

# Ops Dashboard

Tableau demo – Danny Moncada

Project Provisioning Report  
Progress Dashboard

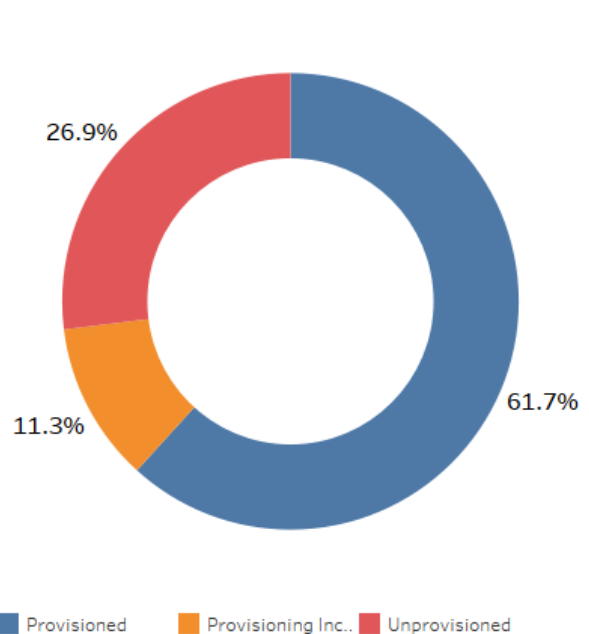
Building  
All

Status  
All

Property Progress



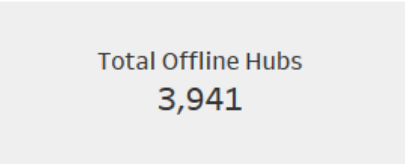
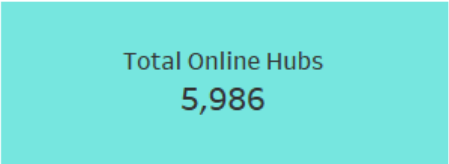
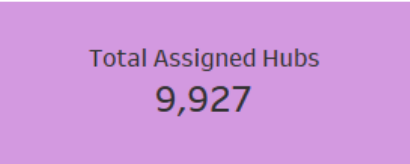
Provisioning Status



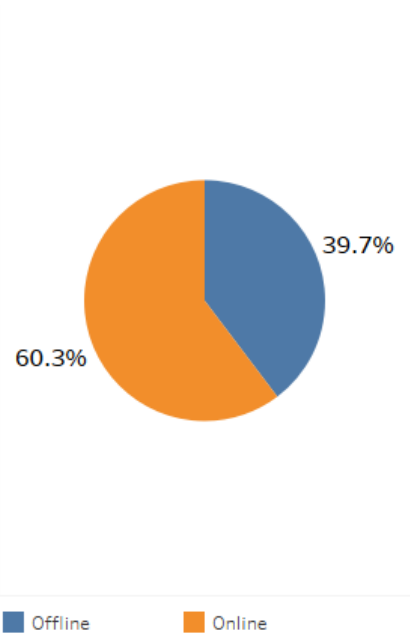
■ Provisioned ■ Provisioning Inc.. ■ Unprovisioned



Hub Details

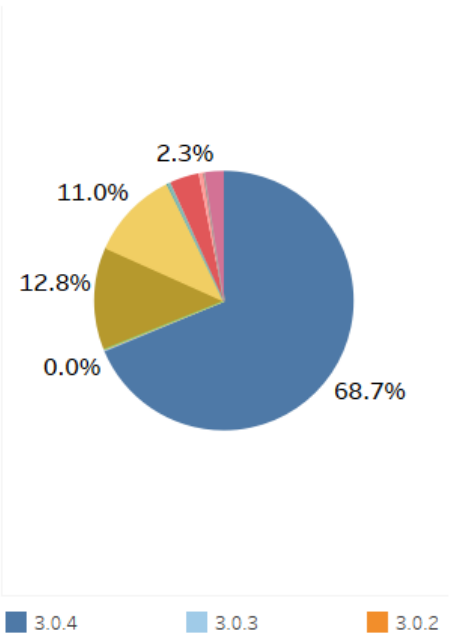


Hub Status



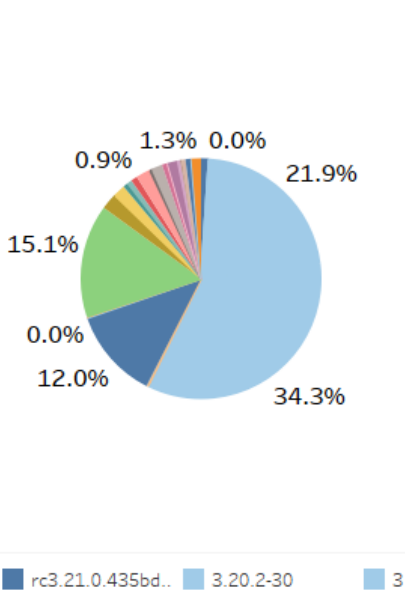
■ Offline ■ Online

Last Reported OTA Version



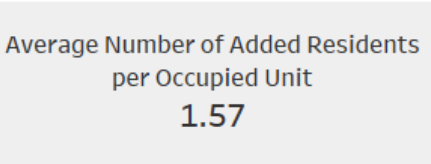
■ 3.0.4 ■ 3.0.3 ■ 3.0.2 ■ rc3.21.0.435bd.. ■ 3.20.2-30 ■ 3

Last Reported IOTAS Engine Version

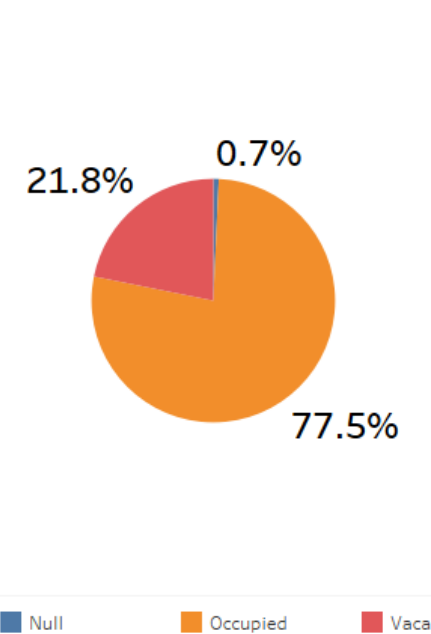


■ 3.0.4 ■ 3.0.3 ■ 3.0.2 ■ rc3.21.0.435bd.. ■ 3.20.2-30 ■ 3

Occupany Info



Occupancy Rate



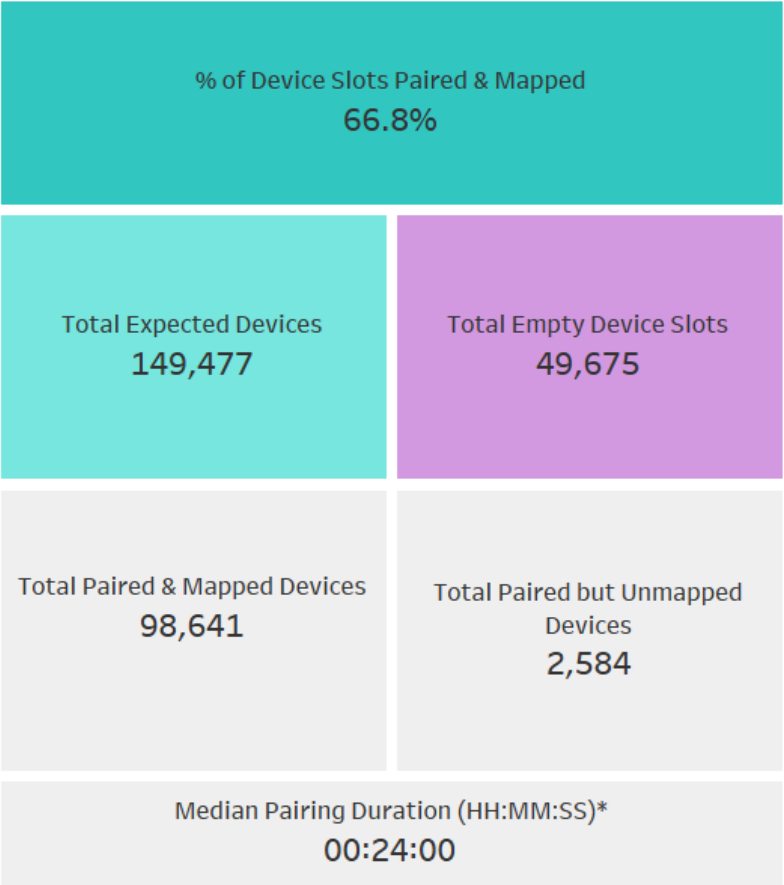
■ Null ■ Occupied ■ Vaca

Project Provisioning Report  
Progress Dashboard

Building  
All

Status  
All

Device Pairing Progress



\* Pairing Duration calculates the time between when the first device was paired to the unit and the time the most recent device was paired to the unit. For example, if a unit was originally provisioned on Jan 1, 2017 and a replacement device was paired in on Jan 1, 2018, the pairing duration is one year.



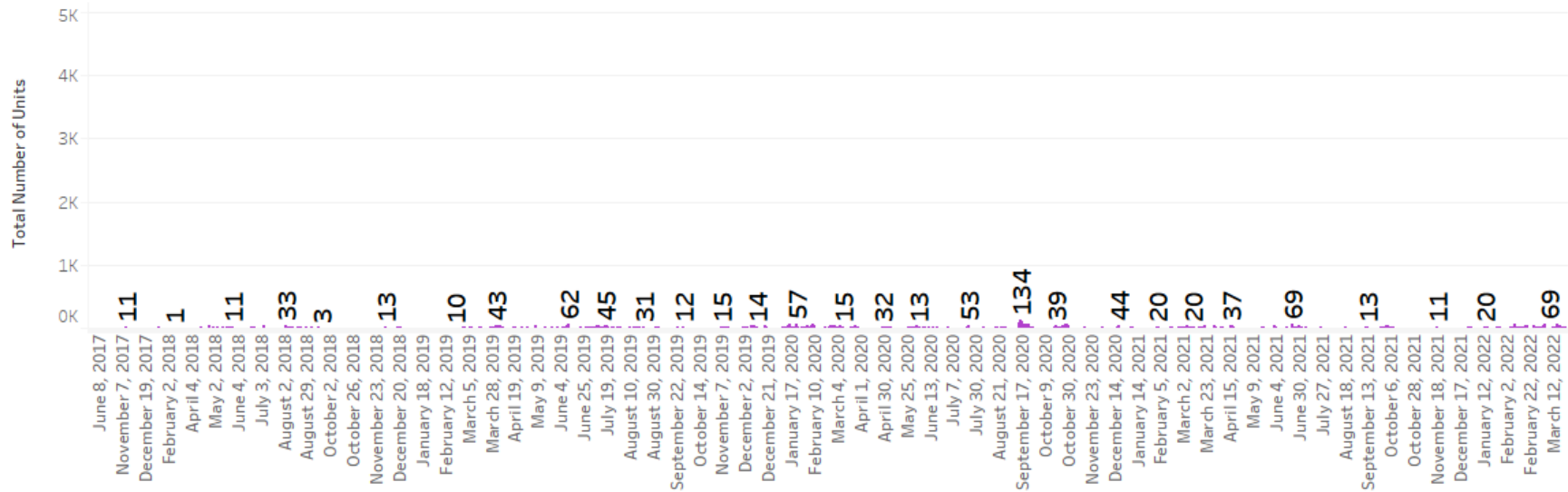
Paired Device Count\*\*

Row	Building Name (Paired Devices)	Device Type (Paired Devices)	Total Paired Devices
1	The Greyson	Switch	2,505
2	The Greyson	Outlet	2,587
3	The Greyson	Thermostat	474
4	The Greyson	Door Sensor	404
5	The Greyson	Lock	456

\*\* This table includes devices that are paired to a unit's hub, but not mapped to a device slot in the unit (i.e. paired devices that are in the "unassigned tab of Connect Pro). See the "Unit by Unit Provisioning" tab to determine which units have unassigned devices.

Date Most Recent Device was Paired to Unit

Day of Last Pairing  
All



Building Name  
All

Status  
All

Installers  
All

Floor Plan Type  
All

DEPLOYED  
9,554

Total Assigned Hubs  
9,927

% of Device Slots Paired & Mapped  
66.8%

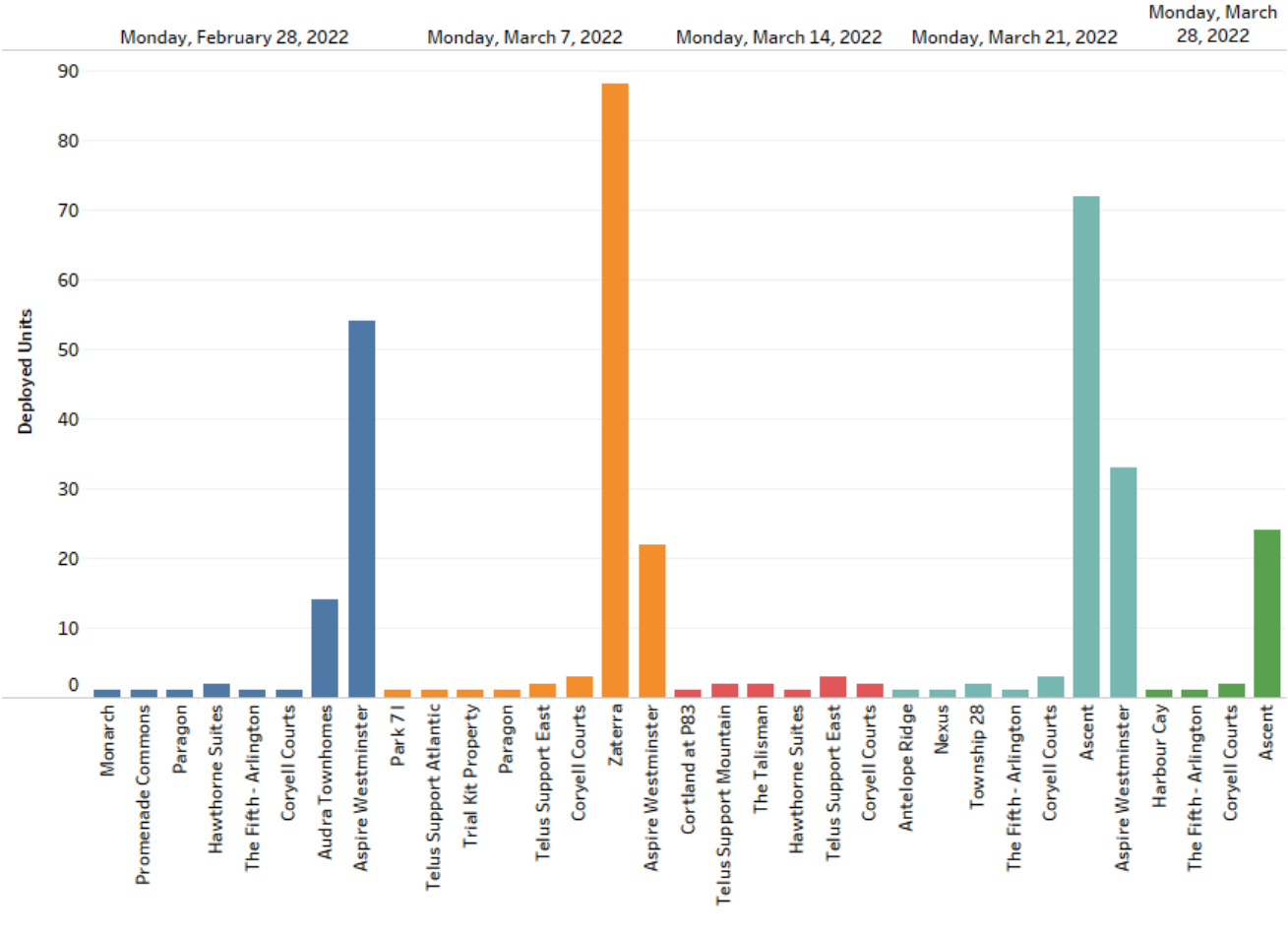
Unit by Unit Provisioning Progress

Building Name	Unit Name	Hub Id	Hub Serial	Hub Status	Occupancy Status	Physical Device Count	Unpaired Device Count	Unpaired Device List	Unmapped Physical Device Count	Unmapped Physical Device List	First Pairing	Last Pairing	Pairing Time (Minutes)
1030 Kings	101	2005	d548e681-33e7-4d54-83c1-476bc516140c	Online	Occupied	11	0	Null	0	Null	8/28/2018 3:30:42 PM	10/14/2019 10:08:13 AM	9882:38
	102	1988	9b3a967d-534a-4259-bc60-3f707d9e5ce6	Online	Occupied	12	0	Null	0	Null	8/28/2018 3:58:03 PM	9/16/2021 3:00:25 PM	26759:2
	103	1987	110a5c23-7c73-4469-a447-b2695c19466b	Offline	Occupied	12	0	Null	0	Null	8/28/2018 4:29:09 PM	8/28/2018 4:52:25 PM	0:23
	104	2157	ec5bf35f-b2b9-4507-9901-ff1ef5d7c383	Online	Occupied	10	0	Null	0	Null	8/28/2018 4:58:24 PM	8/28/2018 5:05:26 PM	0:7
	105	2302	3c1df79f-c518-411a-b362-e9aedd7f0d9	Offline	Vacant	7	0	Null	0	Null	8/29/2018 8:49:31 AM	8/29/2018 9:10:21 AM	0:21
	106	1991	98340201-1103-4470-8900-dead0cbca984	Online	Occupied	12	0	Null	0	Null	8/28/2018 11:06:25 AM	8/29/2018 10:00:11 AM	22:54
	107	1977	356577a1-c0c1-4a7e-ad4c-77057e9e203a	Offline	Occupied	12	0	Null	0	Null	8/28/2018 10:49:34 AM	8/28/2018 10:55:57 AM	0:6
	108	1964	5e81ecb2-d520-45bd-b202-abbd78cc4ea1	Offline	Vacant	12	0	Null	0	Null	8/28/2018 10:22:03 AM	8/28/2018 10:32:31 AM	0:10
	201	2152	2f9e61e5-2e69-4de7-b827-25387f46cbfd	Online	Occupied	10	0	Null	0	Null	8/28/2018 2:24:51 PM	8/28/2018 3:12:43 PM	0:48
	202	1980	510e535d-e2d1-49a3-9de8-242de4a8fa10	Offline	Occupied	11	0	Null	0	Null	8/27/2018 12:05:56 PM	8/27/2018 12:14:20 PM	0:9
	203	1994	723079a3-50b3-4e5e-81f8-5d30841b89a6	Online	Occupied	12	0	Null	0	Null	8/27/2018 12:49:14 PM	8/27/2018 1:07:02 PM	0:18
	204	1989	2918de50-d04d-43be-bd26-087989fdea40	Offline	Occupied	12	0	Null	0	Null	8/27/2018 1:15:10 PM	8/28/2018 3:23:00 PM	26:8

Building Name	Status
All	All
Start Date (Weekly Provisioned Units)	End Date (Weekly Provisioned Units)
2/24/2022	3/24/2022

Weekly Provisioned Unit Report

Start of Week	End of Week	Building Name	Sales Force Id	Deployed Unit (L & At Lea
Monday, March 21, 2022	Monday, March 28, 2022	Harbour Cay	0063i000002UxaW	1
Monday, March 21, 2022	Monday, March 28, 2022	The Fifth - Arlington	0063i00000CUJaV	1
Monday, March 21, 2022	Monday, March 28, 2022	Coryell Courts	0063i00000CUopYAAT	2
Monday, March 21, 2022	Monday, March 28, 2022	Ascent	0063i000002VFXJ	24
Monday, March 14, 2022	Monday, March 21, 2022	Antelope Ridge	0063i000002UW7t	1
Monday, March 14, 2022	Monday, March 21, 2022	Nexus	0063i000002VFg6	1
Monday, March 14, 2022	Monday, March 21, 2022	Township 28	0063i00000E61Z3AAJ	2
Monday, March 14, 2022	Monday, March 21, 2022	The Fifth - Arlington	0063i00000CUJaV	1



Building Name

All

Status

All

Occupancy Status

All

DEPLOYED  
9,554

Total Assigned Hubs  
9,927

Total Online Hubs  
5,986

Hub Status

Building Name (Assigned Hubs)	Unit Name (Assigned Hubs)	Occupancy Status	Hub Status	Hub Id (Assigned Hubs)	Serial Number	Last Alive	Iotas Engine Version	Ota Version
15 Craigside	307	Vacant	Offline	11451	7e79a8af-13e7-41ab-90b4-87e6f3c7b087	12/11/2021 12:00:21 AM	3.20.0-29	3.0.4
15 Craigside	603	Vacant	Offline	11681	6b75a042-d98c-4178-8e08-89e9587b7048	11/2/2021 9:35:59 PM	3.20.0-27	3.0.4
15 Craigside	607	Vacant	Offline	11682	43724c66-2140-4805-8df1-299d9ed98869	11/2/2021 9:35:05 PM	3.20.0-27	3.0.4
15 Craigside	616	Vacant	Offline	11683	d954facf-4b90-4f4d-a396-38ad466e0026	11/2/2021 9:29:47 PM	3.20.0-27	3.0.4
15 Craigside	901	Occupied	Offline	11452	5e8002f3-06f4-4870-be62-1035c1010a4d	12/10/2021 2:19:02 AM	3.20.0-29	3.0.4
15 Craigside	1102	Vacant	Offline	11679	211d7355-12d0-411d-983e-044b7e1cc983	11/2/2021 8:45:21 PM	3.20.0-27	3.0.4
15 Craigside	1103	Vacant	Offline	11680	03c71ccb-65b7-4c99-923f-11095c064041	11/2/2021 8:40:48 PM	3.20.0-27	3.0.4
15 Craigside	1209	Vacant	Offline	11029	ef53aa72-c668-4ff3-a4a9-882ca685a1fb	11/2/2021 7:43:40 PM	3.20.0-27	3.0.4
15 Craigside	1212	Vacant	Offline	10434	598041f8-ae4e-4a28-9039-fbe8d8f1f63d	11/2/2021 7:52:00 PM	3.20.0-29	3.0.4
15 Craigside	1214	Vacant	Offline	11028	4b446c3a-5012-41d0-ba9f-d2ccaa36e9e3	11/2/2021 7:34:34 PM	3.20.0-27	3.0.4
150 Berendo	101	Occupied	Online	2638	f2a3ae54-8cdf-4da2-b451-464eea44b7e0	3/25/2022 1:57:43 PM	3.20.1-30	3.0.4
150 Berendo	102	Occupied	Online	2513	06fce41c-4a1d-4ace-9ef3-5f7b8d6eb955	3/25/2022 1:57:25 PM	3.20.1-30	3.0.4
150 Berendo	103	Occupied	Online	2521	6b7dd22d-119e-4175-82aa-272a677b9fed	3/25/2022	3.20.1-30	3.0.4

Building Name  
All

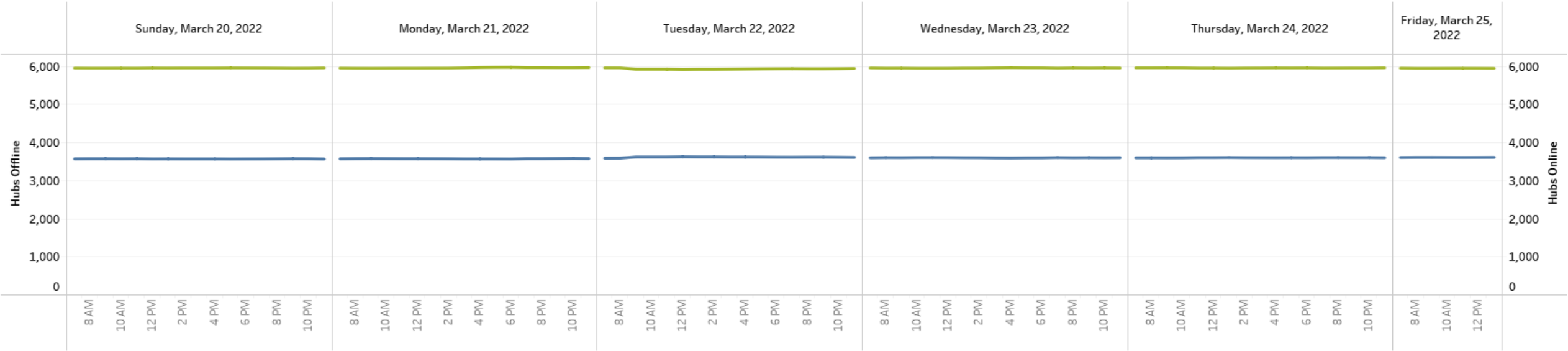
Status  
All

Total Online Hubs (current)  
5,946

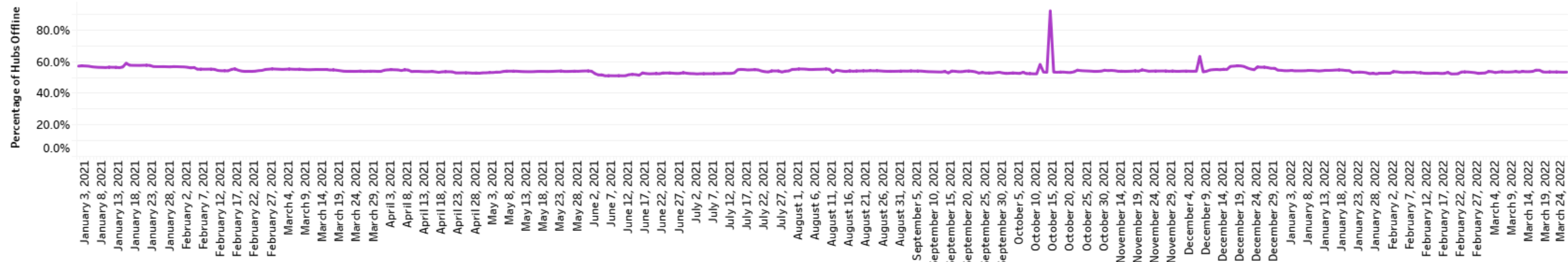
Total Offline Hubs (current)  
3,611

IOTAS Offline & Online Hubs (For past five days)

Hubs Offline  
Hubs Online



IOTAS Hubs Offline Percentage (Year-to-Date)



Building Name  
All

Status  
All

Start Date  
2/21/2022

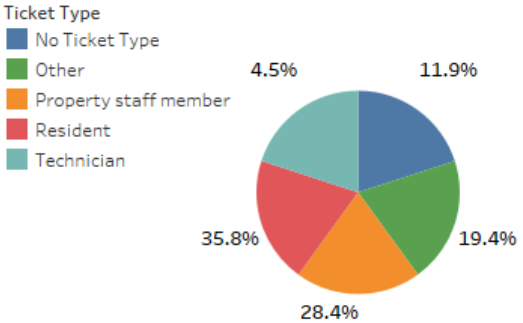
End Date  
3/21/2022

Monthly\*\* Ticket Volume by Occupied & Provisioned Units

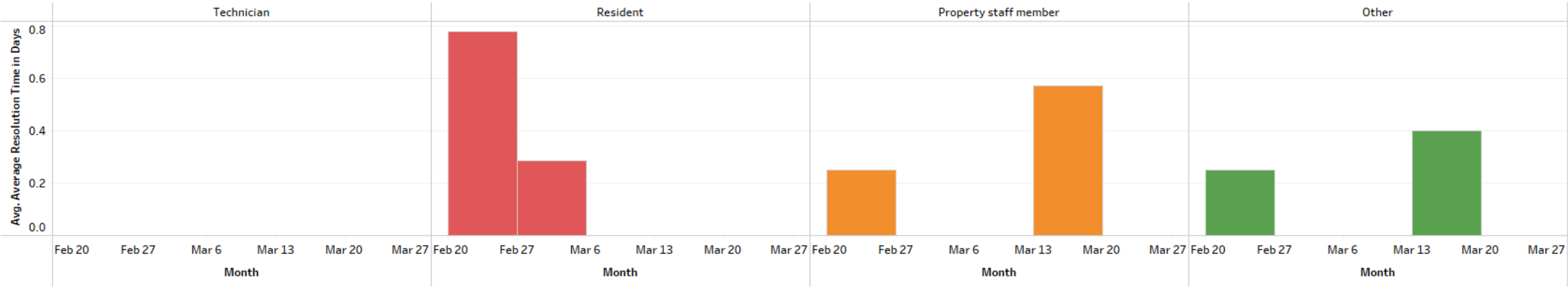
\*\* (using when the ticket was closed in Zendesk)

Month of Closed Time	Building Name (Zendesk)	Resident & Property Manager Monthly Ticket Count	Technician Monthly Ticket Count	Provisioned Units (monthly)	Occupied Units (monthly)	Resident & PM Tickets Per 100 Occupied Units	Technician Tickets per 100 Newly Provisioned
February 2022	Altair	1	0	87	91	0.000109890	0
	Aspire At Discovery Park	1	0	352	369	5.420054201e-05	0
	Contempo Lane	1	0	58	39	0.000512821	0
	Cortland at P83	1	0	259	337	0.000118694	0
	Coryell Group Property	0	1	Null	Null	Null	Null

Ticket Submissions by User Type



Average Resolution Time (in Days)





Building Name	Status
All	All
Start Date	End Date
2/21/2022	3/21/2022

### Resident Issues

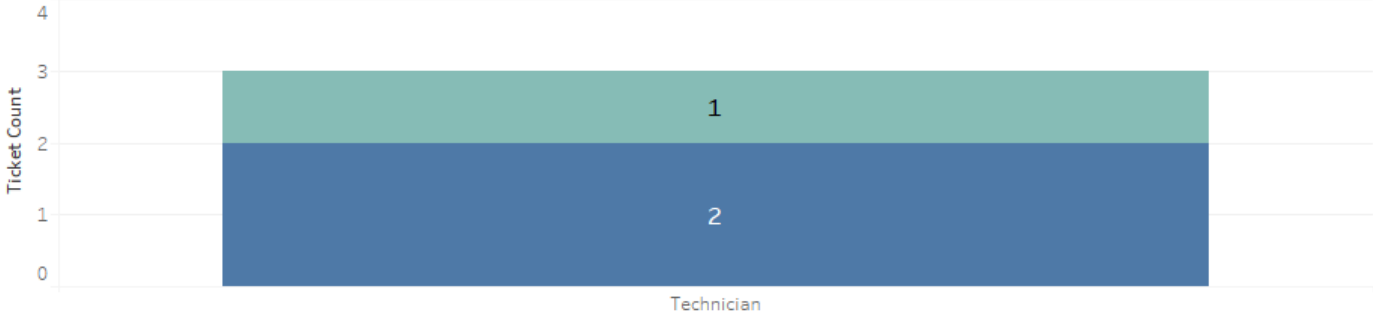
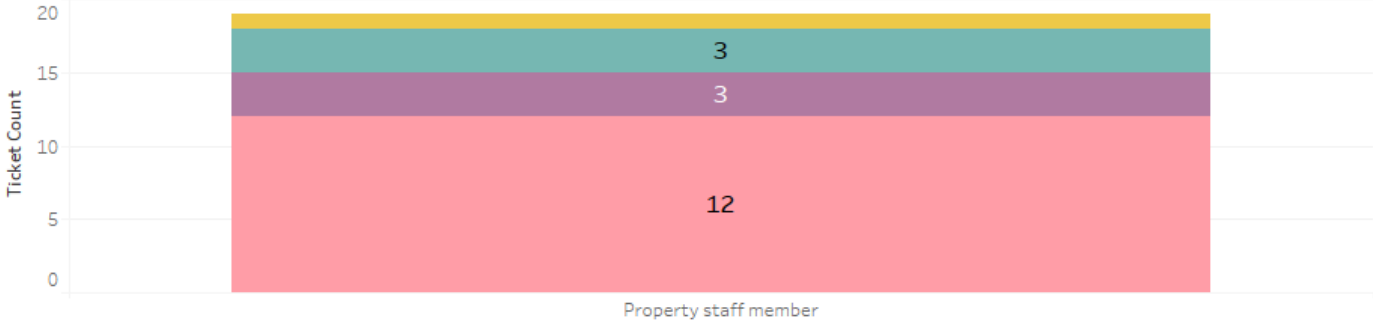
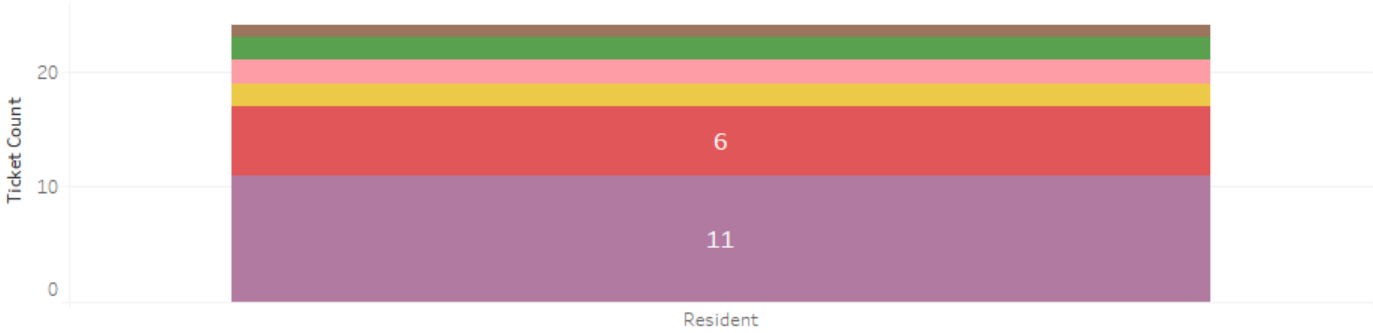
Type	Resident Issue	Ticket Count	% of Total Ticket Coun..
Resident	Controlling a device with the IOTAS app	11	45.83%
	Something else	6	25.00%
	Logging in	2	8.33%

### Property Issues

Type	Property Issue	Ticket Count	% of Total Ticket Coun..
Property staff member	Something else	12	63.16%
	Helping a resident use IOTAS	3	15.79%
	Logging in	3	15.79%

### Technician Issues

Type	Technician Issue Details	Ticket Count	% of Total Ticket Count along Table (Down)
Technician	Bug	1	33.33%
	How to / user error	2	66.67%
Grand Total		3	100.00%

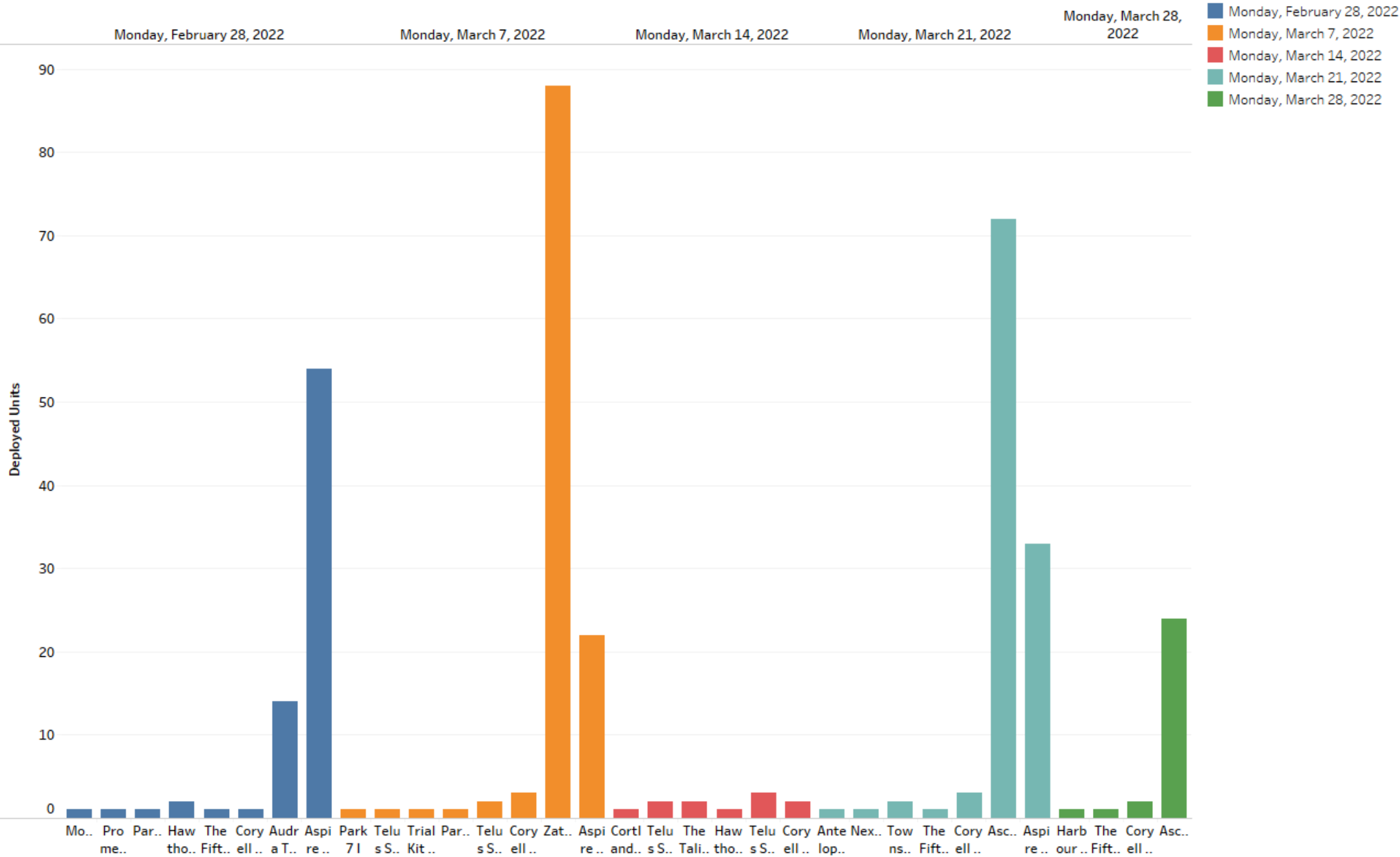


Building Name All	Status All	Unit Name All	
Device Type All	Room Name All	Hub Status All	Battery Level

Battery Level Breakdown

Row	Building Name (Battery Level Bre..	Unit Name	Room Name	Device Name	Device Type	Hub Status	Last Alive	Last Reported Event	Battery Level
1	15 Craigside	901	Entryway	Door Sensor	Jasco Door Sensor 700-52249	Offline	12/10/2021 2:19:02 AM	12/9/2021 9:20:06 PM	100.0
2	150 Berendo	101	Entryway	Door Sensor	Sensitive Door Strips	Online	3/25/2022 1:57:43 PM	1/22/2022 9:13:00 AM	25.0
3	150 Berendo	101	Entryway	Lock	Yale realLiving Deadbolt Touch Screen	Online	3/25/2022 1:57:43 PM	3/25/2022 10:47:36 AM	62.0
4	150 Berendo	101	Entryway	Motion Sensor	Aeotec Multisensor ZW100-CR123A	Online	3/25/2022 1:57:43 PM	10/21/2021 9:13:44 AM	100.0
5	150 Berendo	102	Entryway	Door Sensor	Sensitive Door Strips	Online	3/25/2022 1:57:25 PM	2/8/2022 8:11:26 AM	100.0
6	150 Berendo	102	Entryway	Lock	Yale realLiving Deadbolt Touch Screen	Online	3/25/2022 1:57:25 PM	2/22/2022 7:21:03 AM	100.0
7	150 Berendo	102	Entryway	Motion Sensor	Aeotec Multisensor ZW100-CR123A	Online	3/25/2022 1:57:25 PM	9/13/2021 9:29:16 AM	100.0
8	150 Berendo	103	Entryway	Door Sensor	Sensitive Door Strips	Online	3/25/2022 1:58:51 PM	1/30/2022 1:15:33 PM	100.0
9	150 Berendo	103	Entryway	Front Door	Yale realLiving Deadbolt Touch Screen	Online	3/25/2022 1:58:51 PM	1/30/2022 4:27:24 PM	100.0
10	150 Berendo	103	Entryway	Motion Sensor	Aeotec Multisensor ZW100-CR123A	Online	3/25/2022 1:58:51 PM	10/21/2021 1:24:38 AM	100.0
11	150 Berendo	104	Entryway	Door Lock	Yale realLiving Deadbolt Touch Screen	Online	3/25/2022 1:59:21 PM	2/20/2022 7:38:32 AM	100.0
12	150 Berendo	104	Entryway	Front Door	Sensitive Door Strips	Online	3/25/2022 1:59:21 PM	2/22/2022 8:58:11 PM	50.0

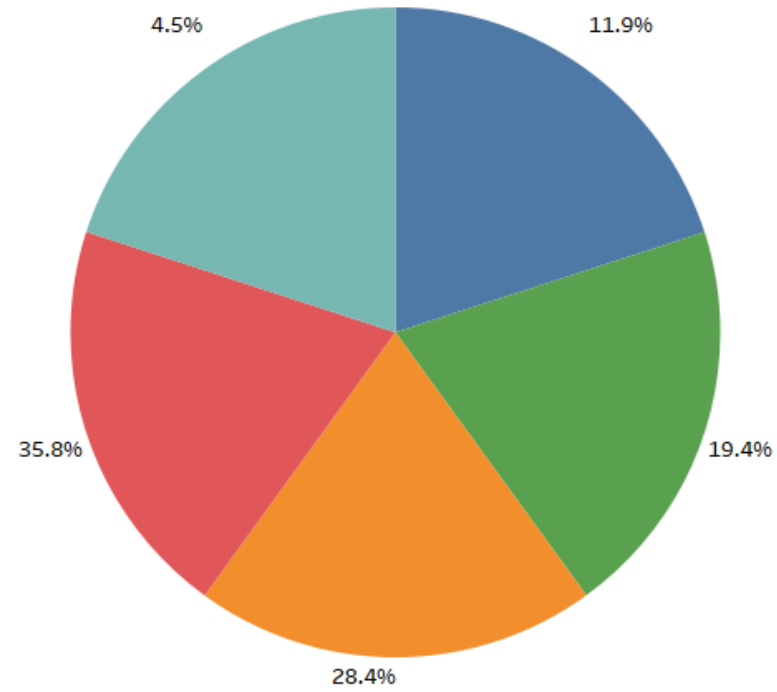
Weekly Provisioned Unit Report



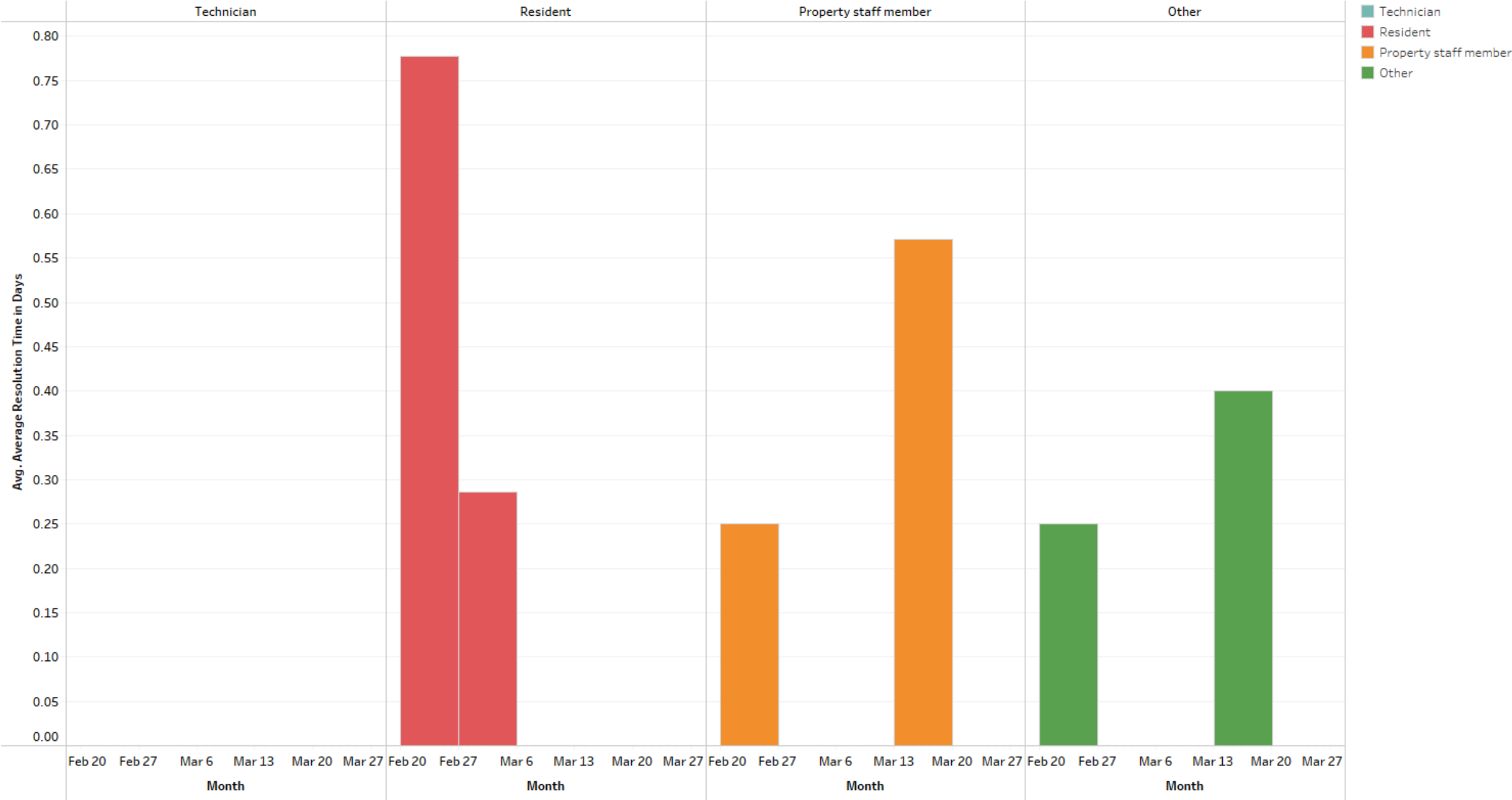
Deployed Unit (Unit with Paired Hub & At Least 1 Device) for each End of Week as an attribute broken down by DATETRUNC('week', [First Pairing], 'monday') Week and Building Name. Color shows details about End of Week as an attribute. The data is filtered on Status, Weekly Provisioning Date (based on First Pairing Date) and Date Range (First Pairing Date). The Status filter keeps 6 of 6 members. The Weekly Provisioning Date (based on First Pairing Date) filter keeps no members. The Date Range (First Pairing Date) filter keeps True. The view is filtered on Building Name, which keeps 157 of 157 members.

## Ticket Submissions by User Type

- No Ticket Type
- Other
- Property staff member
- Resident
- Technician



# Average Resolution Time (in Days)



The plot of average of Average Resolution Time in Days for Closed Time Week broken down by Type. Color shows details about Type. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Type, which keeps Other, Property staff member, Resident and Technician.

## Resident Issues

Type	Resident Issue	Ticket Count	% of Total Ticket Count along Table (Down)
Resident	Controlling a device with the IOTAS app	11	45.83%
	Something else	6	25.00%
	Logging in	2	8.33%
	My IOTAS hub is offline	2	8.33%
	Using voice commands (e.g. Alexa, Google Assistant)	2	8.33%
	Using routines	1	4.17%
Grand Total		24	100.00%

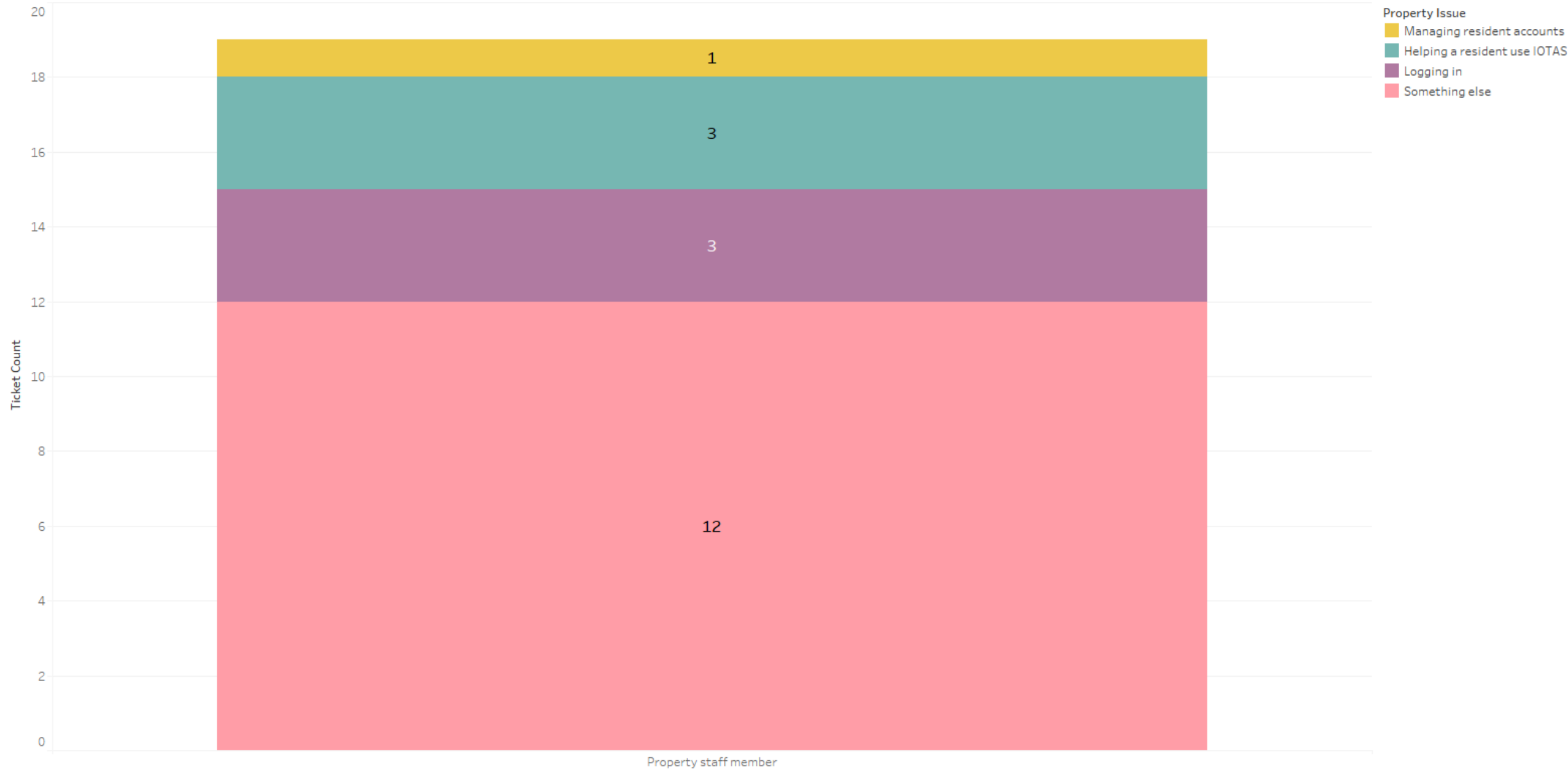
Ticket Count and % of Total Ticket Count along Table (Down) broken down by Type and Resident Issue. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Resident Issue and Type. The Resident Issue filter excludes . The Type filter keeps Resident.

## Property Issues

Type	Property Issue	Ticket Count	% of Total Ticket Count along Table (Down)
Property staff member	Something else	12	63.16%
	Helping a resident use IOTAS	3	15.79%
	Logging in	3	15.79%
	Managing resident accounts	1	5.26%
Grand Total		19	100.00%

Ticket Count and % of Total Ticket Count along Table (Down) broken down by Type and Property Issue. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Type, which keeps Property staff member.

## Property Issues



Ticket Count for each Type. Color shows details about Property Issue. The marks are labeled by Ticket Count. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Type, which keeps Property staff member.



## Technician Issues

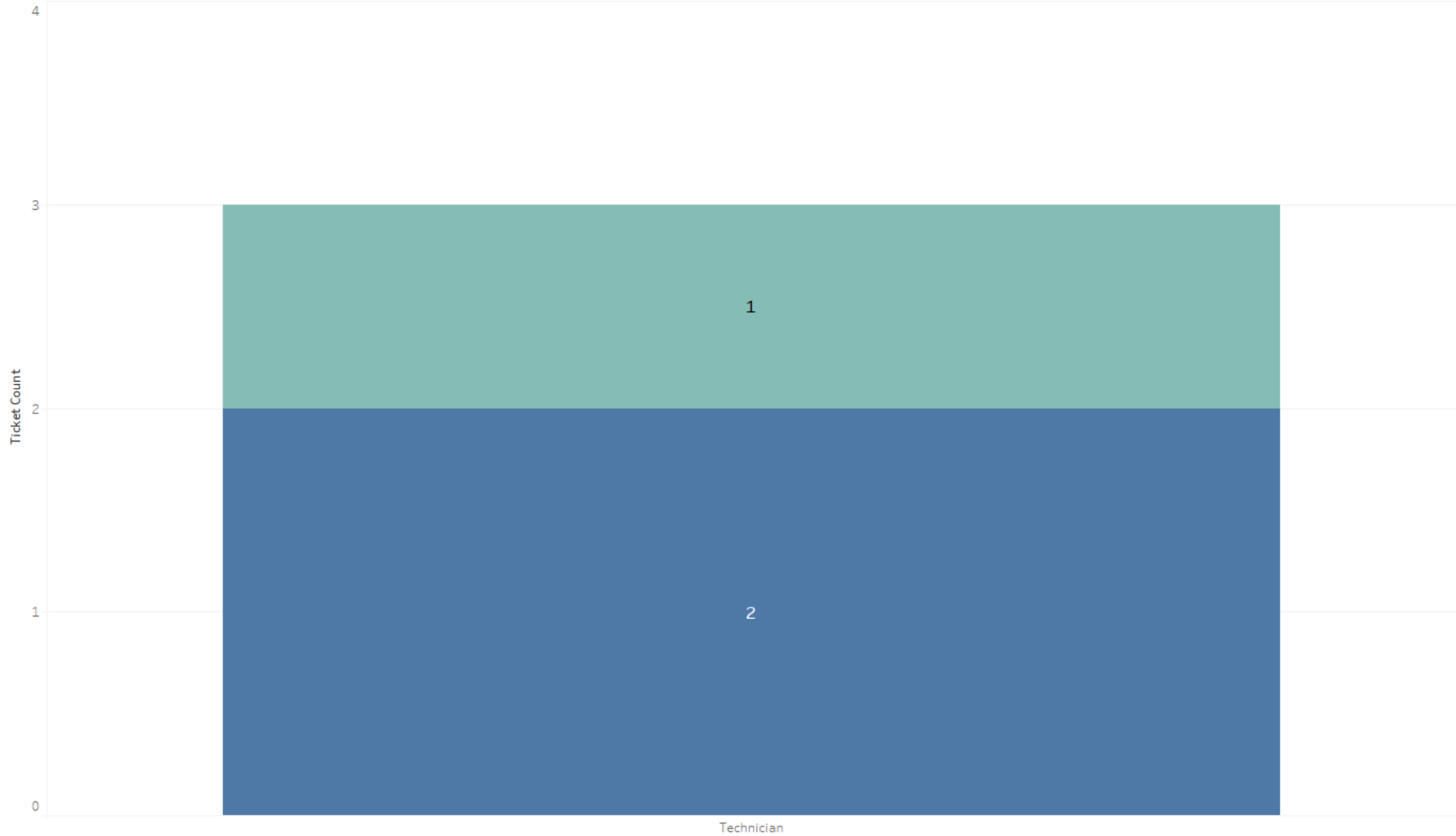
Type	Technician Issue Details	Ticket Count	% of Total Ticket Count along Table (Down)
Technician	Bug	1	33.33%
	How to / user error	2	66.67%
Grand Total		3	100.00%

Ticket Count and % of Total Ticket Count along Table (Down) broken down by Type and Technician Issue Details. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Type, which keeps Technician.

## Technician Issues

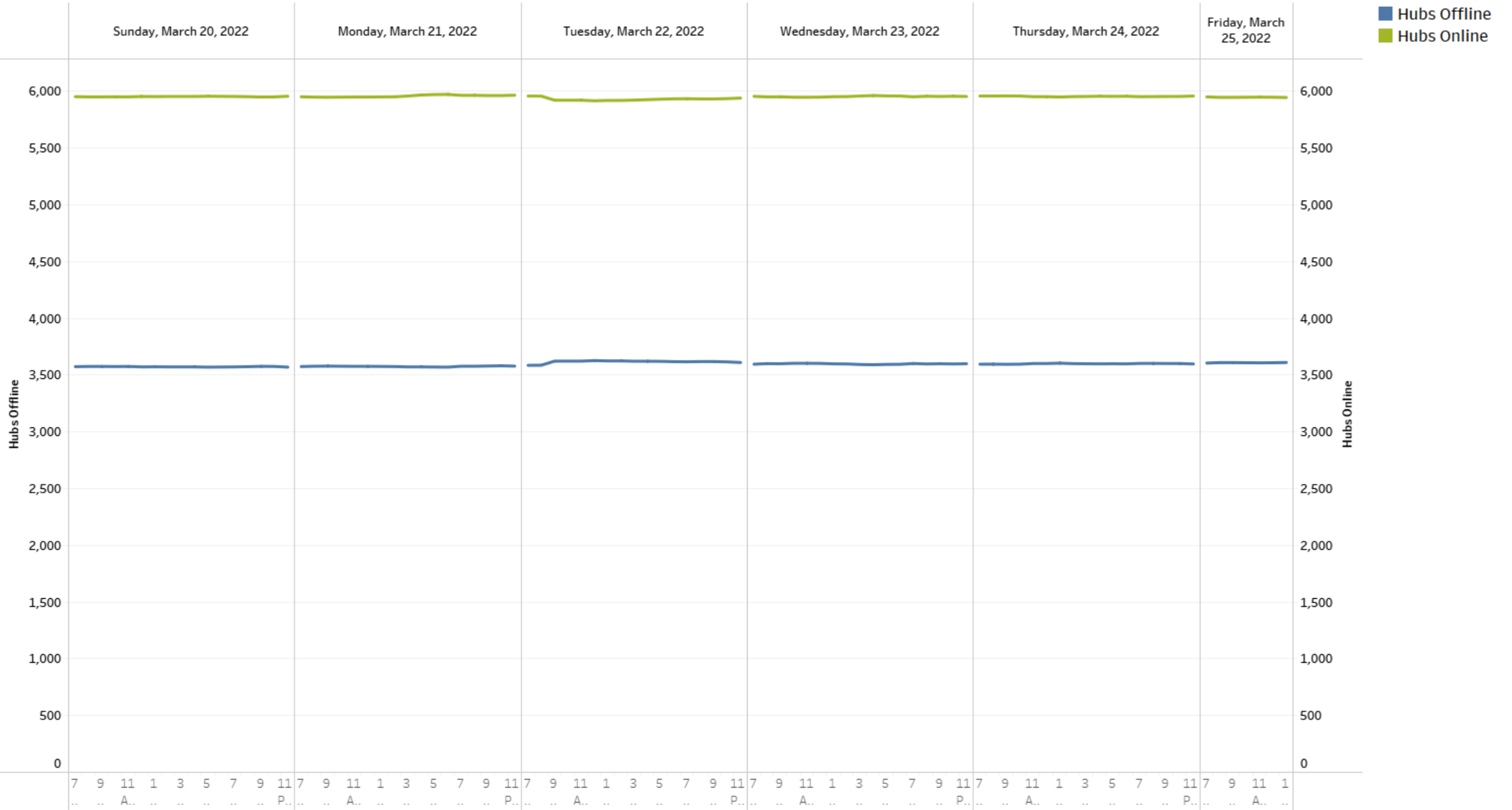
### Technician Issue Details

- Bug
- How to / user error



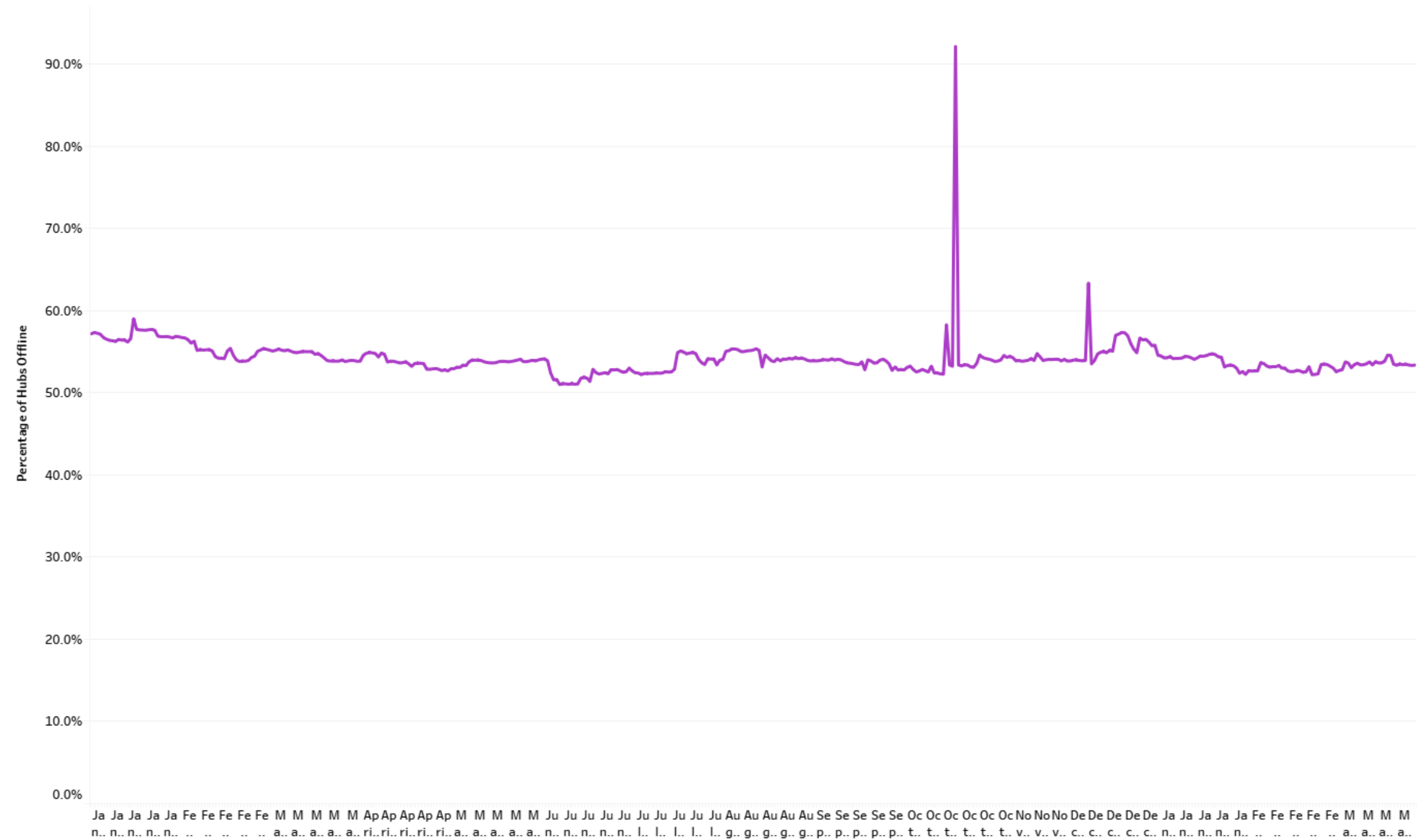
Ticket Count for each Type. Color shows details about Technician Issue Details. The marks are labeled by Ticket Count. The data is filtered on Property Name, Date Range (by Ticket Closed Time), Building Name and Status. The Property Name filter keeps no members. The Date Range (by Ticket Closed Time) filter keeps True. The Building Name filter keeps multiple members. The Status filter keeps 7 of 7 members. The view is filtered on Type, which keeps Technician.

IOTAS Offline & Online Hubs (For past five days)



The trends of Hubs Offline and Hubs Online for Hour Calculation Hour broken down by Hub Log Date Day. Color shows details about Hubs Offline and Hubs Online. The data is filtered on Building Name, Status, Offline Hubs Filter and Hour. The Building Name filter keeps 157 of 157 members. The Status filter keeps 6 of 6 members. The Offline Hubs Filter filter keeps True. The Hour filter keeps 17 of 24 members. The view is filtered on Hour Calculation Hour, which keeps no members.

### IOTAS Hubs Offline Percentage (Year-to-Date)



The trend of average of Offline Perc for Hub Log Date Day. The data is filtered on Building Name and Status. The Building Name filter keeps 157 of 157 members. The Status filter keeps 6 of 6 members.