for the next 3 holes should put you back on time. Thank You.
- The group ahead of you has been asked to speed up. Please keep up with them as they improve their pace. Thank You!
- Thank you for catching back up to the group in front of you. We appreciate your help in trying to keep the pace great for all playing today.
- There is a storm approaching that will likely have lightning and heavy rain, please plan accordingly and take shelter when necessary.
- The group ahead of you has lost a club. If you have found a club please respond "yes" via the "Send Message" option and see the cart attendants after your round.
- I hope everyone is enjoying this beautiful day and course. Don't forget to order on the turn and come in for a nice cold bucket of beer. Have a great game!
- Uh Oh, your round is almost over! Want a chance to continue the fun and replay your round at a discounted rate? Come see us in the pro shop for this great opportunity!

CONTACT YOUR CONNECTED ACCOUNT MANAGER FOR ASSISTANCE,OR MORE GREAT IDEAS ON HOW TO BETTER USE VISAGE MESSAGING!

