Vehicle Tracking System Manager Guide

VERSION 1.1

VEHICLE TRACKING SYSTEM MANAGER GUIDE

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1.   Vechicle Tracking System - Overview

The VEHICLE TRACKING SYSTEM (VTS) is used to track and report on the physical location of SBC's vehicle fleet. VTS is used by four regional telephone companies: SBC SOUTHWEST, SBC MIDWEST, SBC EAST and SBC WEST. The organizations within these companies that use VTS to track their vehicles include: Installation and Maintenance (I&M), Special Services, and Construction. Each vehicle tracked by the VTS application has a customized Global Positioning System (GPS) unit installed inside it. This device tracks and stores its physical location coordinates throughout the day. Each evening, the GPS unit downloads its location information to the VTS servers. This information is then processed into "stop" and "transit" points that can be viewed via a Map or Map & Details report. Clients access the VTS application via a web-based browser application - VTS Reports. The VTS clients are primarily field supervisors who use VTS to determine the physical location of their technicians and vehicles on the previous day. In addition, a VTS Center for each of the 4 major SBC regions is equipped with a GUI application (VTS Manager) to maintain the relationships between vehicles-to-crews, technicians-to-vehicles, and technicians-to-crews so that the data in the VTS Reporting application is displayed appropriately for each organization, as well, as field questions and handle problems related to those relationships. Also, the VTS Business Objects universe was deployed in 2001 which allows analysis and reporting of VTS data via Business Objects

2.   VTS Manager Guide Overview

3.   Manager Console Dashboard - Landing Page

Manager console Dashboard is a summary representation of 'Driver – Vehicle – GPS assignment details, Work Request Summary, Exception Count, Technician Status' of the reportees of a Manager who has logged in.
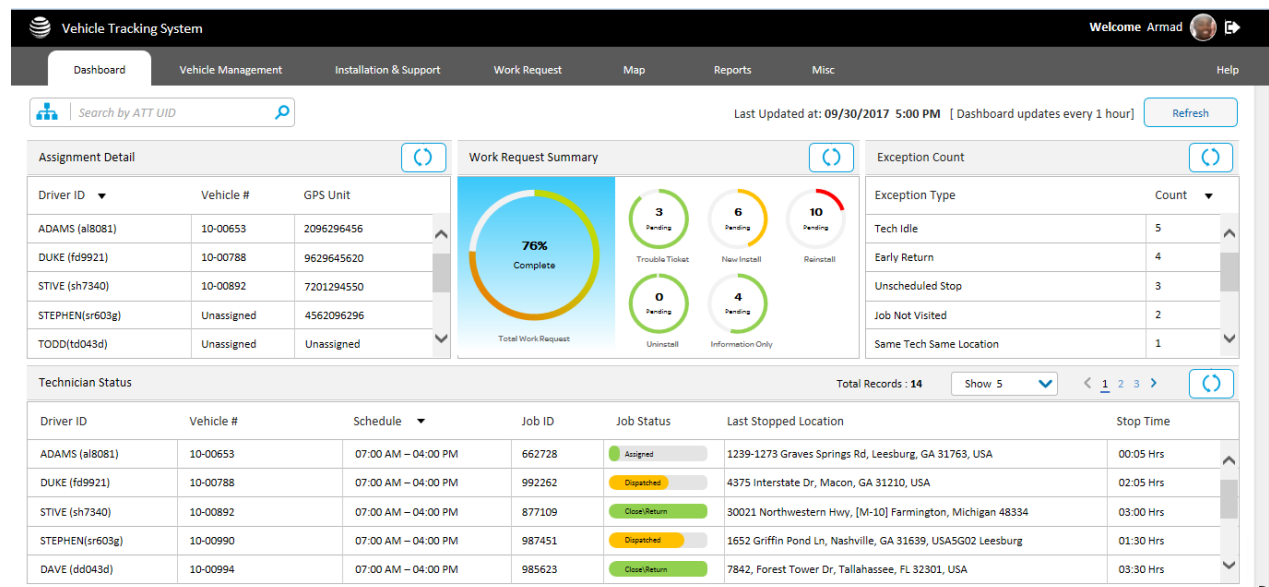
4.   Vehicle Management

The Vehicle Management Tab is the one stop where Manager can find the detail information of Users (Manager and Technician), Vehicle and GPS Unit. In this tab, Manager can have a complete control to view, update the information and control the Vehicle-GPS-User assignment. There are 2 sections, where in the first section list of Vehicle#, Driver ID, GPS Unit and its Manager ID of the Manager logged in will be given. The second section will be having the 5 tabs named "Driver", "Vehicle", "GPS", "Crew" and "View Assignment History".

In this screen, Manager can search the details of other Manager's Crew using the Hierarchy. Clicking on the "Select Hierarchy" button will open up the Hierarchy list. Manager can select any of the Manager in the list and view the detail, but no data can be edited.

There is a "Search By" option, where manager can select one option and search the data using the search input box.

There are two pane displayed (Left Pane and Right Pane). Left pane list out the search result. When any of the row is selected, then information related to the selected row will be listed in the Right Pane.

Right pane consist of 5 tabs.
- Driver
- Vehicle
- GPS
- Crew
- View Assignment History

4.1   Driver

Driver tab list out the information about the Driver whom is selected in the left pane. This tab hold the details of Driver's Vehicle Information and Driver's Portfolio information. These information is given in two separate secondary Tabs and the information will be provided on selecting them one at a time. The tabs are given below.

- Driver – Vehicle Info
- Driver – Portfolio Info

This tab has update option. Manager should click on the "Update" button if he want to change the Driver details.

4.1.1   Driver – Vehicle Info

Driver – Vehicle Info tab gives the two type of details, Driver Info and Vehicle Info

Driver Info

Driver Info give the Last Name, First Name, ATTUID, Manager ID, Job Function Code.

Vehicle Info

This tab gives the information like Vehicle ID, Effective Start Date & Time, Effective End Date & Time.

4.1.2 Driver – Portfolio Info

Driver – Portfolio Info gives the two type of details, Driver Info and Tour Info.

Driver Info

Driver Info is the same which we find in the "Driver – Vehicle Info" tab.

Tour Info

This tab gives the information about the Tour like Tour Start Time, Tour End Time, Effective Start Date, Expiry Date.

4.2 Vehicle

Vehicle tab gives the Vehicle details of the record selected in the left pane. Here Vehicle #, Driver ATTUID, Effective Date & Time, Expire Date & Time.

Manager can update the Vehicle details in this tab after clicking the "Update" button. This tab also give the list of unassigned Vehicles as a info to the Manager, so that it can be used.

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4.3 GPS

This tab gives the GPS Unit details.
This list the information about GPS Unit#, Effective Start Date & Time, Expiry Date & Time.

Manager is not allowed to update the GPS details.

4.4 Crew

Crew tab will list out the Crew details.
The Crew Name, Effective Date & Time

Manger cannot update the Crew Details.

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4.5   View Assignment History

View Assignment History have two sub tabs called VIN to Tech and VIN to GPS Unit.
The details of the tab selected will be listed below.

4.5.1   Vin to Tech

This tab gives the history of the Vechile to Technician association. The tabular view gives the history with Vehicle #, Tech UID, Effective Start Date/ Time, Expiration Date/ Time, Modified by, Modification Date/Time.

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4.5.2 VIN to GPS Unit

This tab gives the history of the Vehicle to GPS association. The tabular view gives the history with the Vehicle #, GPS Unit, Effective Start Date/ Time, Expiration Date/ Time, Modified by, Modification Date/Time.

4.6 Task

4.6.1 Search for Driver / Manager

Driver/ Manager can be searched by selecting from Hierarchy tree or Search by option

Hierarchy Tree

Step 1: In the 'Vehicle Management' module, Select the Hierarchy button

Step 2: From the Hierarchy tree displayed, drill down to the Manager/ Driver required or search the name using the search box

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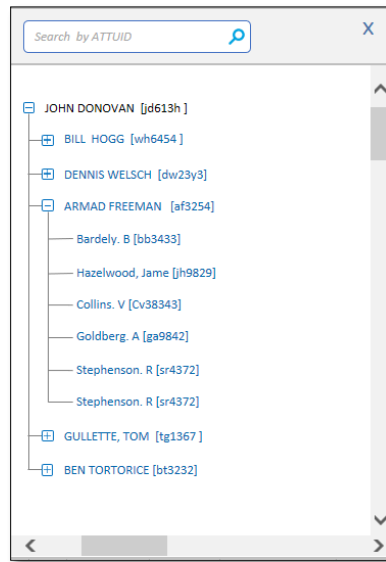
Note: Manager would be able to view only the peers or a level down in the Hierarchy tree

Step 3: Navigate between the 'Driver'/ 'Vehicle'/ 'GPS'/ 'Crew'/ 'View Assignment history' tab to know more details about the Driver/ Manager selected. If Manager is selected from Hierarchy, then select one of the reporting drivers listed in the left pane to know the details

'Search By' option

Step 1: In the 'Vehicle Management' module, Select **Driver ID** or **Manager ID** option for the 'Search by' drop down
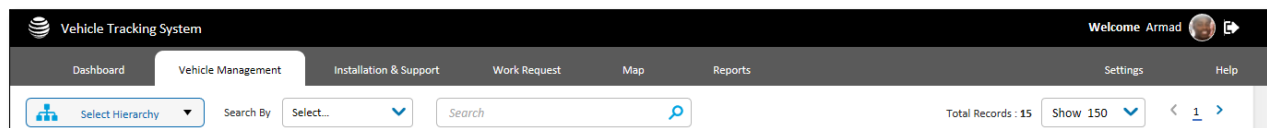
Step 2: Provide the desired ATTUID of the **Driver** or **Manager** in the search box and click enter

Step 3: Navigate between the 'Driver'/ 'Vehicle'/ 'GPS'/ 'Crew'/ 'View Assignment history' tab to know more details about the Driver/ Manager searched**.** If Manager is searched, select one of the reporting drivers listed in the left pane to know the details

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4.6.2   Search for a GPS Unit

Step 1: In the 'Vehicle Management' module, Select **GPS Unit** option for the 'Search by' drop down
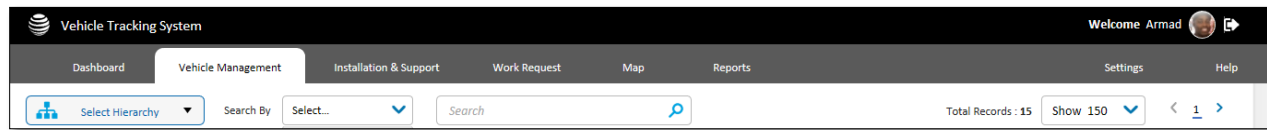
Step 2: Provide the desired GPS Unit # in the search box and click enter

Step 3: Navigate between the 'Driver'/ 'Vehicle'/ 'GPS'/ 'Crew'/ 'View Assignment history' tab to know more details about the GPS Unit searched
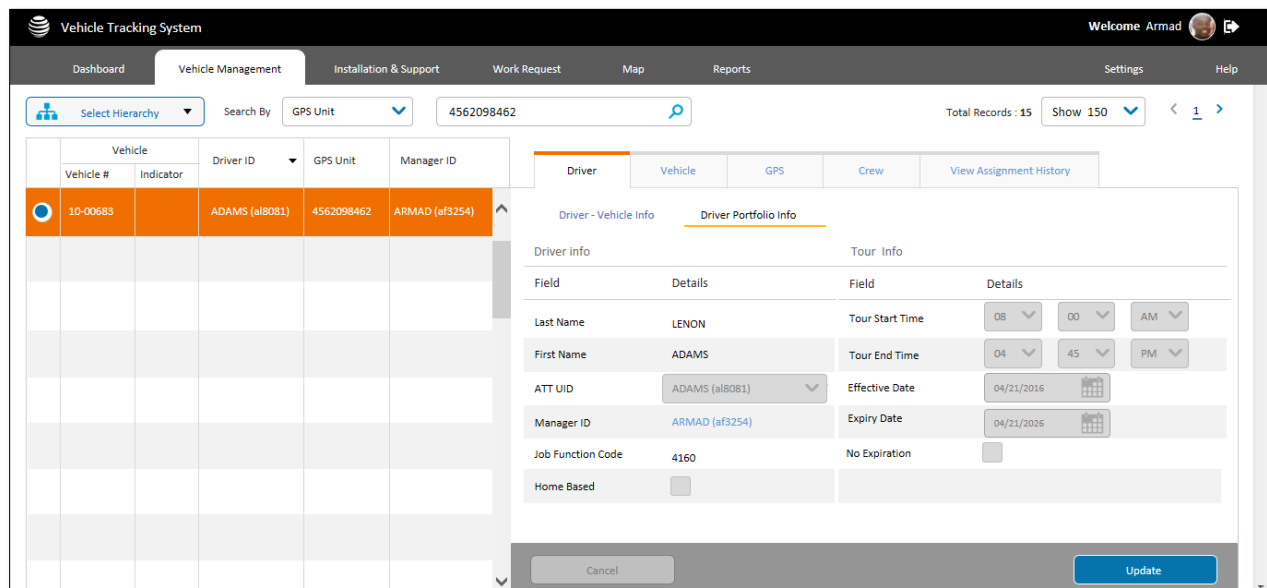
4.6.3   Search for a Vehicle

Step 1: In the 'Vehicle Management' module, Select **Vehicle #** option for the 'Search by' drop down
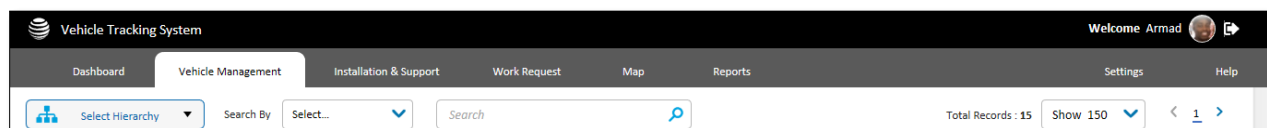
Step 2: Provide the desired Vehicle # in the search box and click enter

Step 3: Navigate between the 'Driver'/ 'Vehicle'/ 'GPS'/ 'Crew'/ 'View Assignment history' tab to know more details about the GPS Unit searched

4.6.4   Update/ Unassign Driver of a Vehicle

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

Step 2: Select the 'Driver' tab from the right pane

Step 3: From the 'Driver – Vehicle Info' tab under Driver tab, Click the **Update** button from the button panel

Step 4: From **ATT UID** drop down, Select 'Unassigned' or the driver to which the selected vechile should be assigned

Step 5: Set the Effective Date/ Time and Expiry Date/ Time under Vehicle Infor section which gets activated on the completion of step 4

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Step 6: Click **Save** button from button panel

Step 7: After reviewing the summary of your action, Click Yes (Click No if you want to discard the changes) when prompted

4.6.5 Driver's tour Info Updation

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

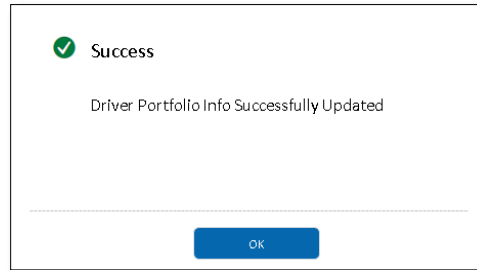**Step 2:** Select the 'Driver Tab' from the right pane
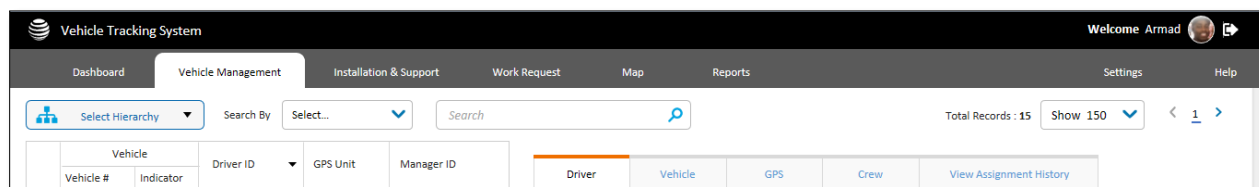
Step 3: From the 'Driver Portfolio Info' tab under Driver tab, Click the **Update** button from the button panel

Step 4: Change the **Tour start time/ Tour End time/ Effective date/ Expiry date/ No Expiration parameter** from 'Tour Info' section under 'Driver Portfolio Info' tab
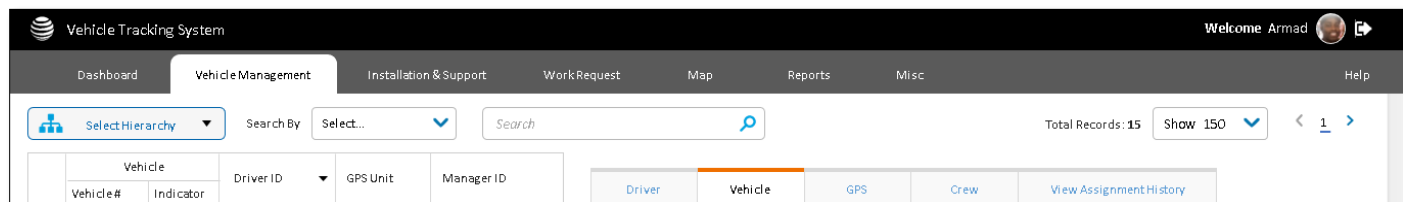

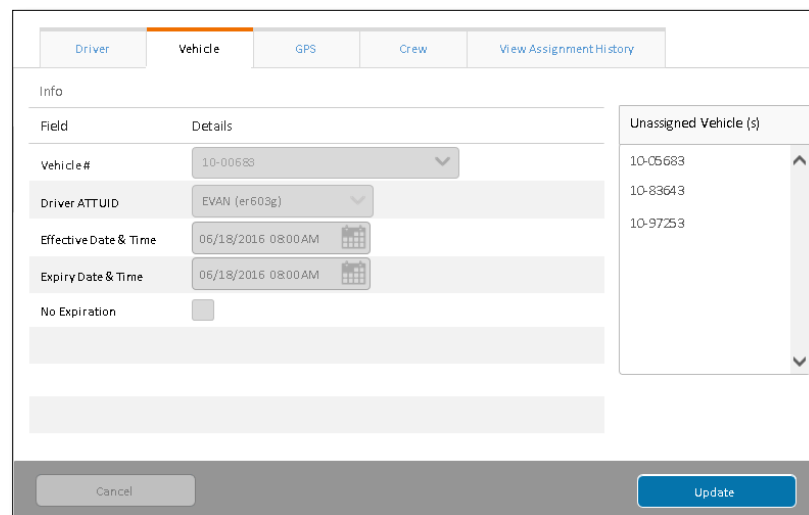**Step 5:** Click **Ok** on the confirmation message of the change

4.6.6   Update / Unassign Vehicle of a Driver

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

Step 2: Select the 'Vehicle' tab from the right pane

Step 3: Click the **Update** button from the button panel

Step 4: From **Vehicle #** drop down, Select 'Unassigned' or the Vehicle to which the selected Driver should be assigned

Step 5: Set the **Effective Date & Time/ Expiry Date & Time** as required

Step 6: Click **Save** button from button panel

Step 7: After reviewing the summary of your action, Click Yes (Click No if you want to discard the changes) when prompted

5.   Work Request

Work Request tab, by default list out all the work requested created under the logged in User (Manager ID). Manager can also search a particular Work Request by searching the Vehicle ID or Advanced Search.

In this screen, Manager User can

- ✓ Use the Advanced Search option to find a work request.
- ✓ Select a Work Request and click "View Detail" button to see the details.
- ✓ Click the "Create New" to create a Work Request.

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5.1 Advance Search

Manager can narrow down his search by using this Advance Search option.

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5.2   View Detail

View Details has two secondary tabs. Each tab consist of different information. The list of four Tabs are given below,

- Information
- Comments

5.2.1   Information

Information Tab gives the "Work Request Information", "Vehicle and GPS Unit information", "Manager ID and Information".

Manager can only view this detail and cannot update this.

5.2.2   Comments

This tab gives the "Problem Description", "Special Access", "Center Comments" and "Vendor Comments". Manager can assign or unassign the #Code from the Center Comments selection box. "Glossary for # Code" is given for the user knowledge. Manager can only view these details and cannot update it.

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5.3   Create New

Click on Create New will take the user to the "Create New Ticket" page. The Create New Ticket function has 3 process.

1. VID Identification
2. New Ticket
3. Review Information

5.3.1   VID Identification

In this tab, Manager should enter the Vehicle# and look up for the details. If the entered Vehicle# is not correct the system will through the error. Once the correct Vehicle# is given the corresponding "Vehicle Information" will be displayed. There is another section "Service Loction Address" where the data will be pre populated from the system. User can still update them.

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5.3.2 New Ticket

Here Manager needs to enter the information like *Problem Description, GateCode, Re-Installation into VIN, Additional Problem Description, Shipping Address & Additional Comments and Center Comment.*

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5.3.3   Review Information
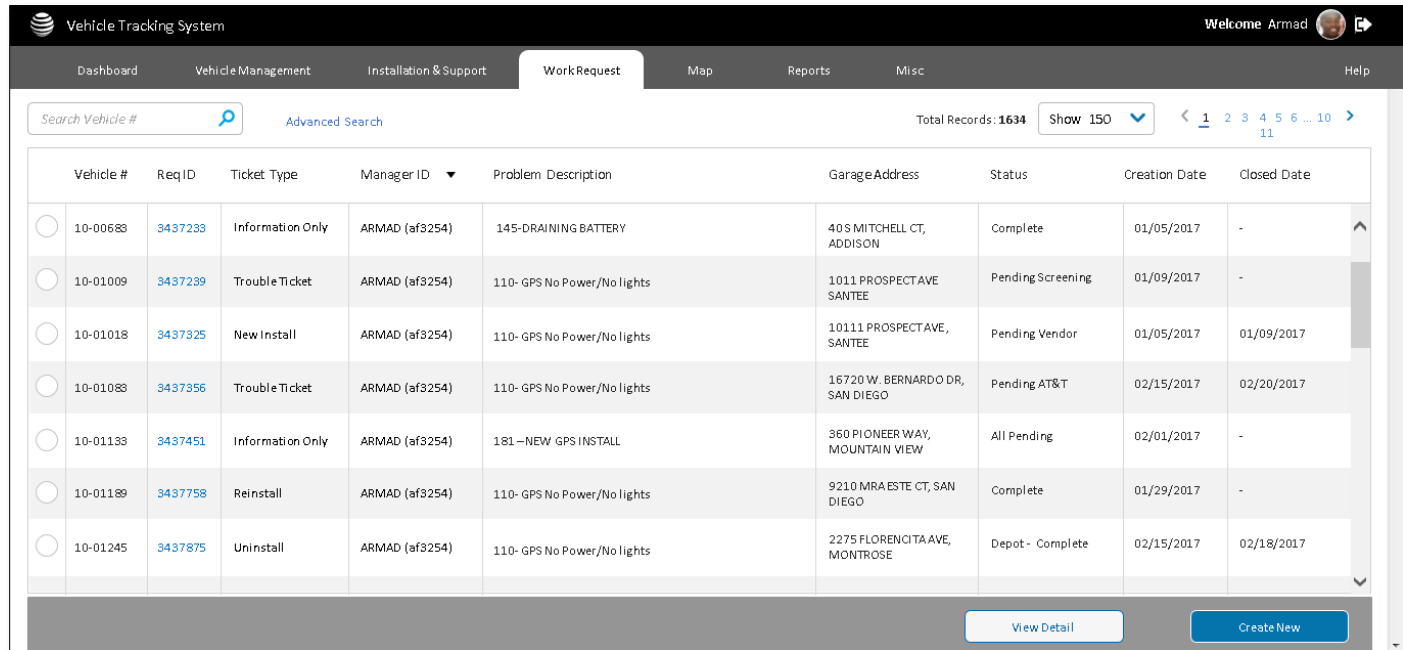
Review Information section will give the overview of all the information given in previous step and presented to Manager for confirmation. Clicking the Submit will create a Ticket.

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5.4   Task

5.4.1   View Work Request
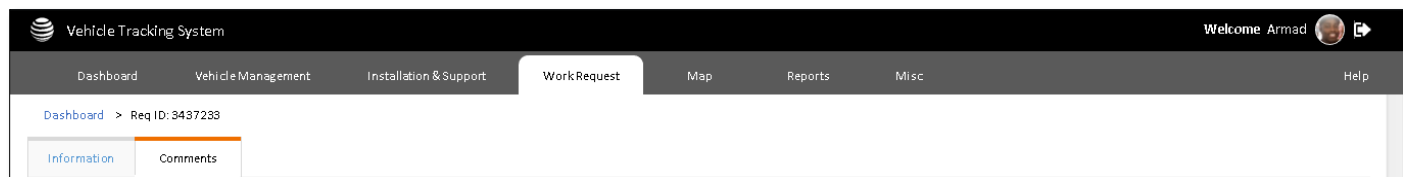
Step 1: Under 'Work Request' functionality, search a work request by Vehicle # or by Advanced search or select a work request from the list displayed in the table

Step 2: Click **View Detail** Button from the button panel

Step 3: Navigate between **Information** and **Comments** tabs to find more details about the selected work request

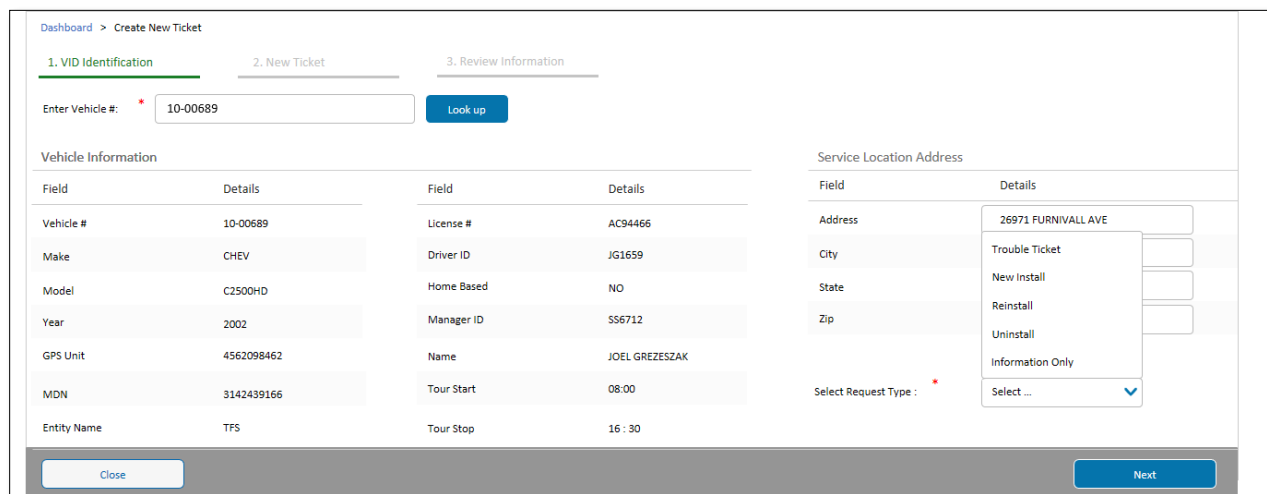**Step 4:** Click **Close** button from button panel to go back to Work Request dash board

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5.4.2 Work Request Creation

Step 1: In 'Work Request' functionality, click **Create New** button from button panel

Step 2: In the **'**VID identification**'** step of the wizard, provide the Vehicle # to search and click **Look Up** button
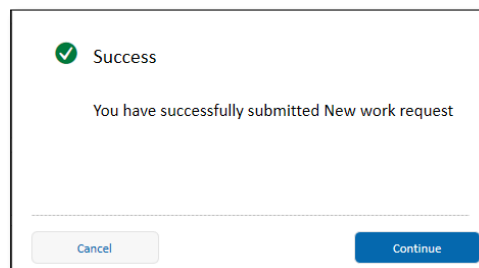

Step 3: Once the details get auto populated in the 'Vehicle information' section, Select the request type from the drop down and click **Next** button from the button panel

Step 4: Fill the details as required in the 'New Ticket' step and click **Next** button from the button panel

Step 5: Review the details in the 'Review Information' step and click **Submit** from button panel

Step 6: When Prompted, click **Continue** to create the Work Request or **Cancel** if you want to cancel the operation

5.4.3   Work Request Advanced Search

Step 1: In 'Work Request' functionality, click **Advanced Search** link

Step 2: Fill the criteria by which you want to search and click **Search** button from button panel
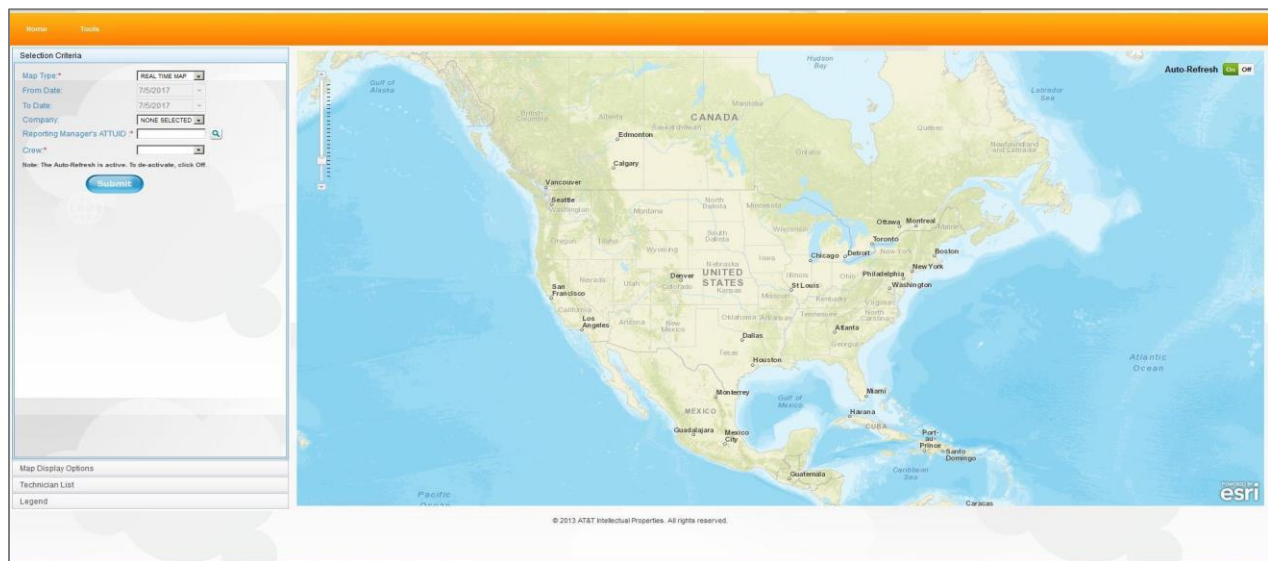
6. Map
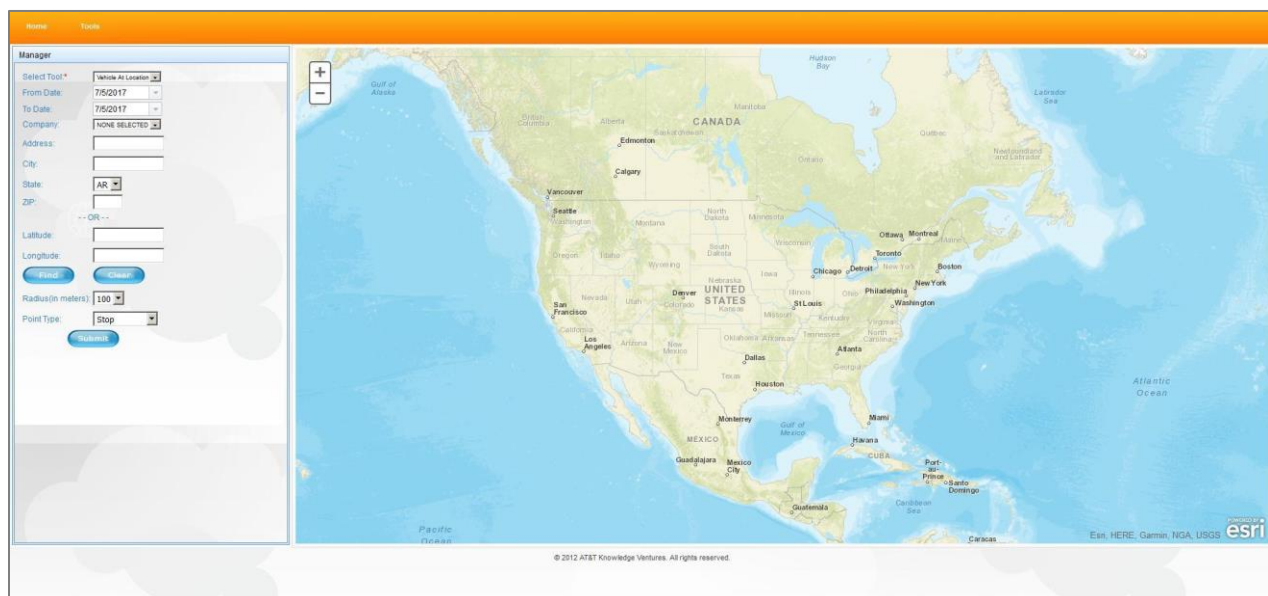
Searching Crew in Map:

Step 1: In 'Map' functionality, Select the server from Drop down

Step 2: Set the parameters in selection criteria and submit to view the crew in map

Step 3: Set the parameters in tools tab to search for a region

7.   Reports

Generating a Report:

Step 1: In 'Report' functionality, Select the server from Drop down

Step 2: Set the parameters for report generation and click Continue button to generate the report from 'Basic' tab
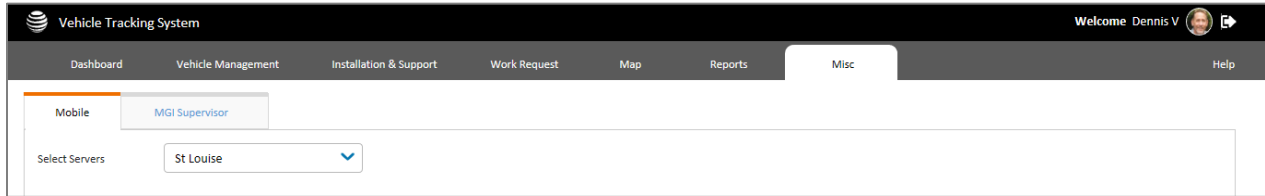

Step 3: To find all the vehicles that were near a location during the date(s) specified, enter the Lattitude/ Longitude, Search Area Radius and Point Type and click Continue. To find a Lattitude/ Longitude, enter a street address and click Find from 'Vehicle at Location' tab
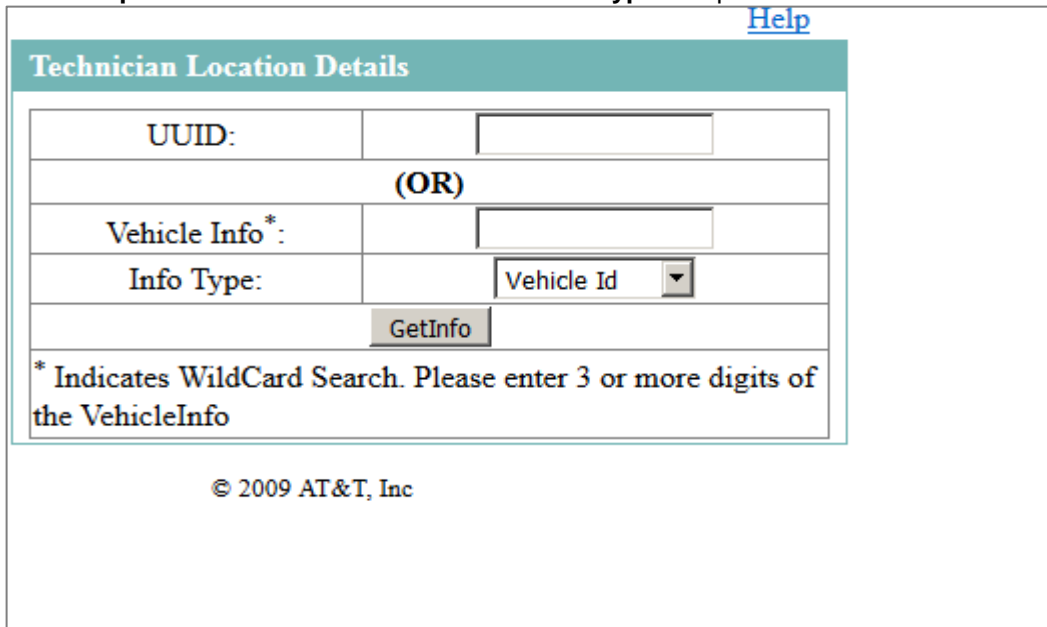
8.   Misc

Finding Technician Location:

Step 1: In 'Misc' functionality, Select the server from 'Mobile' tab

Step 2: Provide the **UUID** or Select the **Info type** and provide that info

Step 3: Click **GetInfo** tab to get the information about Technician's Location