

The logo for eitco, featuring the lowercase letters 'eitco' in a bold, dark blue, sans-serif font. The logo is contained within a light gray rectangular box with a thin white border.

Clever change a running system.

Issue Monitoring Tool





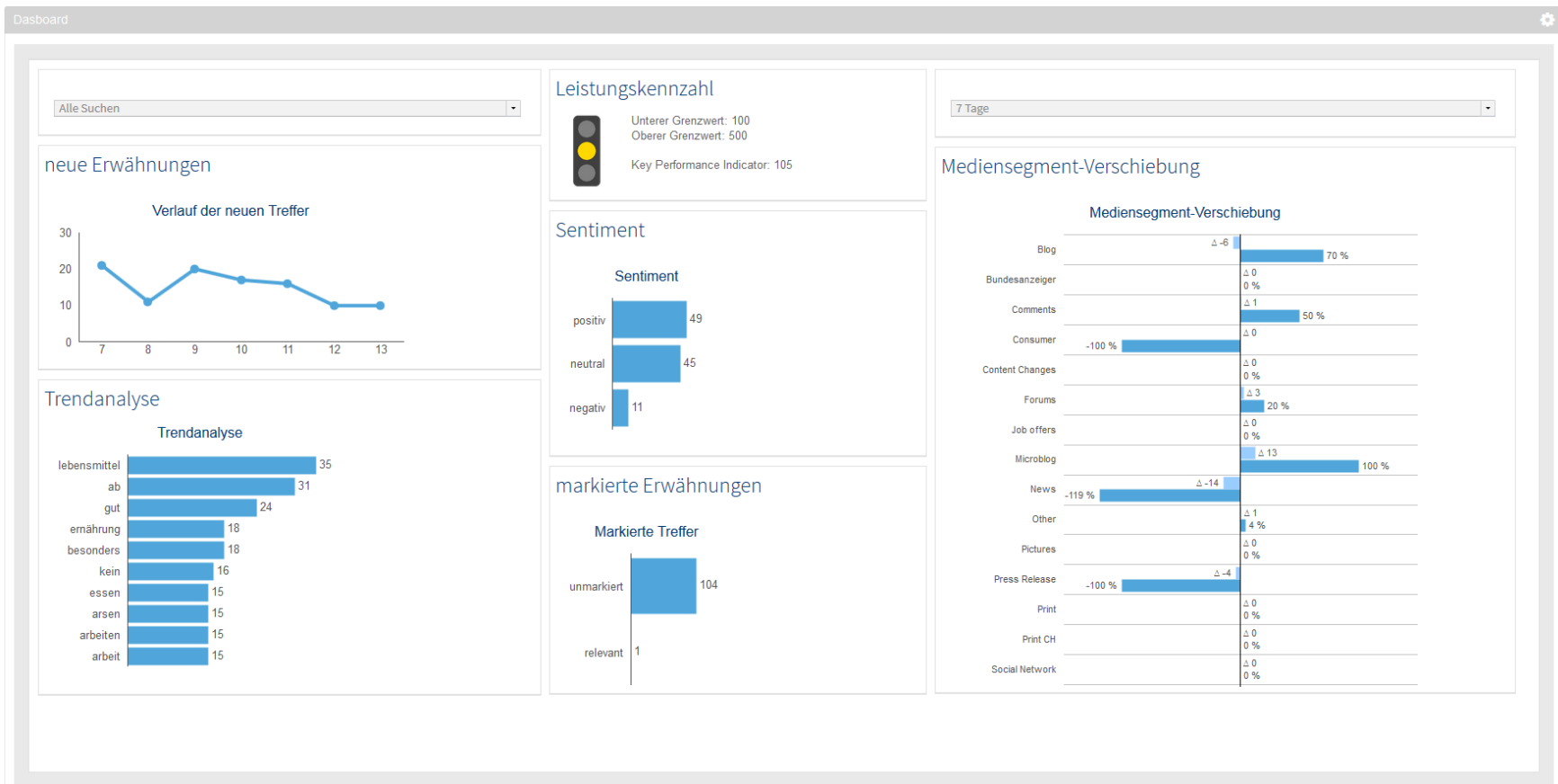
» EITCO headquarters



» General information

- Our issue monitoring tool is divided into two areas.
 - The first part shows the global view of the Information Dashboard. This page allows you to capture all important information at a glance.
 - The second part of our issue monitoring tools is the Search-ID Dashboard (SID). The user receives more detailed and relevant information and analysis.
- Both dashboards include in the left and right upper half filter settings, which adapt the analysis accordingly. The left filter gives the user the option provided in the preset search to filter. With the help of the right filter, the desired period of selection can be selected.

» Global Dashboard



» Global Dashboard - Charts

- The chart "*neue Erwähnungen*" shows the number of found results (mentions) for the criteria defined by the filters. If all searches are selected in the filter, all mentions of the searches are shown summed. High peaks indicate that a certain risk potential exists.
- The chart "*Trendanalyse*" shows the most common word entries. This means that all the words of founded mentions are shown graphically counted. Standard words that have no significance for this topic are automatically sorted out by means of a stored list. Here also the words entries will visualized summed up in the selection of all searches. Using this visualization hidden relationships and hence off-topic triggers of crises can be identified.

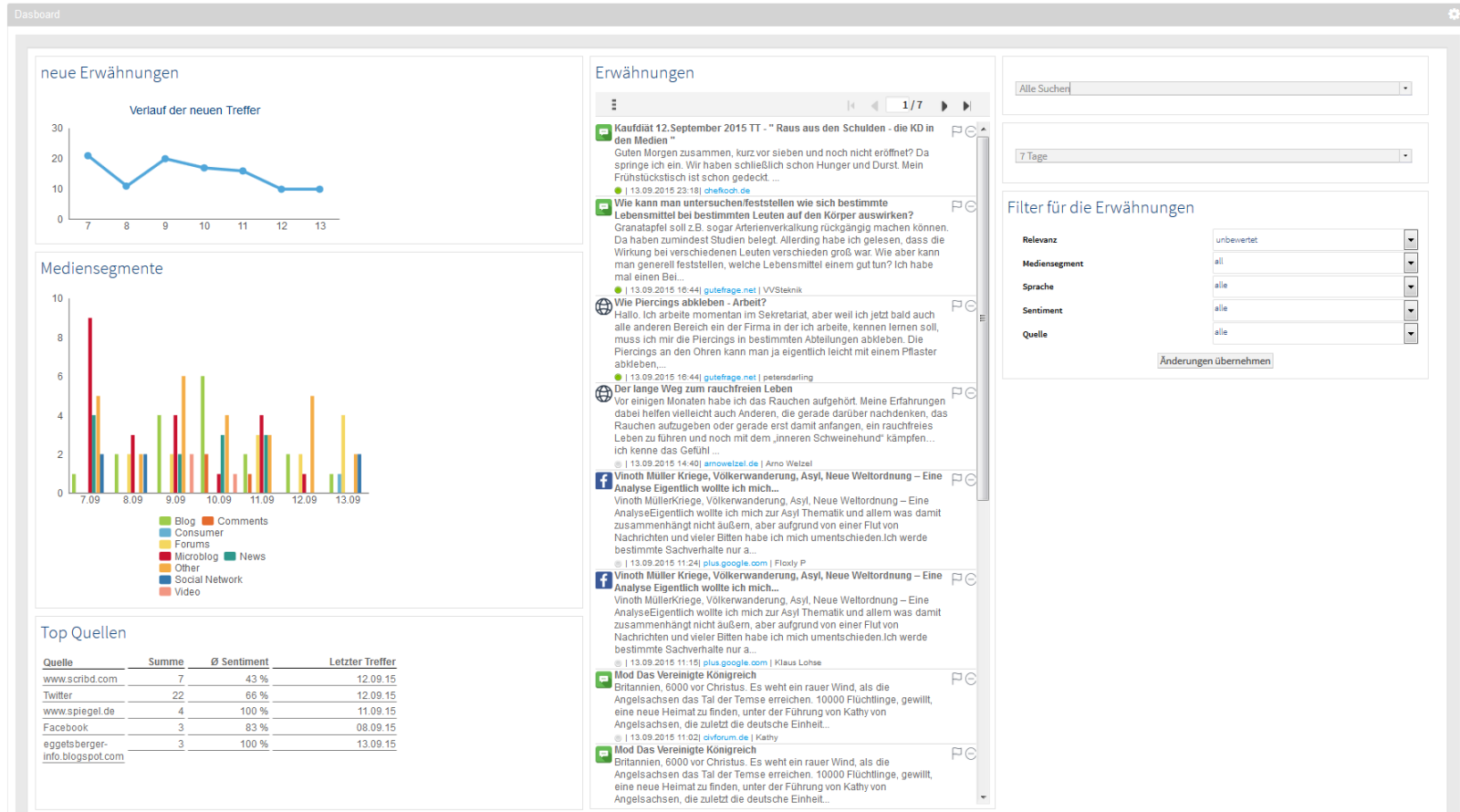
» Global Dashboard - Charts

- In the middle is a traffic light, which indicates potential hazards. The deposited Key Performance Indicator (KPI) is based on the number of mentions in relation to the average number of mentions for the selected period. The number and definition of KPIs can be adapted for all needs and requirements. Depending on the color phase is noted to a trend towards potential hazard.
- With the help of the chart "*Sentiment*" can be found, as is the number of positive, negative and neutral mentions. So all mentions that are found, are marked in color according to their tonality. The classification of sentiment is fully automatic.

» Global Dashboard - Charts

- The chart "*Markierte Erwähnungen*" indicate the total number of mentions, which are classified according to relevant, irrelevant and unmarked mentions. The mentions can be marked accordingly in the SID-Dashboard. It can be determined by marking how effective and meaningful current searches are and whether they may need to be still further adapted and refined.
- The diagram "*Mediensegment-Verschiebung*" shows the change of mentions in relation to their media segment. The height of the bars represents the percentage changes. The absolute numbers are shown above the bar. This makes it possible to determine whether major changes occur in certain media segments.

» SID-Dashboard



» SID-Dashboard - Charts

- The chart "*neue Erwähnungen*" shows the number of found results (mentions) for the criteria defined by the filters. If all searches are selected in the filter, all mentions of the searches are shown summed. High peaks indicate that a certain risk potential exists.
- By the chart "*Mediensegmente*" is to see how divided the number of mentions for the selected period behaves in their media segments. Again large upward deflections indicate possible trends of an emerging risk. It can also be found in which media segments play which topics a very important role.
- The table "*Top Quellen*" shows the most common sources, the average sentiment and the date of the last founded mentions. Therefore relevant sources for all searches can be identified.

» SID-Dashboard - Charts

- In the middle of the SID-Dashboard is a list "*Erwähnungen*". Here are all mentions with their media segment (icon), text, date, source, and authors, if available, is shown. By selecting the respective flag or the minus symbol the mention can be marked as relevant or irrelevant.
- On the right is the filter for the list "*Filter für die Erwähnungen*". Here you can filter by relevance, media segments, language, sentiment and the domain.

