

NexusTech Company

Manual Handbook



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INTRODUCTION

The Supervisory Control and Data Acquisition (**SCADA**) system within the Kuala Lumpur City Centre (KLCC) tunnel plays a crucial role in ensuring the efficient and safe operation of this multifaceted tunnel system.

The SCADA system integrates advanced *monitoring*, *control*, and data acquisition functionalities, thereby enhancing the overall performance and reliability of the tunnel.

Overview of the SCADA System

The SCADA system in the KLCC tunnel is a sophisticated network of hardware and software components designed to collect real-time data, monitor operational parameters, and control various mechanical systems within the tunnel. This system is essential for the seamless transition between different operational modes, ensuring optimal performance under various conditions.

Key Functions

1- Real-Time Monitoring and Data Acquisition:

- The SCADA system continuously monitors a wide array of sensors and instruments installed throughout the tunnel. These sensors measure parameters such as jetfan and ventilation fan monitoring, water levels, air quality, smoke barrier and fire alarm indicator.
- Data collected is transmitted to a control room, where it is processed and analyzed to provide a comprehensive overview of the tunnel's operational status.

2- Automated Control:

- Based on the real-time data, the SCADA system can automatically adjust various systems within the tunnel. For instance, it can control the on and off of jetfan, and activation of pumps. Based on the situation and powered by the logic algorithms of the system.
- The system ensures that the appropriate mode is activated promptly, minimizing response time during emergency situations such as fire and thick smoke.
- The advanced control algorithms to optimize decision-making processes and automate complex operational tasks.

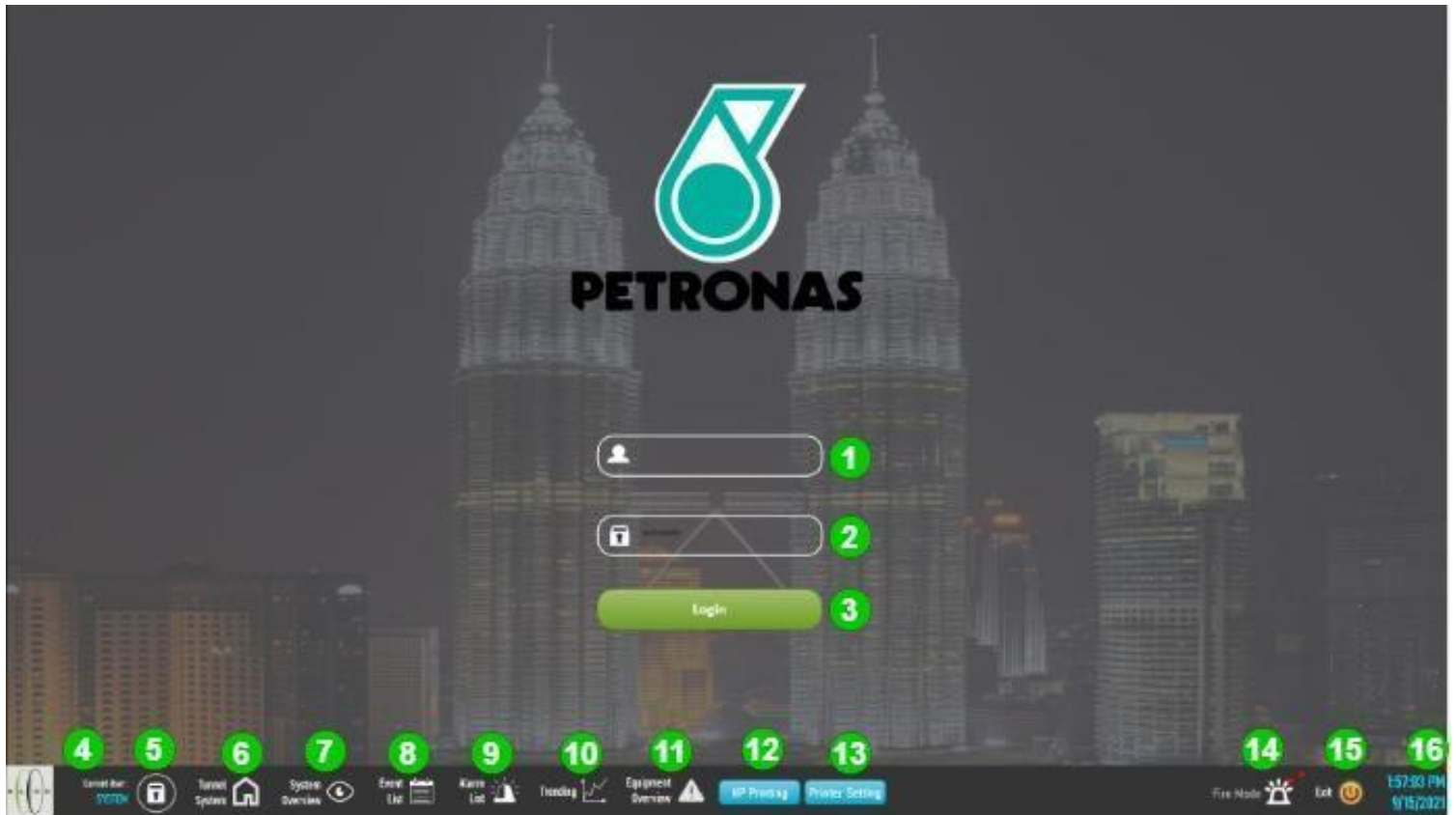
3- Alarm and Event Management:

- The SCADA system is equipped with an advanced alarm management module that triggers alerts in case of abnormal conditions or potential failures. This includes the water pump auto system, air quality limits and fire alarm notification.
- Operators are promptly notified, allowing them to take immediate corrective actions to prevent or mitigate adverse impacts.

4-Data Logging and Reporting:

- The system maintains detailed logs of all monitored parameters, events, and actions taken. This historical data is crucial for post-event analysis, maintenance planning, and continuous improvement of tunnel operations.
- Regular reports generated by the SCADA system provide insights into performance trends, helping in strategic decision-making and resource allocation.

START SCREEN



Start Screen:

- Start screen appears after starting the Zenon Runtime application from windows.
- Fill in the *username* and *password* then click on the *login* button.

Infographic feature:

- 1- Username box
- 2- Password box
- 3- Login button, click this button to enter the main page.
- 4- The username currently in use.
- 5- To open the login popup window.
- 6- To access the *Tunnel System Overview*.
- 7- To access the *System Overview*.
- 8- To access the *Event List*.
- 9- To access the *Alarm List*.
- 10- To access the *Trending*.
- 11- To access the *Equipment Status*.
- 12- *Print function*, In order to acquire a printed version of the page's screenshot, you can utilize this print feature.
- 13- Access the *printer setting*.

- 14- The *fire mode indicator* will flash when the alarm is activated.
- 15- *Exit* the Runtime System.
- 16- Current *Time* and *Date*.

TUNNEL SYSTEM OVERVIEW



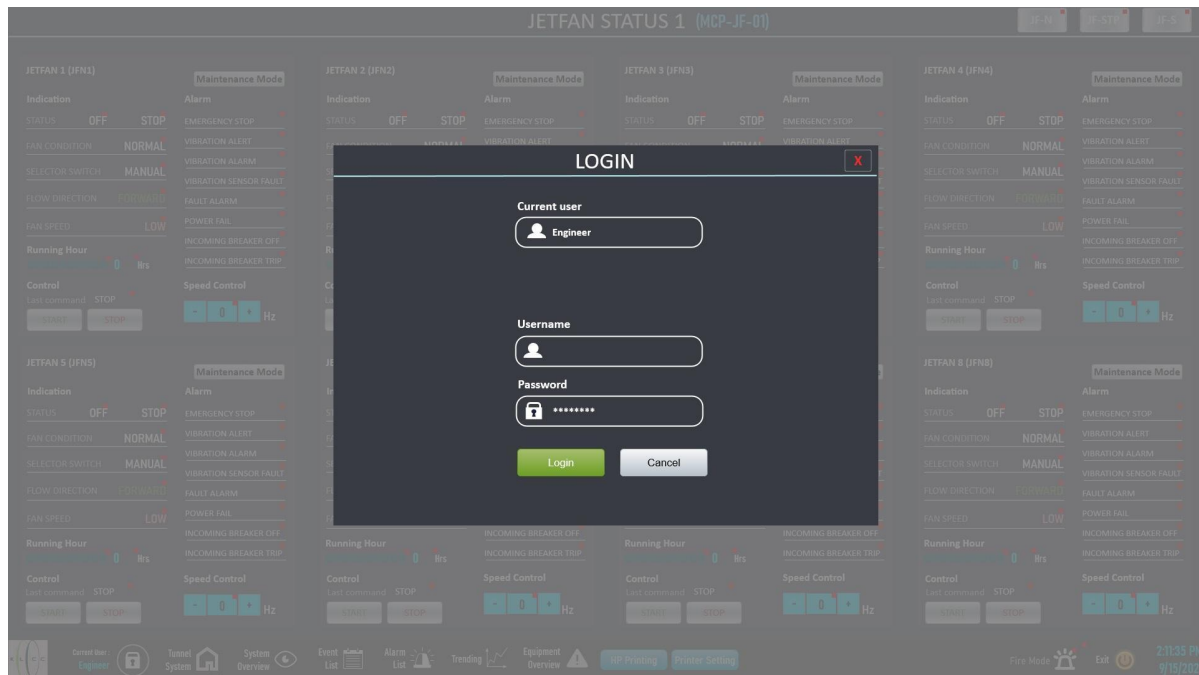
TUNNEL SYSTEM OVERVIEW:

- Showing the entire tunnel system information and easy to monitor status, indication and notification alarm.

Infographic feature:

- 1- Illustrate the entire tunnel infrastructure.
- 2- Notification boxes based on equipment/device type.
 - Any indication and alarm triggered will be showing on the box.
 - The notification box will be blinking to alert the operator.
 - Operator can click on the box to directly access the indication or alarm.

USER LOGIN PROMPT



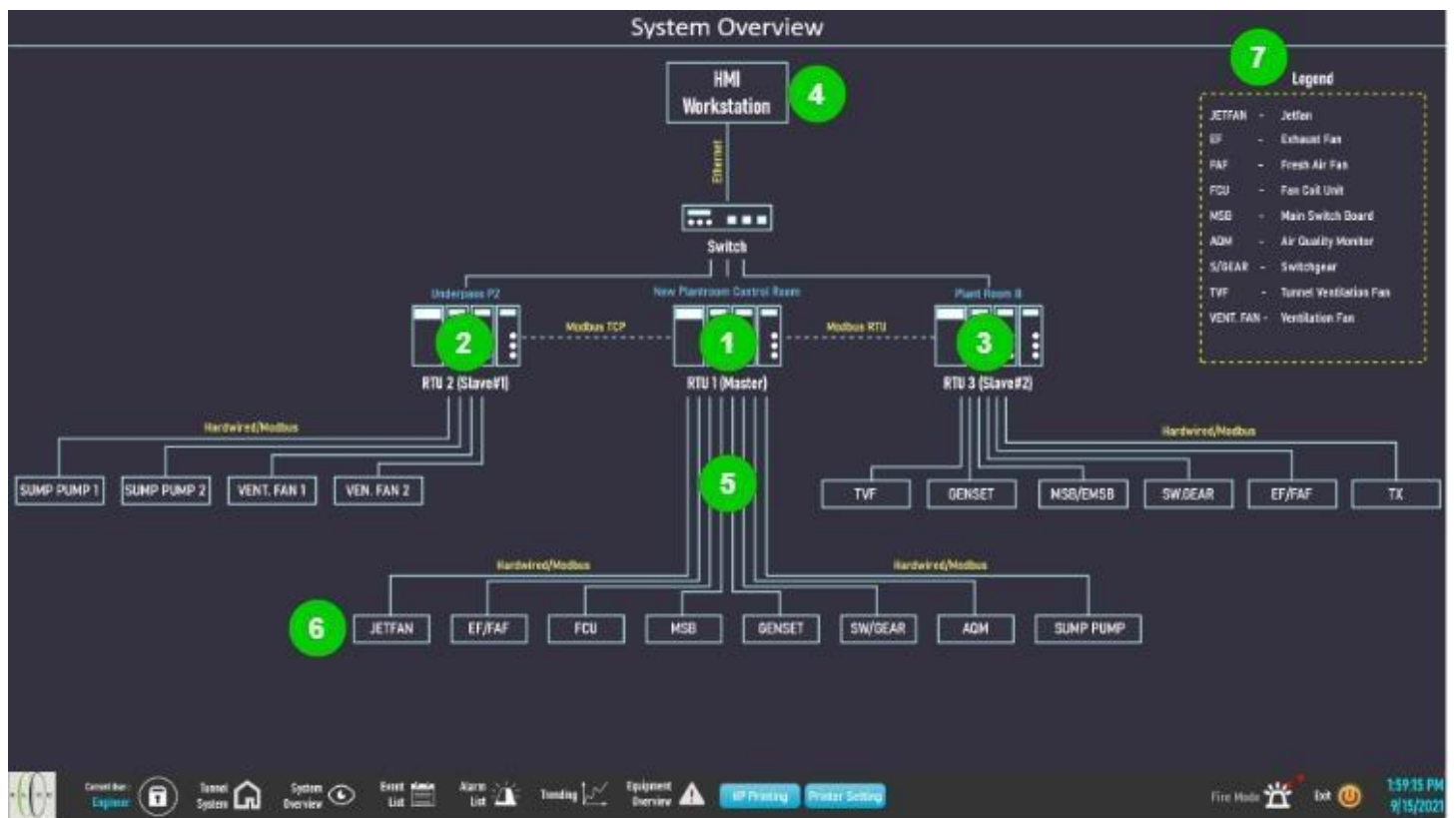
USER LOGIN CREDENTIAL SYSTEM:

- The login system serves several critical functions to ensure the security, efficiency, and usability of a platform.
- Verifies the identity of users attempting to access the system by requiring credentials using standard usernames and passwords.
- Ensures that only authorized individuals can gain access to the system's resources and functionalities.
- Determines the level of access and permissions granted to each user based on their role and credentials.
- Controls what actions users can perform and what data they can access within the system.

To access the system:

1. There are two types of different user authorization available.
 - ENGINEER - Users can monitor and control the function.
 - OPERATOR- Users are limited to view-only and monitoring.

SYSTEM OVERVIEW



SYSTEM OVERVIEW:

- To illustrate the system's network architecture and the interconnection of its equipment and devices.

Infographic feature:

- 1- Master RTU#1. As a master processing of the entire system.
- 2- RTU 2 (slave#1). To get data from the equipment and send to RTU#1.
- 3- RTU 3 (slave#2). To get data from the equipment and send to RTU#1.
- 4- SCADA control and monitoring system platform.
- 5- Connection line.
- 6- Equipment/devices.
- 7- Legend.

EVENT LIST

Event List			
TIMESTAMP	IDENTIFICATION	STATUS	USERNAME
9/14/2021 2:57:27 PM	JF-STP3 Run Status	RUN	
9/14/2021 2:57:45 PM	JF-N5 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-STP4 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-N8 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-N2 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-N6 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-N3 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-STP3 Run Status	STOP	
9/14/2021 2:57:45 PM	JF-N4 Run Status	STOP	
9/14/2021 2:58:11 PM		System was stopped	SYSTEM
9/14/2021 5:42:39 PM		System was started	SYSTEM
9/14/2021 5:42:39 PM		The application was started in demo mo...	SYSTEM
9/14/2021 5:43:02 PM	MAINTENANCE MODE STP1	OPERATE	
9/14/2021 5:43:03 PM	MAINTENANCE MODE STP2	OPERATE	
9/14/2021 5:43:07 PM		System was stopped	SYSTEM
9/14/2021 5:43:27 PM		System was started	SYSTEM
9/14/2021 5:43:27 PM		The application was started in demo mo...	SYSTEM
9/14/2021 5:44:49 PM		Project 'KLCC' reloaded	SYSTEM
9/14/2021 5:44:56 PM	MAINTENANCE MODE STP1	NORMAL	
9/14/2021 5:45:03 PM	MAINTENANCE MODE STP1	OPERATE	
9/14/2021 5:45:07 PM		System was stopped	SYSTEM
9/15/2021 1:56:54 PM		System was started	SYSTEM
9/15/2021 1:56:54 PM		The application was started in demo mo...	SYSTEM
9/15/2021 1:58:30 PM		User 'engineer - Engineer' logged in	Engineer

Filter Alarm

Filter

Stop/Continue

Stop

Total Number

2615

Print with dialog

Current User: Engineer

Tunnel System

System Overview

Event List

Alarm List

Trending

Equipment Overview

HP Printing

Printer Setting

Fire Mode

Exit

1:59:44 PM 9/15/2021

EVENT LIST:

- The Chronological Event List (CEL) shows the process- all events, fault messages, identifying errors and their causes with the time it occurs.
 1. Timestamp - record and display time & date occurs.
 2. Identification - name of the alarm or indication.
 3. Status - current condition.
 4. Username - Indicate the user for control purposes.

- 1.
2. **Maintain Eye Contact**
Establish a connection with your audience through eye contact. Engage with different individuals throughout the room to create a sense of personal interaction.
3. **Body Language Matters**
Be mindful of your body language. Stand tall with good posture, and use gestures naturally to emphasize your message.
4. **Manage Nervousness**
Nervousness is natural, even for seasoned presenters. Practice deep breathing techniques before your presentation and focus on the value you bring to your audience.
5. **Be Authentic**
Be yourself during the presentation. Authenticity fosters trust and helps your audience relate to you.
6. **Engage Your Audience**
Encourage audience participation through questions, interactive elements, or brief activities.
7. **Handle Questions Gracefully**
Prepare for potential questions and address them with confidence. If you're unsure of an answer, acknowledge it and offer to follow up later.
8. **Use Humor Wisely**
Humor can lighten the mood and build rapport, but use it judiciously and ensure it aligns with your audience and content.
9. **Stay Flexible**

Adapt to the dynamics of your audience and be prepared to adjust your presentation as needed.

10. Reconnect with Your Purpose

During the presentation, remind yourself of the importance of your message and how it aligns with the needs of your audience.

11. Continuous Improvement

Seek feedback from colleagues or mentors after each presentation and use it as an opportunity for growth and improvement.

HANDLING Q&A INTERACTIONS

The question and answer (Q&A) session and interactions with your audience provide valuable opportunities to deepen understanding, address concerns, and strengthen relationships. Here are essential tips for handling Q&A and interactions with finesse:

1. Actively Listen

During the Q&A session, actively listen to each question or comment. Allow the speaker to finish before responding and avoid interrupting.

2. Repeat or Clarify

When necessary, rephrase or clarify the question to ensure you understand it correctly. Paraphrasing also demonstrates that you value the audience's input.

3. Be Respectful and Empathetic

Respect all questions and comments, even if they challenge your perspective. Respond with empathy. Always be professional.

4. Stay Composed

Remain calm and composed, even if faced with difficult or unexpected questions.

5. Provide Concise Answers

Answer questions succinctly and directly.

6. Refer to Supporting Material

When appropriate, refer to relevant slides, data, or examples from your presentation to support your answers.

7. If Unsure, Be Honest

If you're unsure of the answer, admit it honestly. Offer to follow up with more information after the presentation.

8. Encourage Participation

Encourage audience participation by inviting questions throughout your presentation.

9. Thank the Audience

Conclude the Q&A session by thanking the audience for their questions and engagement.

VISUAL PRESENTATION SKILLS

Whether presenting to remote teams, clients, or partners, these tips will help you deliver compelling and impactful virtual presentations:

1. Choose the Right Platform

Select a reliable and user-friendly virtual meeting platform that supports your presentation needs.

2. Optimize Your Environment

Create a professional and distraction-free setting for your presentation.

3. Test Technology and Connectivity

Ensure that all technical aspects are functioning correctly to avoid disruptions during your presentation.

4. Use Engaging Visuals

Utilize visually appealing slides and graphics to enhance your presentation. Avoid text-heavy slides and focus on impactful visuals that support your key points.

5. Break the Ice

Begin your virtual presentation with a brief icebreaker or introduction to engage participants and create a friendly atmosphere.

6. Maintain a Clear Pace

Speak at a steady pace, allowing participants time to absorb information. Avoid rushing through content or speaking too slowly.

7. Manage Time Effectively

Respect participants' time by adhering to the scheduled duration of your presentation.

8. Virtual Body Language

Maintain good posture, use gestures naturally, and vary your tone to convey enthusiasm and interest.

9. Anticipate Technical Issues

Have a backup plan in case of technical difficulties, such as a presentation saved locally or a phone line for audio in case of internet disruption.

PRACTICE AND REHEARSAL

Practice and rehearsal are essential components of delivering a polished and confident presentation. Follow these guidelines to effectively practice and rehearse your presentation:

1. Set Aside Dedicated Time

Allocate sufficient time in your schedule for practice and rehearsal.

2. Know Your Content

Familiarize yourself thoroughly with the content of your presentation.

3. Practice Aloud

Practice speaking your presentation aloud, even if you're alone.

4. Time Your Presentation

Time your practice sessions to ensure your presentation fits within the allocated time frame.

5. Gather Feedback

Seek feedback from colleagues, mentors, or friends who can offer constructive input.

6. Record Yourself

Record video or audio of your rehearsal sessions. Review the recordings to evaluate your delivery, body language, and overall presentation style.

7. Focus on Transitions

Pay special attention to smooth transitions between topics and slides to maintain your flow.

8. Practice Handling Q&A

Include a Q&A session during your rehearsals to prepare for audience interactions. Practice responding to anticipated questions with clarity and confidence.

9. Adapt Based on Feedback

Implement feedback received during practice sessions to refine your content, delivery, and overall performance.

10. Rehearse Your Opening and Closing

Craft a compelling opening to grab your audience's attention and conclude with a memorable call-to-action or closing remarks.

PRESENTATION AND EVALUATION IMPROVEMENT

The process of evaluating your presentation and seeking opportunities for improvement is integral to becoming a more effective presenter. Here are steps on how to achieve that:

1. Self-Assessment

Conduct a thorough self-assessment after each presentation. Reflect on what went well and the overall impact on your audience.

2. Seek Feedback

Ask for feedback from colleagues, managers, or trusted individuals who observed your presentation.

3. Evaluate Your Objectives

Assess whether you achieved your presentation objectives. Did you effectively convey your key messages and engage the audience?

4. Review Visuals and Content

Analyze your slides and visual aids. Ensure they are clear, relevant, and visually appealing, supporting your main points effectively.

5. Assess Delivery

Evaluate your delivery style, body language, and vocal techniques. Consider how your demeanor influenced audience engagement.

6. Audience Engagement

Analyze how well you engaged your audience. Were they actively participating, asking questions, or showing interest?

7. Handling Q&A

Assess your performance during the Q&A session. Were your responses clear, concise, and confident?

8. Time Management

Evaluate how well you managed your time. Did you cover all essential points within the allocated time?

9. Set Goals for Improvement

Based on your evaluation, set specific goals for enhancing your presentation skills.

PRESENTATION TIPS FOR SPECIFIC SALE SCENARIOS

As a sales professional, you may encounter various presentation scenarios that require tailored approaches to maximize impact. Here are specific tips for key sales situations:

1. Sales Pitches

Craft a compelling sales pitch that succinctly communicates your value proposition. Focus on addressing the client's pain points and showcasing how your product or service meets their specific needs.

2. Client Meetings

Prioritize active listening during client meetings to understand their requirements fully. Tailor your presentation to align with their goals and demonstrate a deep understanding of their business.

3. Product Demonstrations

For product demonstrations, focus on the features and benefits most relevant to the client's needs.

4. Negotiations

During negotiations, clearly outline the value your offering brings while addressing any objections the client may have. Be prepared to find mutually beneficial solutions.

5. Proposals and RFPs

Craft persuasive proposals and responses to Request for Proposals (RFPs). Present a comprehensive understanding of the client's needs and outline how your solution is the best fit.

6. Team Presentations

In team presentations, coordinate with colleagues to ensure a seamless and cohesive presentation. Allocate roles and responsibilities to showcase each team member's expertise.

7. Virtual Sales Presentations

For virtual sales presentations, engage the audience through interactive elements, well-designed visuals, and a confident virtual presence.

8. Closing Deals

During the closing phase, reemphasize the unique value your solution provides. Address any remaining concerns and create a sense of urgency to encourage decision-making.

9. Upselling and Cross-Selling

When upselling or cross-selling, illustrate how the additional products or services enhance the client's existing solution and bring added value.

10. Handling Objections

Develop strategies to address common objections with confidence and professionalism. Anticipate objections and have well-prepared responses ready.

CONCLUSION

Congratulations! You have completed the "Effective Presentation Skills: A Training Manual for StrideSellers Sales." By mastering the art of effective presentations, you are equipped to captivate your audience, deliver compelling messages, and drive success in sales.

Remember, great presentations are a combination of thorough preparation, engaging content, confident delivery, and continuous improvement. Embrace the power of storytelling, visuals, and audience interaction to leave a lasting impact on your clients and prospects.

As you apply the skills and techniques from this training manual, strive to create memorable presentations that inspire action, foster trust, and build strong relationships with your audience.

Keep practicing, seeking feedback, and refining your presentation skills. Your commitment to excellence will undoubtedly elevate your performance and contribute to the success of StrideSellers Sales.

Now, go forth with confidence and unleash your presentation prowess to make a significant impact in the world of sales!

