



# OpenTech IoE: Internet of Everything

## R22 Release Notes

April 29, 2021

OpenTech IoE Release 22 went into production on April 29, 2021. The following platform enhancements and bug fix are included in this latest release.

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## [Epic 11904 ] – Portfolio Dashboard

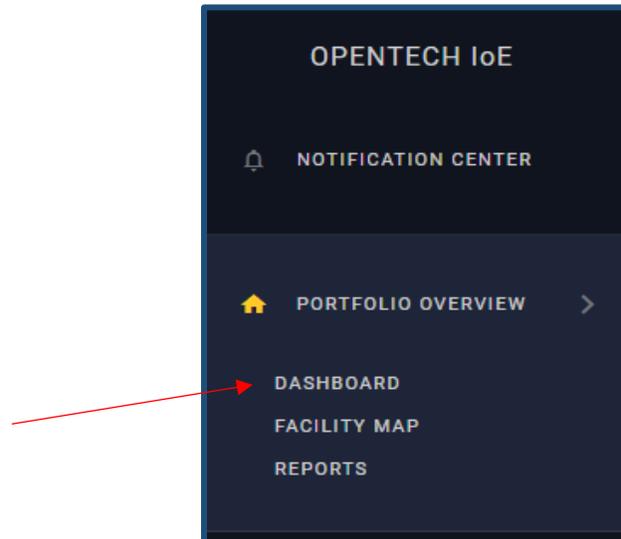
The Portfolio Dashboard uses data aggregation to build graphs in real time at the *company* level based on Control Center user's role as well as selected facilities to include in the Portfolio Dashboard.

Prior to Release 22, Control Center users were limited to *facility-level* dashboards and associated metrics.

The Portfolio Dashboard includes the following metrics:

- *Visits*
  - Displays the total of visits.
- *Unique Visits*
  - Displays the total number of unique visits.
- *Loitering Events*
  - Displays the total number of loitering events.
- *Average Length of Visit*
  - Displays the average length of visits.
- *Visit Count Heat Map*
  - Displays the total number of visits aggregated by each hour and day of the week.
- *Popular Times*
  - Displays the popular times for customers against the current month or week.

A new option is available in the Portfolio Overview section on the left Nav in title of 'Dashboard'.



*Figure 1 (Left Nav Portfolio Dashboard option)*

Selecting the 'Dashboard' option will redirect Control Center user as follows depending on user's role:

- If user's access is limited to a single company, then user shall select the facilities to include in the Portfolio Dashboard.
- If user is STC Admin or Read Only Agent with access to multiple companies, then user shall select a company from the drop down list.
- Irrespective of user's role, there is no limit to the number of facilities that can be selected from the drop down list.
- If there are no facilities selected by the user, the filter defaults to ALL facilities.
- User shall select 'Visitor Types' of either Guest, Non Tenant, Tenant or ALL. The filter defaults to ALL visitor types.
- User selects 'Apply' to execute the search based on the filters.
- The number of facilities and customers associated with the company also displays on this screen.

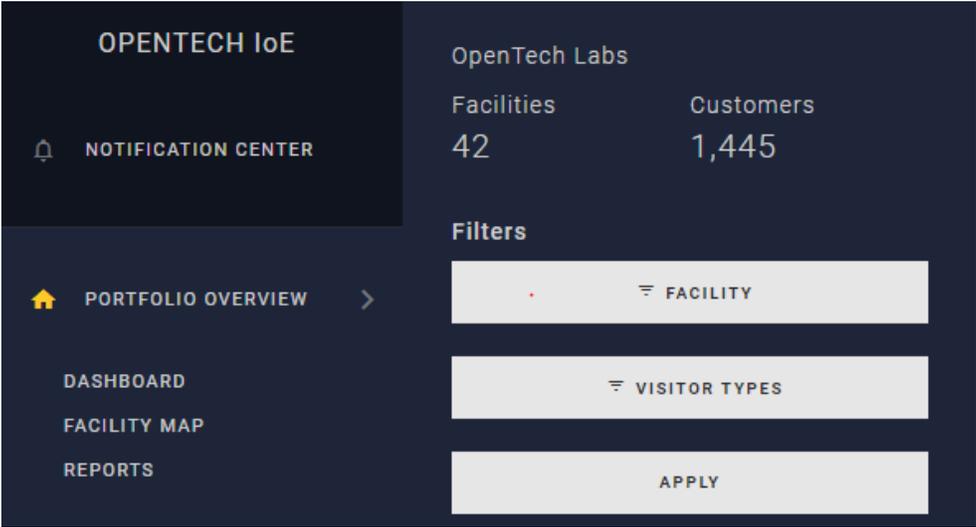


Figure 2 (Control Center user with access limited to a single company)



Figure 3 (Control Center user with access to multiple companies to select from)

## Visit Graph

- Displays the following metrics based on the user's selected date range for *active* visitors for a given company; i.e., a visitor that has not been deactivated.
  - Total number of visits (**Green** graph bar)
  - Total number of unique visits (**Yellow** graph bar)
  - Total number of loitering events (**Orange** graph bar)
  - Average length of visits (**Purple** graph bar)
- A *Visit* is calculated per visitor per unit; e.g., if visitor is one person with three rented units, it counts as three visits.
- A *Unique* visit is calculated by the number of unique visitors during the selected range.
- A *Loitering Event* is calculated based on visitors who remain on premise beyond the allowed length of time as per the Control Center Facility Setting (i.e., length of time after a visitor enters the property before they will automatically be removed from the property).
- *Average Length of Visit* is calculated based on what is considered to be a 'normal' visit with a defined entry and exit. A visit is defined as 'abnormal' if there is no defined entry and exit (e.g., visitor marked offsite, visitor tailgating). These visits are excluded from the count.
- The selected date range cannot exceed more than 366 days.
- Current month metrics are available at the END of a month; e.g., April's metrics will be accessible *after* April 30<sup>th</sup>.
- User can hover over a bar in the graph to see the total number of visits, unique visits, loitering events and average length of visit.

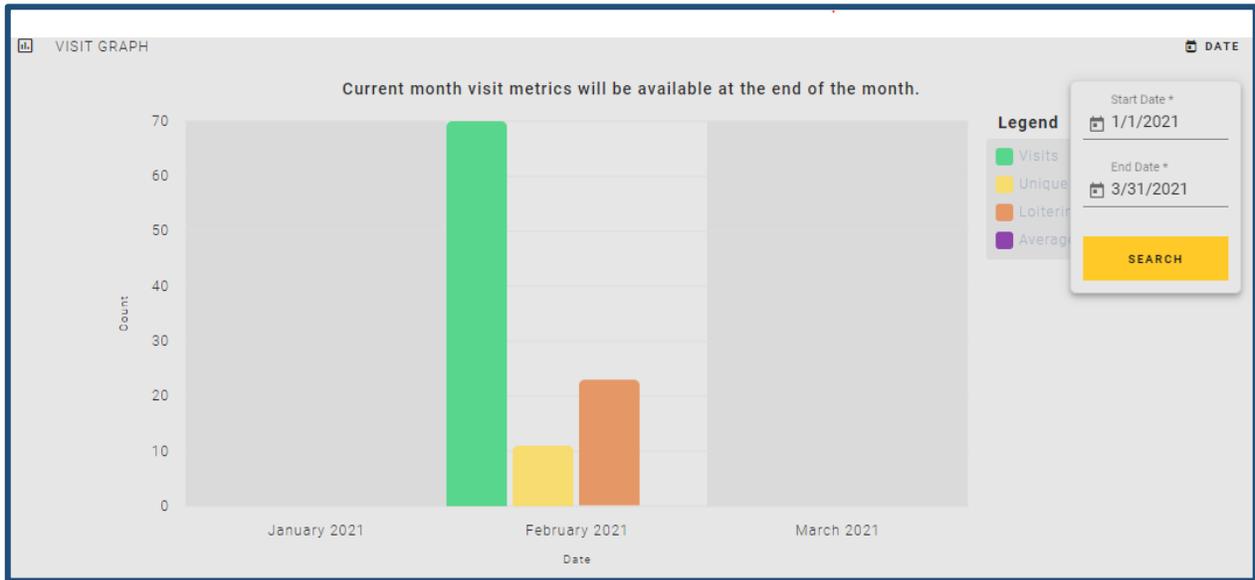


Figure 4 (Visit Graph)

### Visit Count Heat Map

- Displays the total visit count for the selected criteria by day and time for all visitor types as well as the facilities selected.
- Grouped into cells representing data points across a 7 day x 24 hour time-period.
- Pulls in hourly aggregations 24 hours past a visit.
- The selected date range cannot span more than a calendar month.
- Allows user to easily see which days of the week and times across a given date range are the most or least popular using **blue** color shading.
- Hovering over a cell on the Heat Map shows the total visit count.



Figure 5 (Visits Heat Map)

### Popular Times Graph

- Displays the average number of visits for each weekday for all selected facilities and visitor types.
- User does not select date range; the graph displays data for the past 365 days.
- User can toggle the view to see metrics based on weekly and / or monthly activity.
- **Weekly Activity**
  - Displays the average number of visits for each weekday across all visitor types and selected facilities from the date the system was installed and operational for the past 365 days.
  - The **pink** bar in *Figure 6* represents the current day. The **blue** bar in *Figure 6* represents the other days.
- **Monthly Activity**
  - Displays the average number of visits for each weekday across all visitor types and selected facilities for up to 10 years.
  - The **pink** bar in *Figure 7* represents the current month.
  - The **blue** bar in *Figure 7* represents the average number of visits since the system was installed and operational.

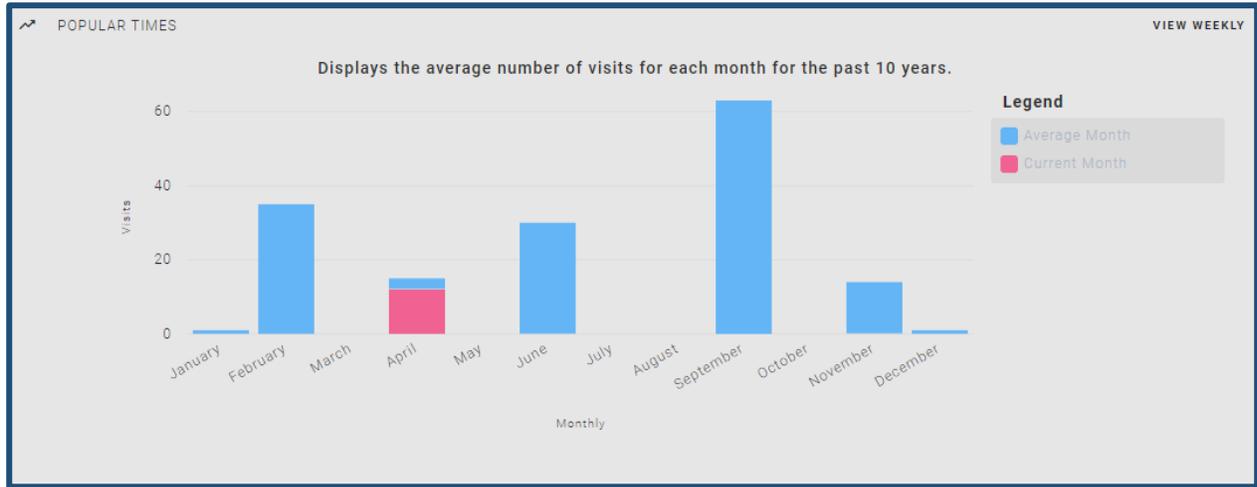


Figure 6 (Popular Times graph weekly view)

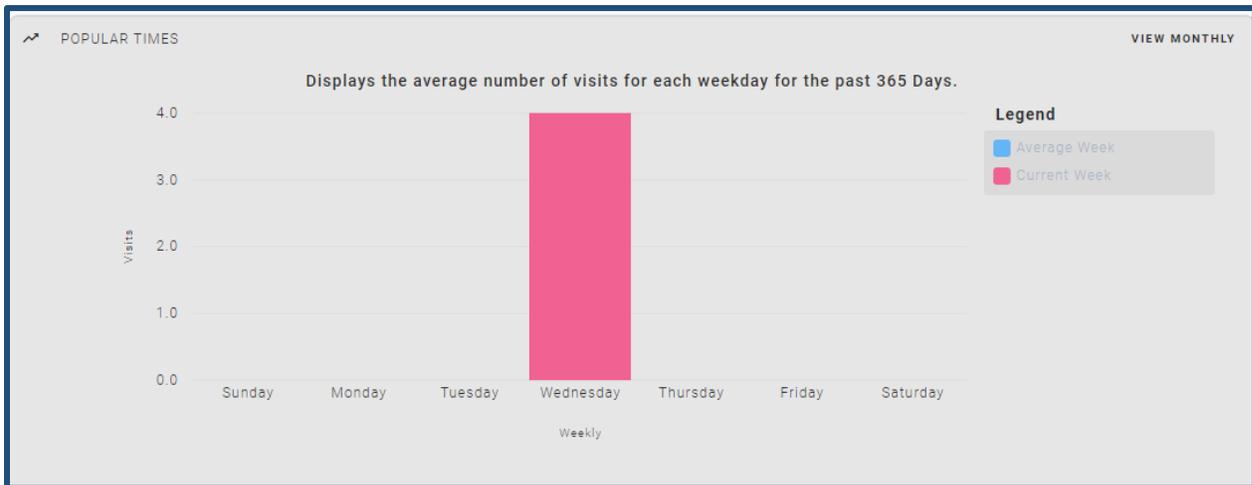


Figure 7 (Popular Times graph monthly view)

The following stories are included in the Portfolio Dashboard Epic:

- [11905] Portfolio Dashboard: Add 'Dashboard' Section to Portfolio Overview
- [11906] Portfolio Dashboard: STC Admin & 'Global' User Access - Company Selection
- [11907] Portfolio Dashboard: Facility Selection
- [11953] Portfolio Dashboard: Popular Times Widget
- [11954] Portfolio Dashboard: Number of Visits
- [11985] Portfolio Dashboard: Number of Unique Visits
- [11986] Portfolio Dashboard: Time of Visit Heat Map
- [11987] Portfolio Dashboard: Average Length of Visit
- [11988] Portfolio Dashboard: Total Number of Loitering Events
- [13260] Portfolio Dashboard: Account Visitor Count
- [13943] Portfolio Dashboard: Add Tool Tips

### [Feature 11513] – PMS Visitors

- The PMS Visitors List View has been expanded to allow for a bulk delete of visitors. Previously, authorized Control Center users could only remove one visitor at a time.

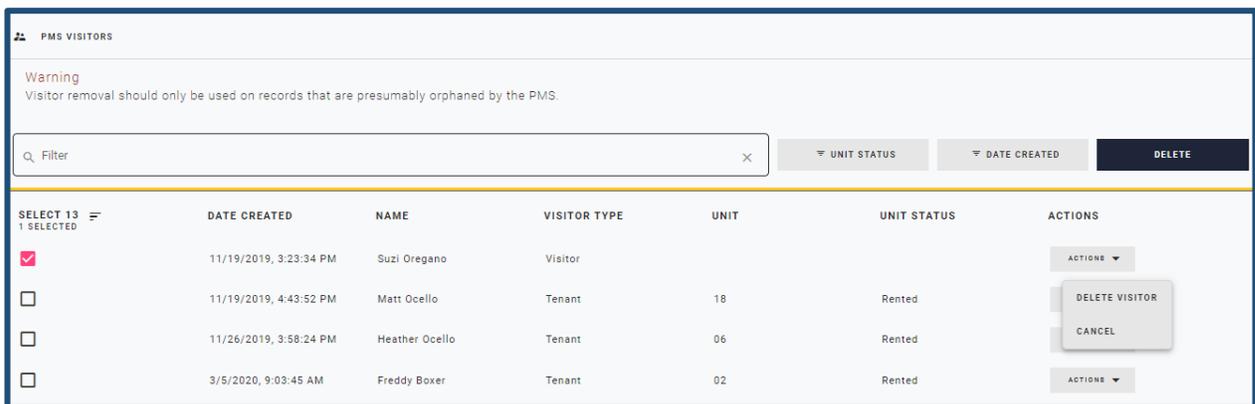
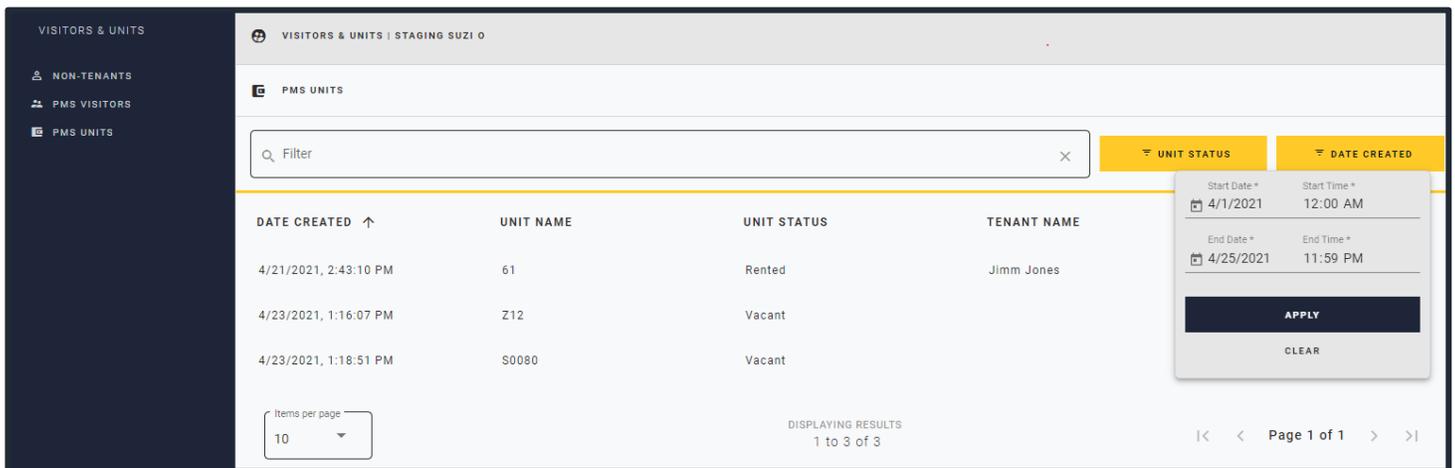


Figure 8 (PMS Visitors Delete Visitor)

## [Feature 11937] – PMS Units

- The Facility => Visitors option on the Control Center left Nav has been expanded to include both Visitors *AND* Units.
- When user selects the 'Visitors & Units' option, they now have the ability to see a list view of PMS Units by ascending / descending sort or by applying a filter:
  - Date Created - Allows for input of a custom date range
  - Unit Name
  - Unit Status - Allows for selection of Delinquent, Rented, Vacant or ALL
  - Tenant Name
  - Guest Count



DATE CREATED ↑	UNIT NAME	UNIT STATUS	TENANT NAME
4/21/2021, 2:43:10 PM	61	Rented	Jimm Jones
4/23/2021, 1:16:07 PM	Z12	Vacant	
4/23/2021, 1:18:51 PM	S0080	Vacant	

Items per page: 10

DISPLAYING RESULTS 1 to 3 of 3

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Figure 8 (PMS Units List View)

*The following OpenTech IoE issue was resolved in Release 22:*

**[12292]** - A deployment should be transparent to Control Center users. However, if a user was active in the Control Center during a release, they may *need to refresh their browser or logout and log back into the Control Center to pull down the latest changes following a new release.*

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### **OpenTech Support**

The OpenTech IoE / CIA team is available to address any questions:

- (602) 773-1700 (Option 1) **or** via email at [ioesupport@opentechalliance.com](mailto:ioesupport@opentechalliance.com)