

04.3 FAQs

Roles within this FAQ

- Client: Museum of London (Management)
- Customer: Facility Manager

SOLUTION CUSTOMER FAQ

How do I access the service?

Answer: You can login to the SmartReport app via URL (web). An Account will be provided by the administrator of the system.

What does the app need to run?

Answer: The app needs an internet connection and an installed browser (possible: mobile phones, desktop computers, tablets etc).

Where do I get technical support?

Answer: When the product is launched, you will first receive an overview in the form of an instruction manual about the functions of the app. *(Whether an interaction via chatbot is possible to develop is still pending).*

What is the app for?

Answer: It provides facility managers with audible status reports about the facility data.

How do I use the app?

Answer: You can open the app via internet browser. Your Dashboard will include different data category buttons like humidity or specific areas like the warehouse. By clicking on a category you can play a dynamically created audio report. For further Information tap the 'Help' button on our app.

Is it possible to read the reports?

Answer: In future iterations you will be able to read the reports as well. You can then also send them to your service providers as a document. *(It is desired to send a written document as a status report to outsourced companies).*

Is it possible to filter the reports?

Answer: Yes, you will be able to filter the reports to your liking (time, metrics etc).

Does the app alert me to new events?

In future iterations you will get a notification, a sound signal, to immediately capture the critical areas *(It is desired in order not to make effects worse)*.

Do I need training to use the app properly?

We have prepared a detailed instruction manual at the beginning of use which you can access at any time during use. The functions are intuitive and easy to use.

How does my workflow change when using the app?

Answer: Instead of searching for new building information across different systems or request it in dependence of others, you will receive all the important information as an audio report on your smartphone.

What will an audio report include?

Key metrics like averages and peaks about critical building conditions such as humidity and temperature across different areas in the facility.

Where does the data included in the reports come from?

Answer: Sensor data is used to automatically generate new reports after a set amount of time (over 200 sensors in the Museum of London Docklands facility).

SOLUTION CLIENT FAQ

Do we need to provide infrastructure?

No, you can choose to host our service on a cloud infrastructure. However, facility managers need to use a smartphone or desktop computer to interact with our app.

Do we need to worry about data protection?

No the data is all encrypted and only accessible with authorisation.

Can we add new categories/sensors to the app? Is there a limit to what the app can handle?

The app infrastructure is designed to easily integrate new categories/areas in future iterations.

What language will the audio reports be in?

Reports will be available in english.

Do we need to train our employees?

Documents for onboarding will be provided. Further instructions may be necessary depending on the users skillset.

What are the costs?

Prototyping will cause no costs. Using the service long-term will require infrastrucutre/hosting, development and support costs.

Will the app collect additional information?

Answer still pending (A commenting function may be added/a feedback system for interaction (via chatbot) is desired)

Who can be contacted in case of an issue with the app and do we need a system administrator?

Yes in the test phase we are trying to create a support channel where we are available weekly for questions about the function. *(support channel for facility managers may be necessary. A administrator as system manager is needed)*

Is it possible to make feature requests?

Answer still pending. (This might not be possible in the beginning, add-on for the future)

What features does the prototype include?

The prototype is planned to include: users-management and audio-report of current status.