

# TrackIt<sup>®</sup>

## Web Console

Version: 3.0.75

Release Notes

11/10/2021



**Command  
Alkon**

These release notes contain information regarding new functionalities, behaviors, changes, and other new experiences you should expect when using this latest version of the product.

## Legend



**Enhancement:** A new feature created to expand the capabilities of the TrackIt Web Console and increase its overall benefit for end users.



**Correction:** A change intended to remove unexpected behaviors in the TrackIt Web Console and improve the overall end user experience.



**Process Steps:** Step-by-step instructions intended to complete a task associated with the enhancement or correction.



**Information:** General information needed to understand the context, behaviors, and restrictions associated with new enhancements and corrections.

# v3.0.75 (11/10/2021)

## Enhancements

The following items are newly-implemented features intended to increase end-user productivity throughout TrackIt.

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### ***Hotspot Time Breakdown To Include Hotspot Name Details*** ***(FEL-4918)***

The addition of the hotspot name details are now included in the Hotspot Time Breakdown report webservice.

The path to this report via our report webservice license is:

/report/v1/ReportWS|HotspotTimeBreakdown

To return results for hotspots, including temporary hotspots, please be sure to include:

<allNonPerm>true</allNonPerm>

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### ***TrackIt UI Updates - Phase One: Ready Mix Dispatch Focus***

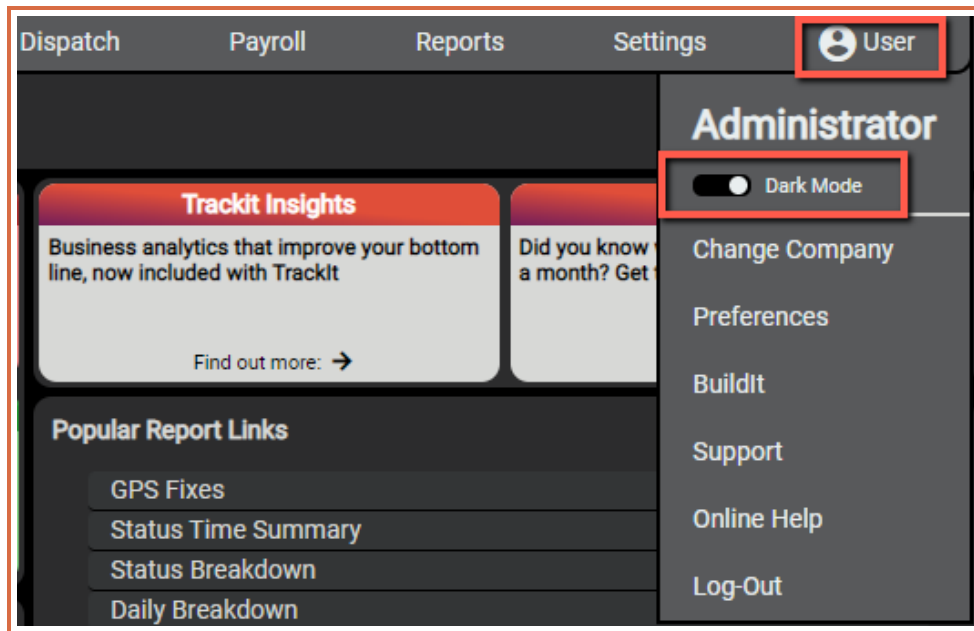
The first phase of UI updates includes the following features:

#### **Moving the navigation bar to the left side of every page**

- ▶ Added a shortcut to get to the Dispatch Equipment Map

#### **Light and Dark Color Mode options**

- ▶ Light Mode is the default
- ▶ To set Dark Mode, toggle the setting under your user profile

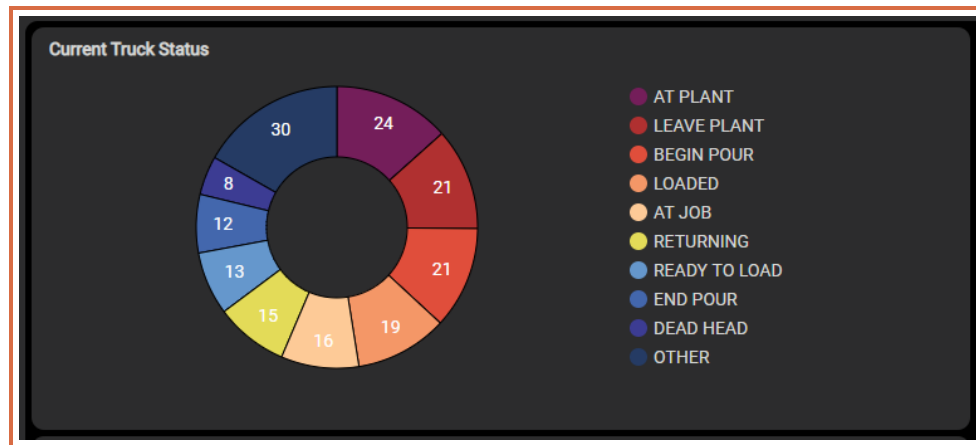


#### 4 new charts that are based on the following:

- ▶ Current Day Information
- ▶ User permissions
- ▶ User preferences (ie, Plants and Equipment Types)
- ▶ Clicking the individual widgets will take you to the associated parent report
- ▶ If you do not have permissions to view a specific report, please work with your system admin prior to contacting support. It will return the following error message: "You do not have access to view this page. Please contact your system administrator for access."

#### Current Truck Statuses

- ▶ Parent Report: Status Breakdown



This widget will display the top 9 or 10 statuses (statuses with the highest numbers of trucks) across all status loops. All remaining status will be combined into the 'Other' category.

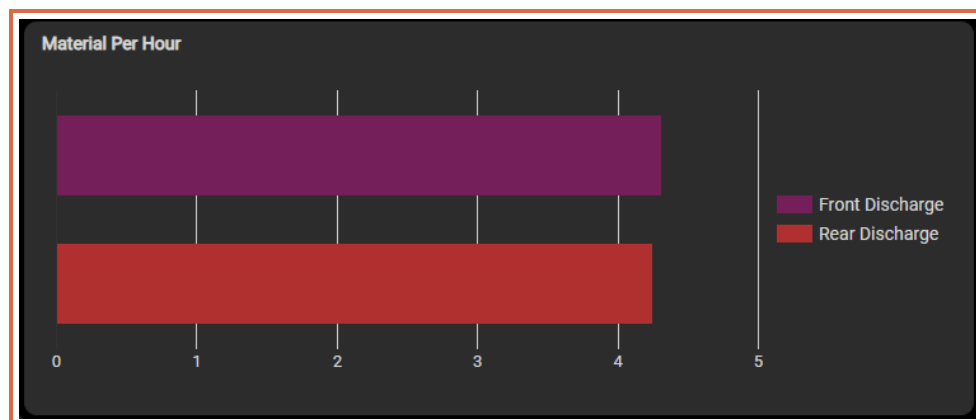
If a status has the same name as a status in another loop then the numbers are combined. Example: Loop1/Loading has 5 trucks and Loop2/Loading has 6 trucks, the chart will display Loading: 11.

This widget is also excluding all trucks that are in a 'Clocked Out' status or similar.

Phase 2 will introduce customization. We would love to hear your ideas on our TrackIt Ideas Portal.

## Material Per Hour

- ▶ Parent Report: Material Per Hour Report



Ticket integration and Material per Hour Question setup is required for this widget to populate data.

You can set the missing meaning by following Settings>Question Setup and populating the Material per Hour Question Setup table similar to the below settings.

*Please note: This is a per status loop setup. Be sure to use the drop down to set this configuration for all of your loops.*

Main > Settings > Question Setup

### Question Setup ?

READY MIX ▼

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#### Materials Per Hour Question Setup

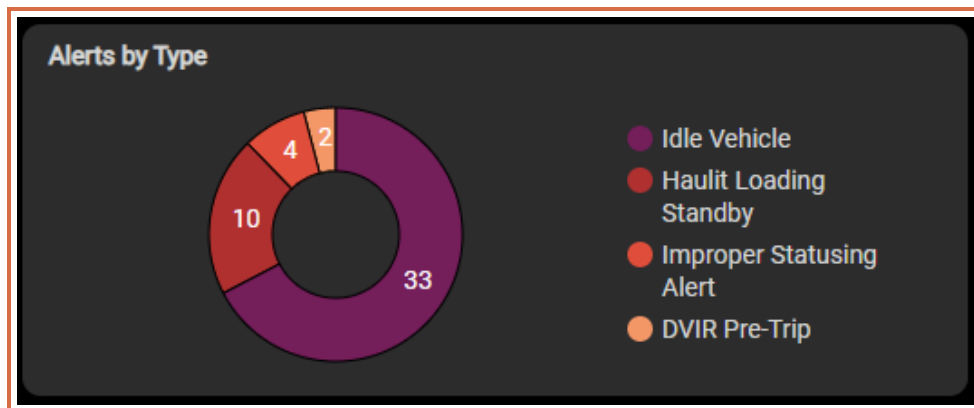
Amount Question:	Get Info from Ticket <span>▼</span>
Plant Question:	Get Info from Ticket <span>▼</span>
Calculate Loops By:	Default <span>▼</span>
Assign Ticket Gaps to: **	Previous Ticket <span>▼</span>

\*\* There can be gaps in time between when Tickets start and end. This option decides where to assign that time.

Feel free to contact support to assist by email: [trackitsupport@commandalkon.com](mailto:trackitsupport@commandalkon.com) or by calling 800-624-1872, Customer Service Option 2, TrackIt/TrackIt 3P/HaulIt Option 9, TrackIt Option 1

## Alerts by Type

- ▶ Parent Report: Alerts Summary



This widget provides a quick glance of the number of instances of each alert gets triggered based on the alert criteria that is setup.

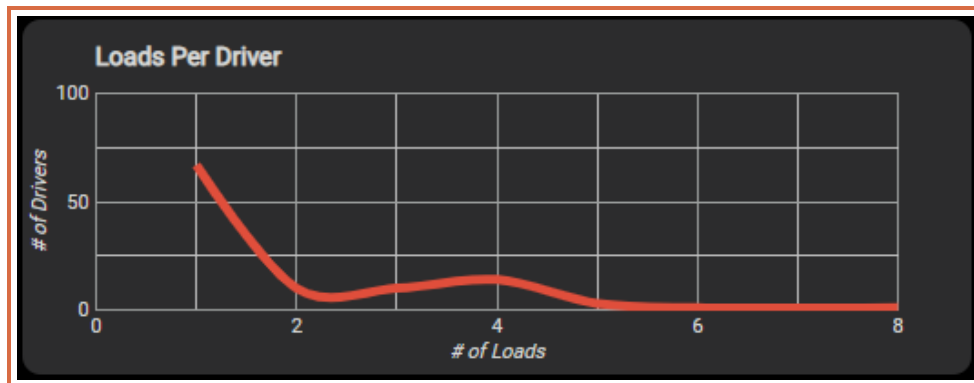


If you see the above message “No Data”: This can mean that your TrackIt site is not setup for any Alerts, for example. Take advantage of the alerts TrackIt offers by following: Settings>Alerts and adding an alert or by using the new shortcut under Popular Settings Links>Manage Alerts

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### Loads Per Driver

- ▶ Parent Report: Ticket Time Summary



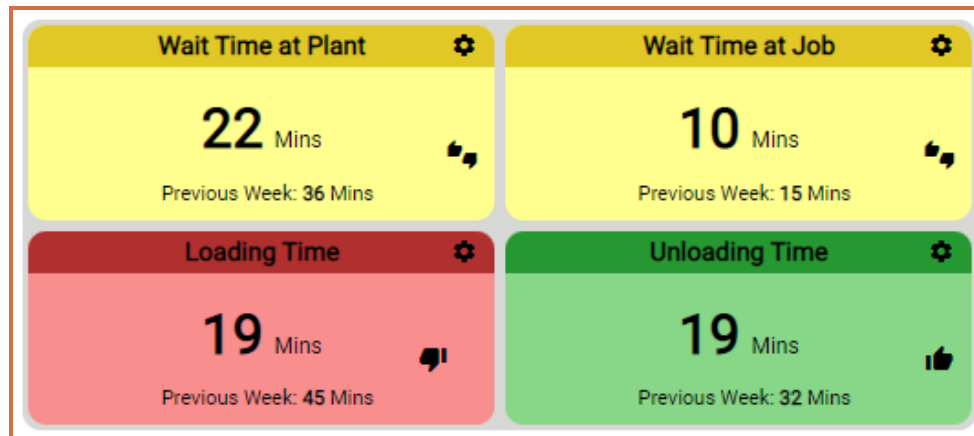
Ticket integration is required for this widget to populate data. This widget is the average number of tickets completed in comparison to the total vehicles with completed tickets for the day. Voided tickets are not included in this calculation.

### Four Health/ Productivity Indicators displaying

- ▶ Parent Report: Trip Summary Report
- ▶▶ Wait time at Plant
- ▶▶ Wait time at Job



- ▶▶ Loading time
- ▶▶ Unloading time



The minutes shown in each widget should be the average number of minutes spent in a status. Note that different trucks can use the same status loops/meanings and will contribute to average time in status. Also note that this should cover ALL status loops, so if two loops have a status with a meaning of 'Loading', then all trucks using both loops should contribute to this average when in that status.

The previous week value displays the average minutes from the same work day of the previous week as a quick reference for comparison.

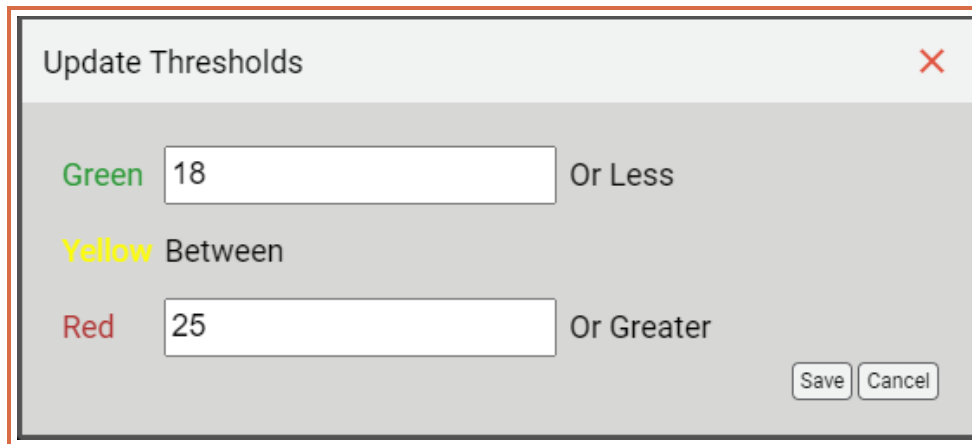
Colors are currently set and defaulted to the below values in the table based on statics accumulated, but will allow for customization at a site level. To customize, click the gear icon in the upper right corner.

To support colorblindness, the thumb icons should match this where thumbs up will go with green, thumbs down with red, and yellow will have a thumbs up and thumbs down icon.

Follow the below:

Widget Name	Status Meaning Equiv.	Default Green Range	Default Red Range
Wait Time At Job	Arrive Job	< 18 min	> 25 min
Wait Time At Plant	Arrive Plant	< 7 min	> 15 min
Loading Time	Loading	< 12 min	> 16 min
Unloading Time	Begin Work	< 25 min	> 35 min





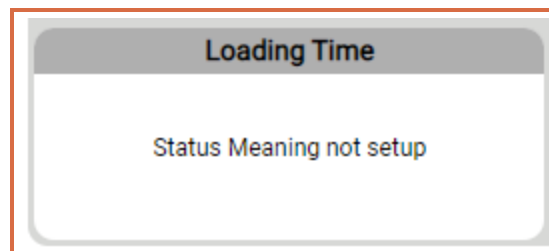
Update Thresholds

Green 18 Or Less

Yellow Between

Red 25 Or Greater

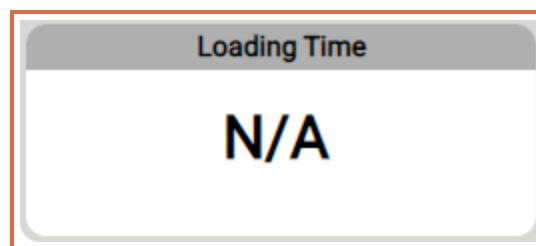
Save Cancel



Loading Time

Status Meaning not setup

If you see the above message “Status Meaning not setup”: You can set the missing meaning by following the table above as reference: Settings>Status>Status and editing the appropriate status or by using the new shortcut under Popular Settings Links> ‘Manage Status’



Loading Time

N/A

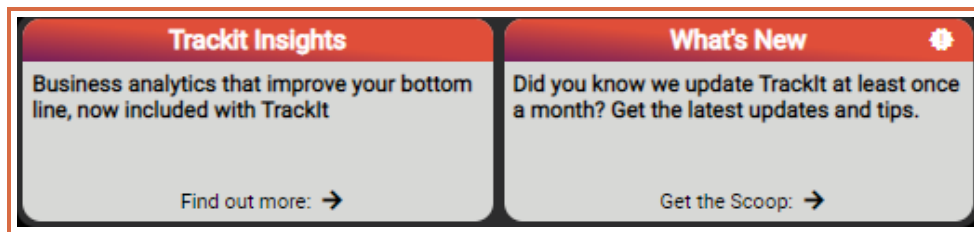
If you see the above message ‘N/A’, it can mean one of the following:

- ▶ No truck has entered that status/status meaning for the day yet
- ▶ Loading Time as N/A may be indicative of automated batch load events no longer properly working, please contact TrackIt Support.

Feel free to contact support to assist by email: [trackitsupport@commandalkon.com](mailto:trackitsupport@commandalkon.com) or by calling 800-624-1872, Customer Service Option 2, TrackIt/TrackIt 3P/HaulIt Option 9, TrackIt Option 1

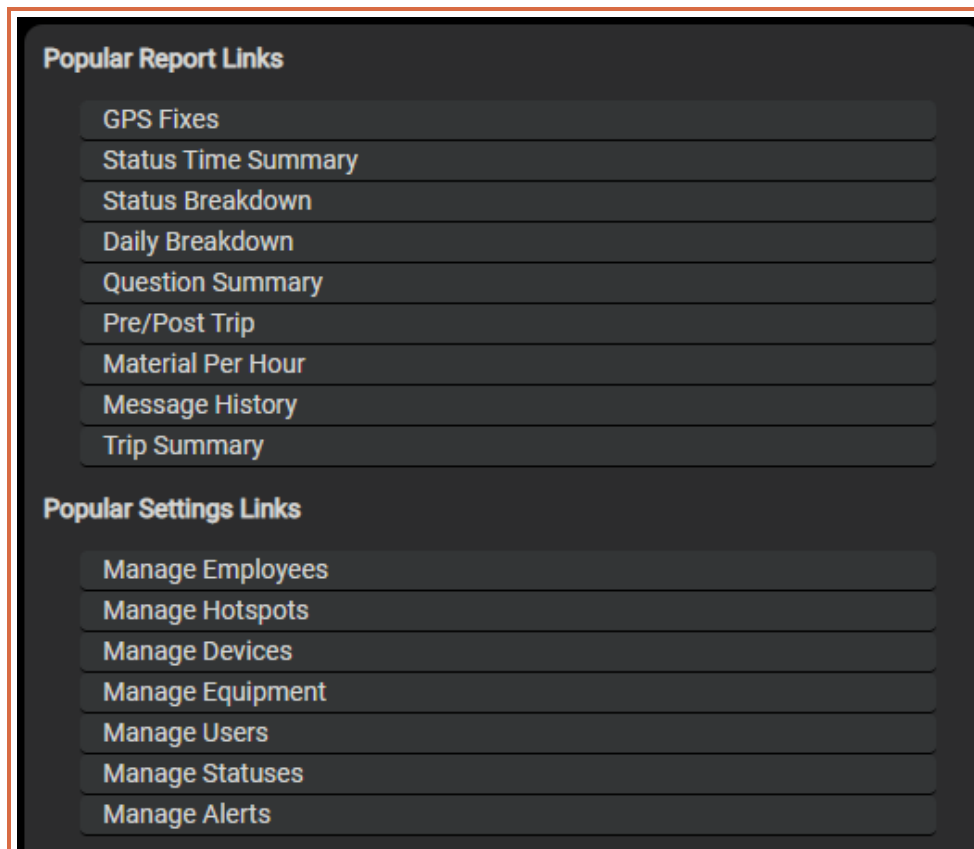
## Two informational widgets

- ▶ Learn about TrackIt Insights
- ▶ What's New and Tips



## Popular links

- ▶ Popular Report and Settings were derived from usage data of our customers
- ▶ If you do not have permissions to view a specific link, please work with your system admin prior to contacting support. It will return the following error message: "You do not have access to view this page. Please contact your system administrator for access."



We would love to hear your feedback for Phase 2.

Sign up for the TrackIt Aha Ideas Portal:

- ▶ End users of the Aha Ideas Portal are now able to just access the portal directly and do not require POs to get them setup or send credentials for the portals.
- ▶ From the “IDEA PORTALS” landing page, scroll through the list, selecting your specific product(s): URL: <https://commandalkon.com/ideaportal/>
- ▶ To access one of the product portals, click on the portal you are interested in, enter your email address and instantly you can create & submit an idea, subscribe to an existing idea, vote on ideas you support or just review the ideas that have been submitted.
- ▶ Once you confirm your email address, you will be able to set your password for future access.

