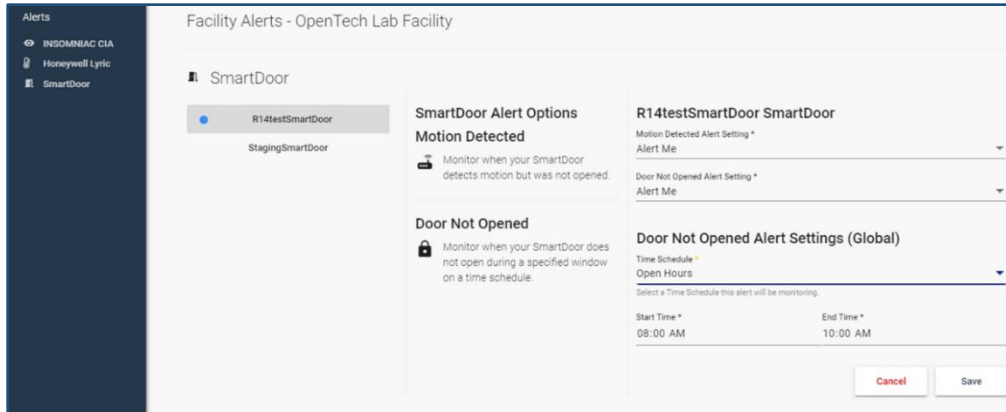## EPIC ACS-2989 (SMARTDOOR - ENHANCEMENTS)

SmartDoor was deployed into production as part of the OpenTech IoE Release 12 to assist self-storage operators in tracking and reporting on the date and time the office door is opened or when a prospective tenant attempts to enter the office door but does not open the door.

The OpenTech IoE Release 15 includes two SmartDoor alert enhancements to provide even greater awareness into traffic patterns at your facility, as well as the opportunity to gain valuable and actionable insights aid in providing a better customer experience.

- SmartDoor Open (Motion Detected)
    - This feature can be used to alert the manager that a person is at the office door and allow them to assist the customer or potential customer.
    - Triggers an e-mail or text alert to the IoE Control Center user if SmartDoor detects motion, but the door did not open (requires opt in for text or e-mail alerts).

- SmartDoor Closed (Door Not Opened)
    - This feature can be used to alert the regional manager or owner that the office has not opened within a specified period of time.
    - Triggers a text or e-mail alert to the IoE Control Center user if SmartDoor does not open during a specific time (requires opt in for text or e-mail alerts).
    - Start and end times for the alert window is global for the facility as opposed to an individual user, and they also apply to every day of the week.
    - Aligns with a specified facility Time Schedule.

The following shows the SmartDoor Facility Alerts screen used to set options for motion detection and / or door not opened within a specified window of time:

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The following stories are included in the SmartDoor Epic:

[ACS-3269] - SmartDoor Open Alerts - List View

[ACS-3270] - SmartDoor Open Alerts - Add New Screen for SmartDoor Alerts

[ACS-3353] - SmartDoor Open Alerts - Add New Modal for Setting SmartDoor Alert Time Schedule

[ACS-3367] – SmartDoor Closed Door Alerts

EPIC ACS-3095 (READ-ONLY AGENT)

Read-only Agent is a newly created role for users who require view only access to the IoE Control Center. Read-only Agents are restricted from adding, updating, or deleting data in the IoE Control Center as well as executing Actions for Facility.

Read-only Agents are added to the IoE Control Center via the standard Add User modal. In addition to specifying role type of Read-only Agent, there is an option to select a particular company. The Read-only Agent would have global view access to all companies and their related facilities in the IoE Control Center if no specific company is selected.

A Read-only Agent profile can also be updated (First Name, Last Name, Mobile Phone Number) as well as deleted via the Administration Users screen. If the Read-only Agent needs to be assigned to a specific company or a different company after the user is created, the profile should be deleted and then recreated.

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API's are also available for integrating Read-only Agent add, edit or delete functionality into your Property Management System (PMS).

The Read-only Agent has access to the following:

- *Notification Center*
    - Manage Notification Inbox (view All, New, or Opened messages; delete messages in inbox).
    - View "Must Know" or "Stay in the Know" notifications.
    - *Refer to Epic ACS-3264 details for additional information on the Notification Center.*

- *Portfolio Overview*
    - Facility Map (List view, filter by company).
    - Reports (add or delete a scheduled report).

- *Administration Configuration (View only)*
    - Company view (if there is no specific company assigned at the time the Read-only Agent was created).
    - Facility List view.

- *Facility (View only)*
    - Visitors List view.
    - Reports (Includes all reports available to other user roles).
    - Configuration (General screen).

- *Alerts*
    - Read-only Agent can opt in for text or e-mail alerts for INSOMNIAC CIA (Facilities, Visitors, SmartDoor, SmartGate, and Honeywell Lyric).

- *Clear Current Facility* (allows selection of a different facility within the company/account).
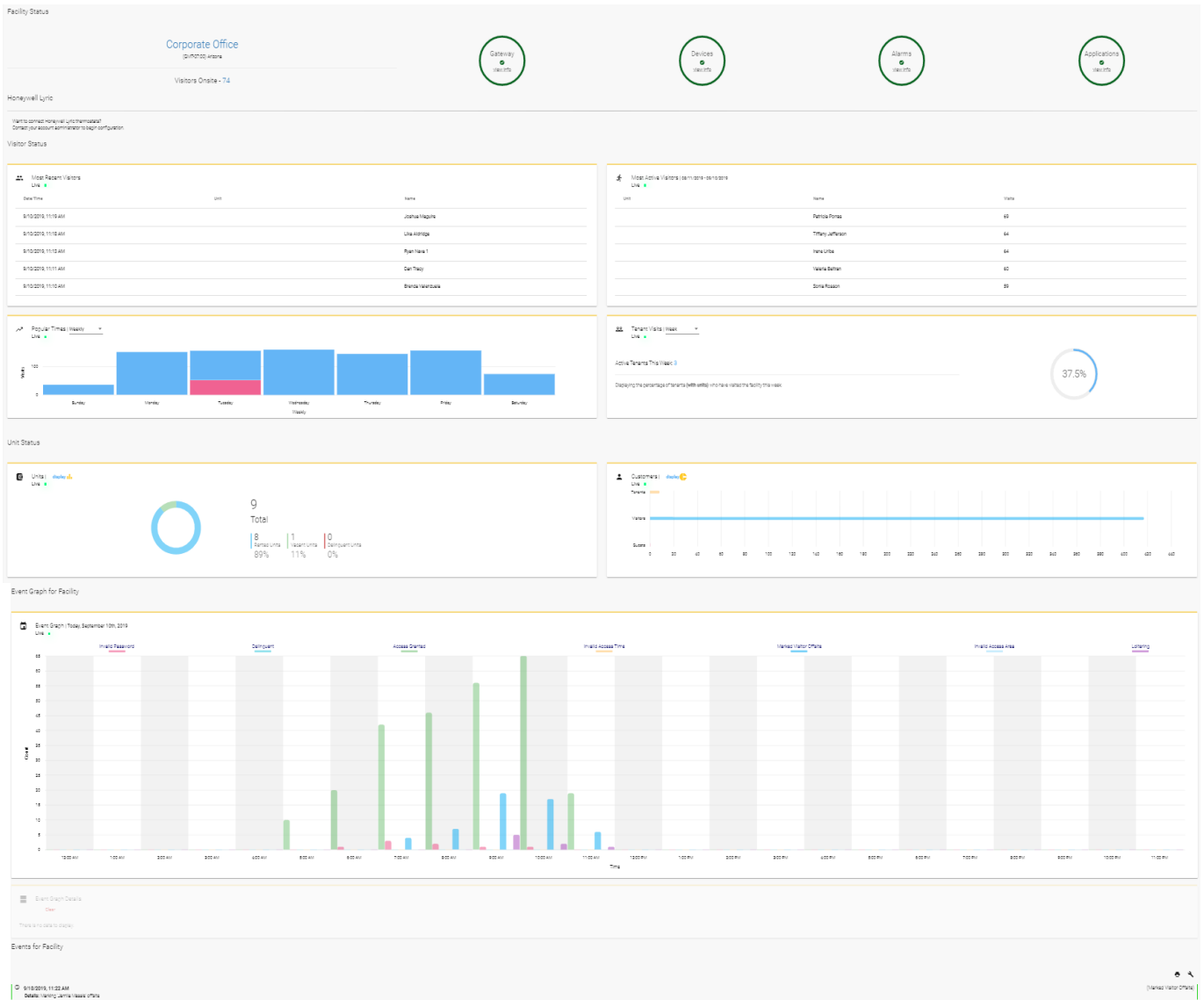
- *Dashboard (View only)*

- o Facility Status - Gateway, Devices, Alarms, and Applications (view status and events; print or export data where applicable).
- o *Actions for Facility – Removed from the Dashboard for Read-only Agent (Open, Close, Close, Emergency Open All, Lockdown).*
- o Visitor Status – Most Recent Visitors, Most Active Visitors, and Popular Times Tenant Visits.
- o Unit Status (All Units, Rented Units, Vacant Units, and Delinquent Units); Customers (Tenants, Visitors, and Guests); Pie or Bar chart display options.
- o Event Graph for Facility (based on user specified date range).
- o Events for Facility – Select all or specific events to display; print or export event data.

- ▪ *Configure Dashboard (Save changes, Cancel changes, or Restore Dashboard defaults).*

- ▪ *Login - Logout* – Settings (same as other roles).

- ▪ *Help* – Access to the OpenTech IoE Platform Community (Release Notes, Configuration Guides, Operating Manuals, Product information, SmartBrief Newsletters, etc.).

The following shows the Dashboard available to the Read-only Agent:

The following stories are included in the Read Only User Epic:

> [ACS-3099] - UI - Read Only User Role - Add User
>
> [ACS-3100] - UI Layout - Read Only User Dashboard
>
> [ACS-3102] - UI - Read Only User Role - Edit User
>
> [ACS-3286] - UI - Read Only User Role - Delete User
>
> [ACS-3287] - API - Add Read Only User
>
> [ACS-3288] - API - Delete Read Only User
>
> [ACS-3289] - API - Edit Read Only User

EPIC ACS-3264 (IoE CONTROL CENTER USER NOTIFICATIONS)

The Notification Center was created as a way to keep IoE Control Center users informed of important events and key information in a timely manner. There are two types of notifications available: "Must Know" and "Stay in the Know".

A "Must Know" notification will appear as a message box in the upper right-hand corner of the IoE Control Center. An example of a "Must Know" notification could be for an upcoming system maintenance window. Prior to the User Notification enhancement, the OpenTech team would send out a communication via e-mail that may or may not be read before the maintenance event. The notification will be deleted once read or when it expires.

The second type of notification is "Stay in the Know". This notification will be used to provide IoE Control Center users information that is more detailed and may link to additional content. An example of a "Stay in the Know" notification would be release notes detailing new product features and enhancements. Prior to the Notification Center, release notes were uploaded to the IoE Control Center Help Center, however, there was nothing to alert the user this important information was available. "Stay in the Know" messages will appear in the user's Notification Inbox where they can be viewed and optionally deleted. The expiration date and time set when the message was created will also dictate when the message is removed.
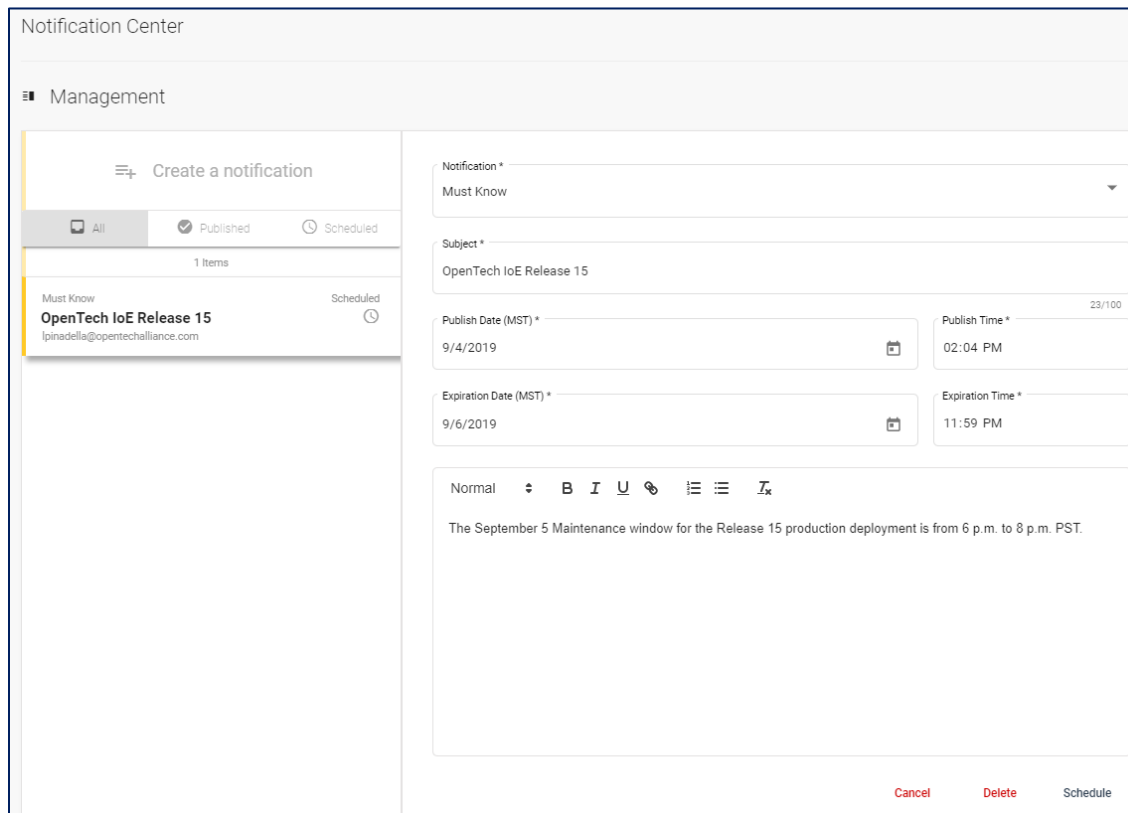
The Notification Center includes the following:

- Inbox - (available to all users)
  - IoE Control Center users can view all, new or, opened notifications as well as delete read notifications.
- Management (restricted to STC Admin users)
  - View All, Published, or Scheduled notifications created by STC Admin user; delete notifications.
  - Notifications can be scheduled for publication and expiration for a particular day and time.

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- Create Notification - Must Know – Displays in the upper right-hand corner of the IoE Control Center until the notification expires or it is deleted by the user. Clicking on a Must Know notification will turn the status to Read; user can retain the notification in their Inbox until it expires or delete the notification. Up to four (4) Must Know notifications can stack in the upper right-hand corner of the IoE Control Center.

- Create Notification - Stay in the Know – Appears as a new item in a user's inbox. Selecting a notification will display the full message. If the notification includes inked content, a portion of the text will display in a different color indicating a hyperlink relating to that additional content (e.g., Release Notes).
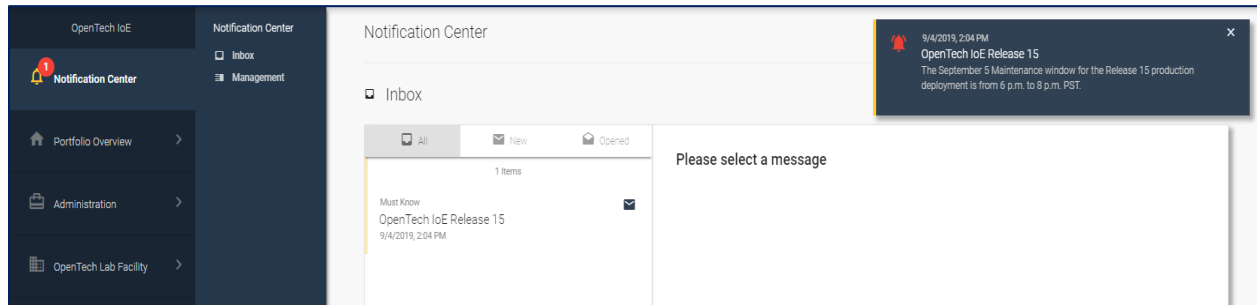
The following displays the creation and scheduling of a "Must know" notification for IoE Control Center users by an STC-Admin:
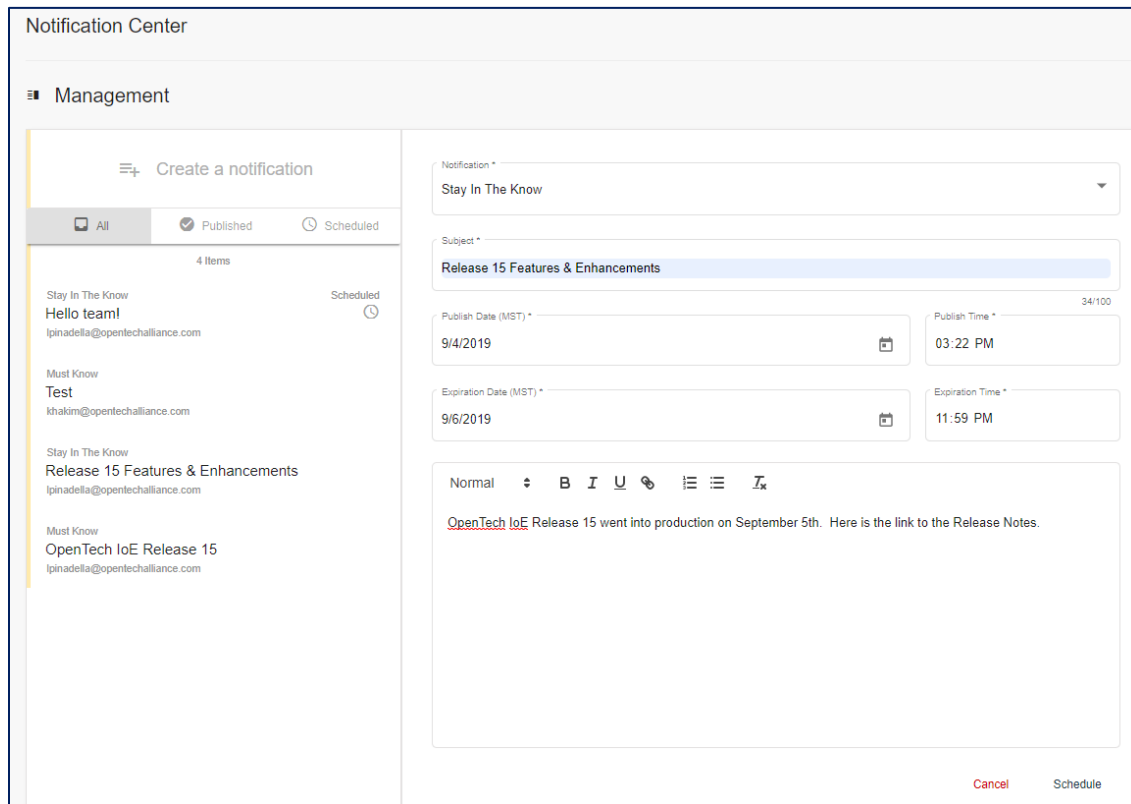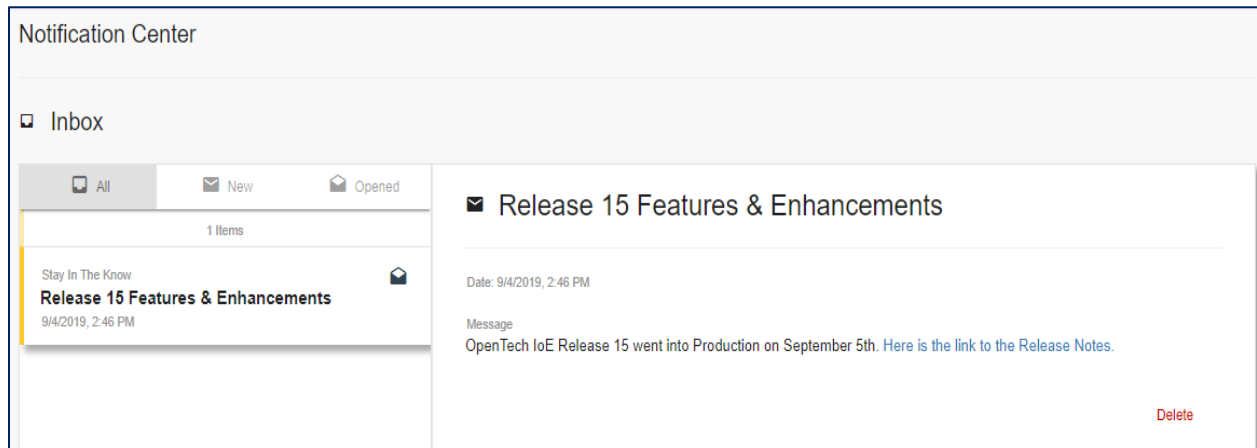
The following shows a "Must Know" notification. Users will receive notice of a new message on the left Navigation menu. The actual notification appears in the upper right-hand corner of the IoE Control Center. The notification will automatically disappear at the scheduled expiration date / time or once the user clicks on the "x" or deletes it from their inbox.

The following illustrates the creation and scheduling of a "Stay in the Know" notification. These notifications can also link to an external URL where users can view additional content (e.g., release notes).

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The following illustrates a "Stay in the Know" notification. Users will receive notice of the new message in their Notification Center inbox. The text in blue indicates a link to a related page (e.g., the Release 15 Notes in the Help Center). This notification will automatically disappear at the scheduled date / time or if a user deletes the message from their inbox.

The following stories are included in the IoE Control Center User Notifications Epic:

[ACS-3271] - User Notification Management - List View

[ACS-3272] - Add "User Notification Management" Option to Left Navigation Menu

[ACS-3273] - User Notification Management - Add Notification

[ACS-3275] - User Notification Management - Edit Notification

[ACS-3276] - View "Must Know" Notifications

[ACS-3292] - View "Stay in the Know" Notifications

[ACS-3325] - Add View "Must Know" Notifications Option to Left Navigation Menu

[ACS-3345] - User Notification Management - Delete Notification

EPIC ACS-3329 (DATA EXPORT CLEANUP)

Any extraneous columns included in a data export for Facility and Portfolio reports with reference to "UTC" were removed from the export to enhance readability.

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The following stories are included in the Data Export Cleanup Epic:

> [ACS-3330] - Data Export Cleanup - Visitor Activity by Time (Facility)
>
> [ACS-3331] - Data Export Cleanup - Activity by Visitor (Facility)
>
> [ACS-3332] - Data Export Cleanup - Activity by Unit (Facility)
>
> [ACS-3333] - Data Export Cleanup - Facility Events (Facility)
>
> [ACS-3334] - Data Export Cleanup - Facility Events (Portfolio)
>
> [ACS-3335] - Data Export Cleanup - Visitor Inactivity (Facility)
>
> [ACS-3336] - Data Export Cleanup - No Entry / No Exit (Portfolio)
>
> [ACS-3337] - Data Export Cleanup - No Entry / No Exit (Facility)
>
> [ACS-3338] - Data Export Cleanup - Loitering Events (Portfolio)
>
> [ACS-3339] - Data Export Cleanup - Loitering Events (Facility)

RELEASE 15 ENHANCEMENTS

The following enhancements are included in Release 15:

[ACS-3322] – IoE Control Center User Analytics – Integrate Google Analytics tool to capture basic IoE Control Center usage metrics including but limited to browser used, how many users are logging in, and date / time of access.

[ACS-3326] - Add Installed Status Column and Filter – A new sortable column was added to the Administration => Configuration => Facilities screen for Installed status. IoE Control Center users can also filter by either "Installed" or "Not Installed" facility status.

[ACS-3327] – Delete Vacant Units Sent by PMS – A new column in title of "Remove" was added to the Unit Status widget (Vacant Units) giving STC Admin the ability to delete a vacant unit.

[ACS-3344] – (UI) Add Configurable Option to Turn Off Storage Genie Auto Open – A toggle was added to the IoE Control Center to "Enable" or "Disable" Storage Genie auto open. If Auto Open is disabled, the user will need to press the Storage Genie "Open" button on their mobile phone to enter the facility. The default setting for new facilities is "Disabled".

[ACS-3555] – Restricting Facility Manager Updates to the General Screen – When a user is logged into the IoE Control Center as Facility Manager, all fields are now grayed out (will not allow update), and the Edit button was also removed. Facility Manager still has access to "Sync Gateway".

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[ACS-3360] – Visitor Inactivity Report & Export – A new column in title of "Unit Status" was added to the Visitor Inactivity report.

RELEASE 15 ENHANCEMENTS (CONTINUED)

[ACS-3365] – (API) Add Configurable Option to Turn Off Storage Genie Auto Open – A facility level API is exposed to allow a PMS to turn the Storage Genie Auto Open feature on or off programmatically. Relates to ACS-3344.

[ACS-3376] – Adjust Default Setting for Emergency Responsiveness – The default is set to "Enable" Emergency Responsiveness when relays are added and for all Action Groups are created.

RELEASE 15 BUGS

The following Production bugs were remediated in Release 15:

[ACS-3263] - Facility SmartDoor & HVAC reports – Report results now reflect the date period requested by the IoE Control Center user.

[ACS-3304] – Map View Not Consistently Reflecting Selected Company Facility/Facilities - Selecting a company in the Portfolio Overview Map view honors the Filter / Filter By Company selection or Clear Filter By Company selection to reflect what is actual selected. A refresh will also not cause the Map View to revert back to showing all Companies / Facilities.

[ACS-3343] – Generating a Report for a Single Day Does Not Display the Correct Data for the Facility Time Zone - All facility reports and their associated data exports show all items for the selected date relative to that property.

[ACS-3364] – Unable to Sync Gateway for Facility Manager Role – Facility Managers can execute the Sync Gateway command without receiving a "404" error message.

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