

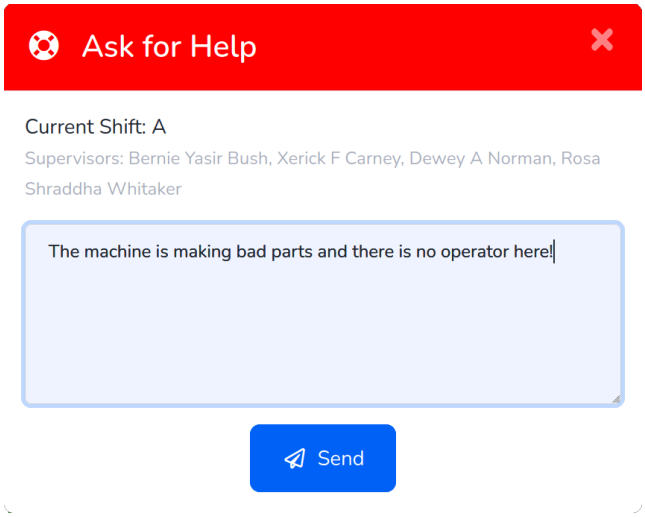
MOLI Escalations

strategically-placed "HELP" buttons with notification and resolution

Push Help.
Get Help.

When there's a problem on the floor, every second means waste, risk, and liability.

MOLI Escalations **improve incident response times** and help you document the resolution — notifying staff via multiple communications channels — and recording what was done to fix the issue.



HOW IT WORKS

HELP

- Operators call for help by pressing the **HELP** button on any MOLI screen.
- MOLI can optionally take a picture and attach a screenshot to the problem description.
- **Email**, **SMS**, **Voice Call**, or **Voice Page** goes out to specific configured recipients.
- Stale escalation **re-notifications** ensure that issues are noticed and addressed.
- When the issue is resolved, the same people are notified of the resolution.
- MOLI records a **full timestamped event log** of the original report, any subsequent updates, and the final resolution.

MOLI Digital Signage Integration

All unresolved and recently-resolved Escalations appear on the "Escalations" Digital Signage panel.

MOLI Smart Stacklight Integration

When an unresolved Escalation exists at a workcenter, its stacklight color pattern includes **RED**.

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Ready to stop chasing people down for help? **Let's talk.**

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