

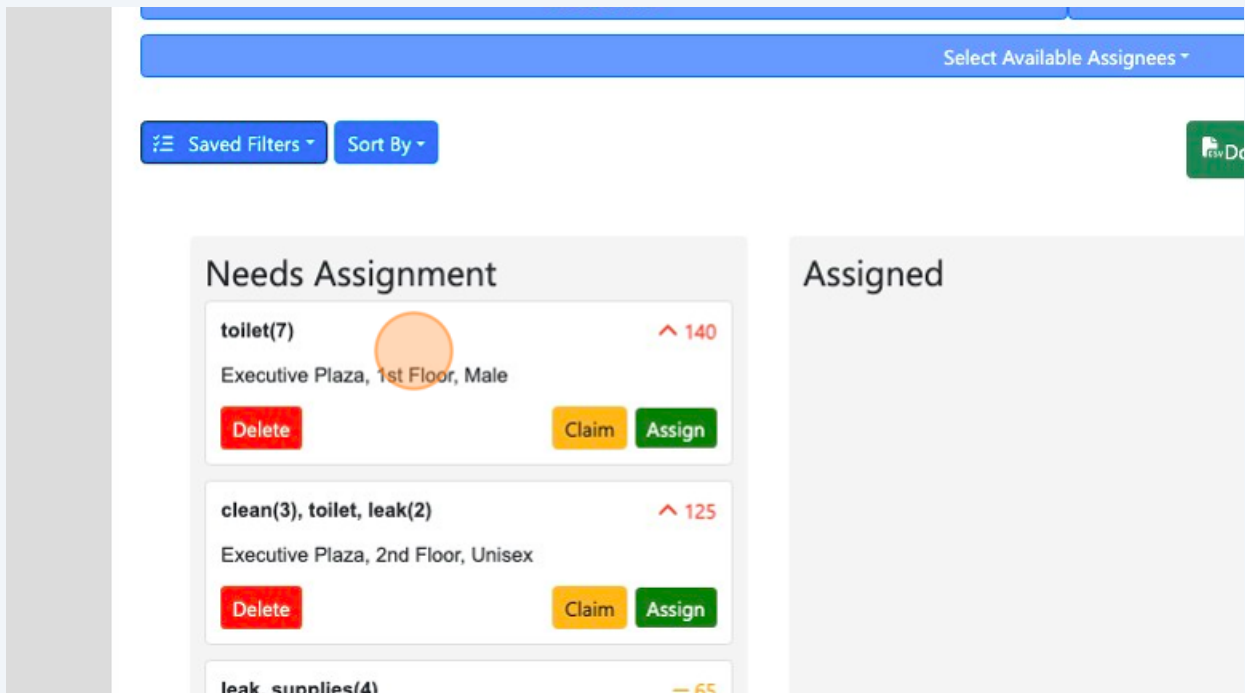
How to use the Incident Manager App on Microshare

Using the Kanban

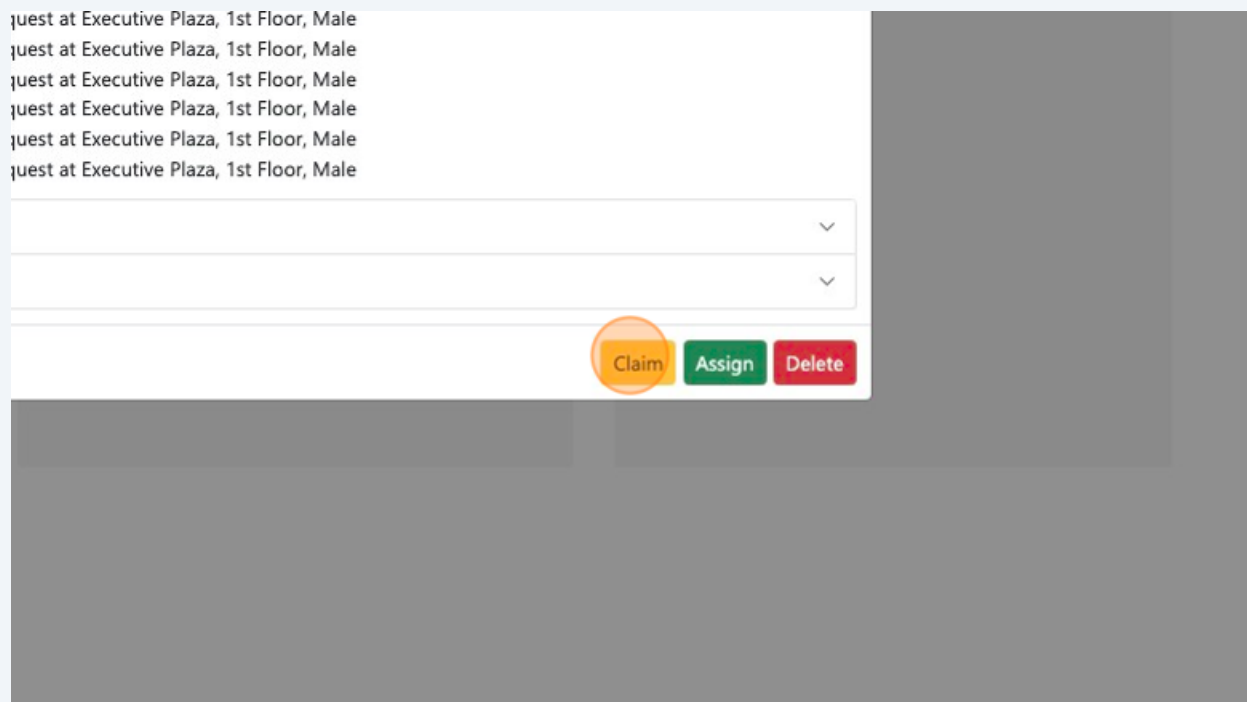
1 Open the "Routing App"

2 See your current open incident

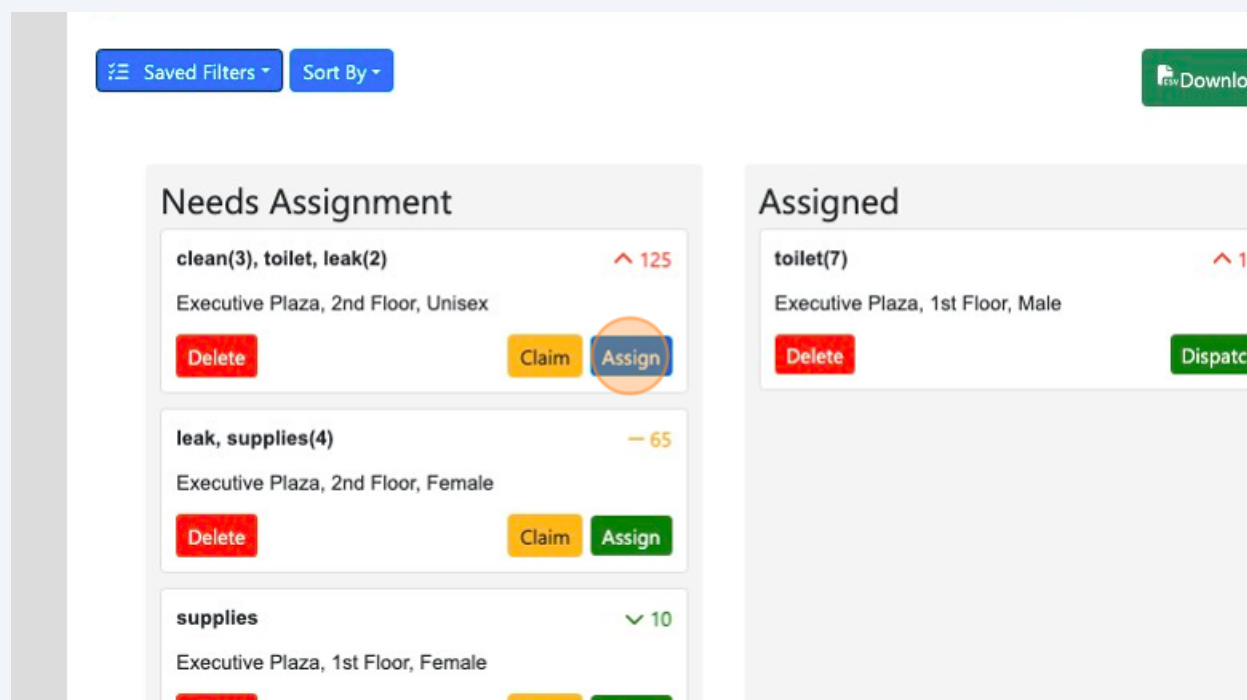
3 You can see your current incident that needs assignment, you can open them to understand a little more what is happening. You can see at the top left of the card/ticket the number of each event like "toilet(7)" means that 7 toilet alert got bundled. At the the top right you can see the priority of the ticket. Like a priority score.



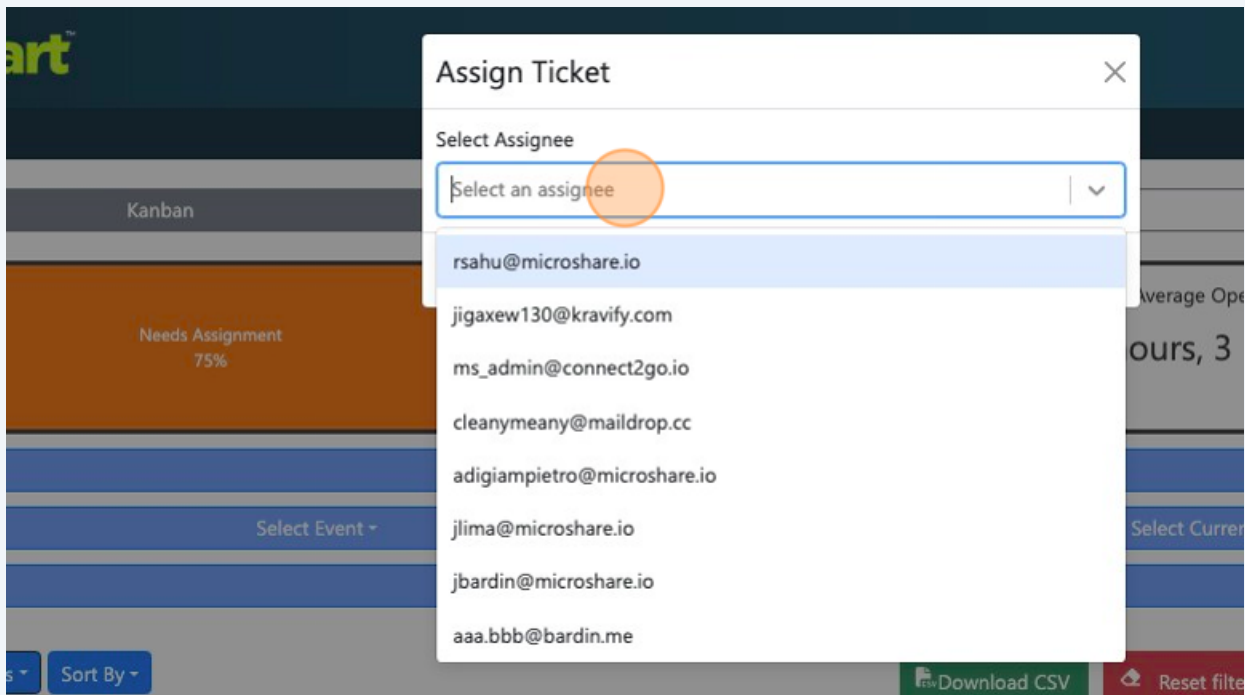
4 You can "Claim" the ticket to handle it yourself.



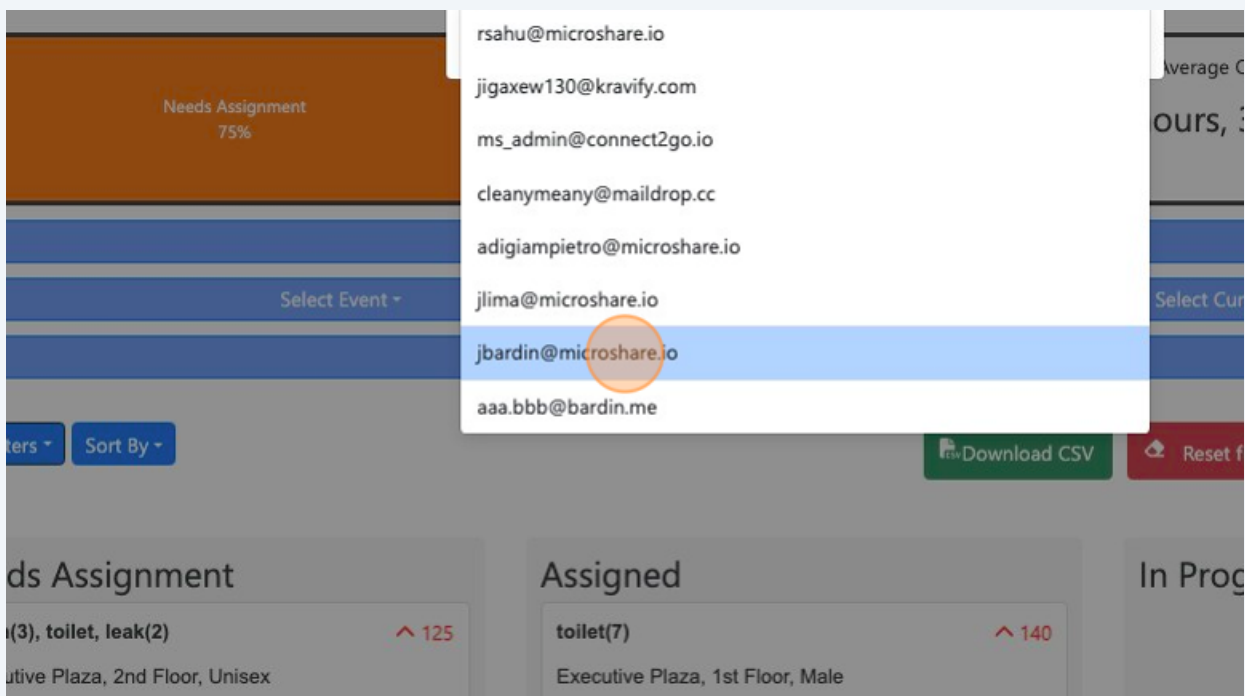
5 If you want someone to work on it you can simply assign it.



6 Select the new assignee.

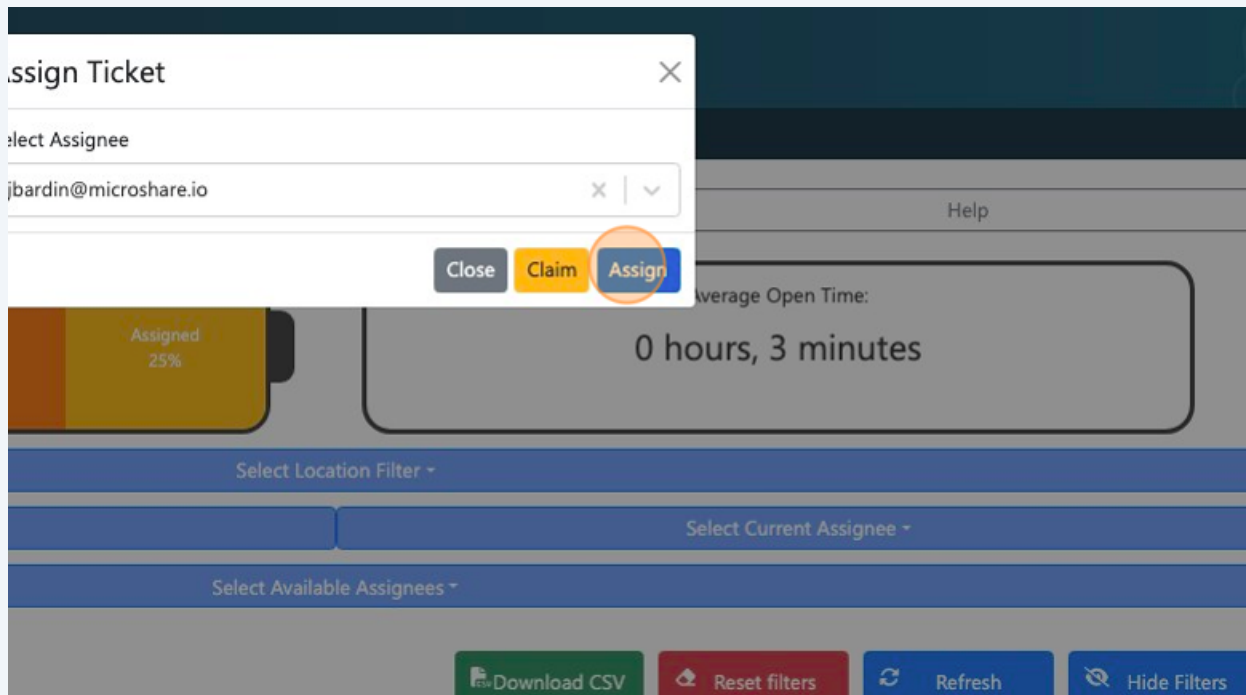


7 Like "jbardin@microshare.io"



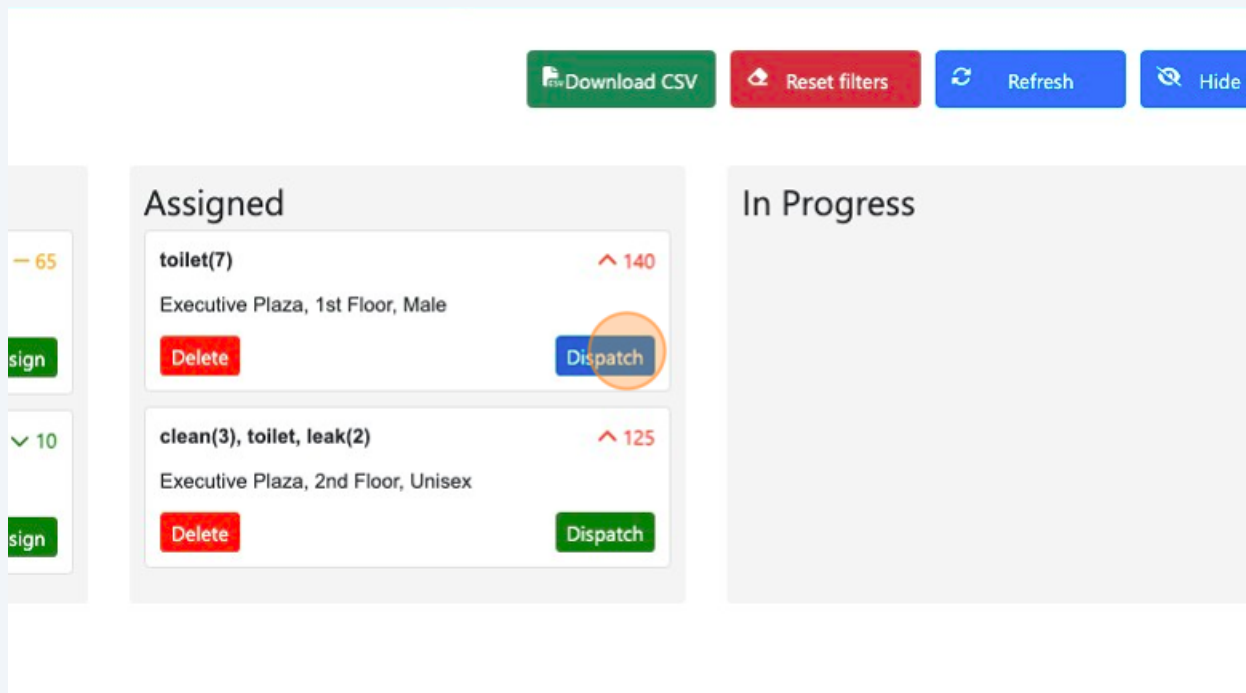
8

Click "Assign". This person will now be assigned. You will stay as an assignee too so you can still act on the ticket if you want.



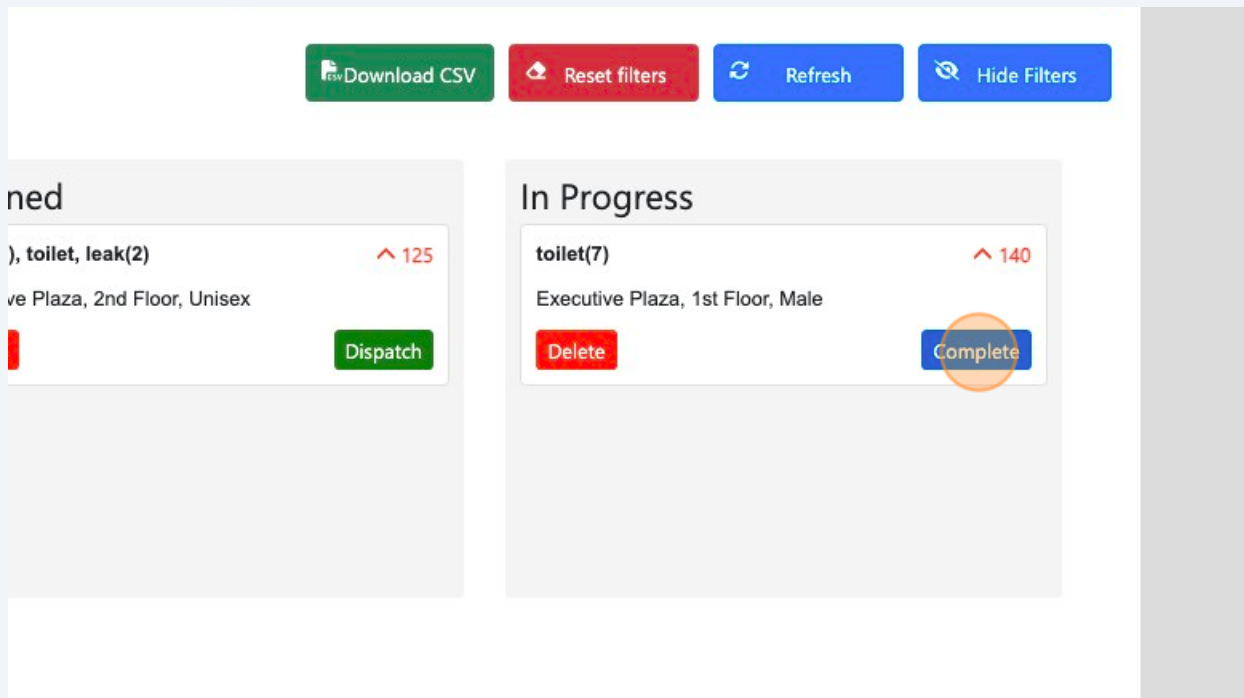
9

To move the ticket towards the resolution, when you or someone start the job you can then dispatch it.



10

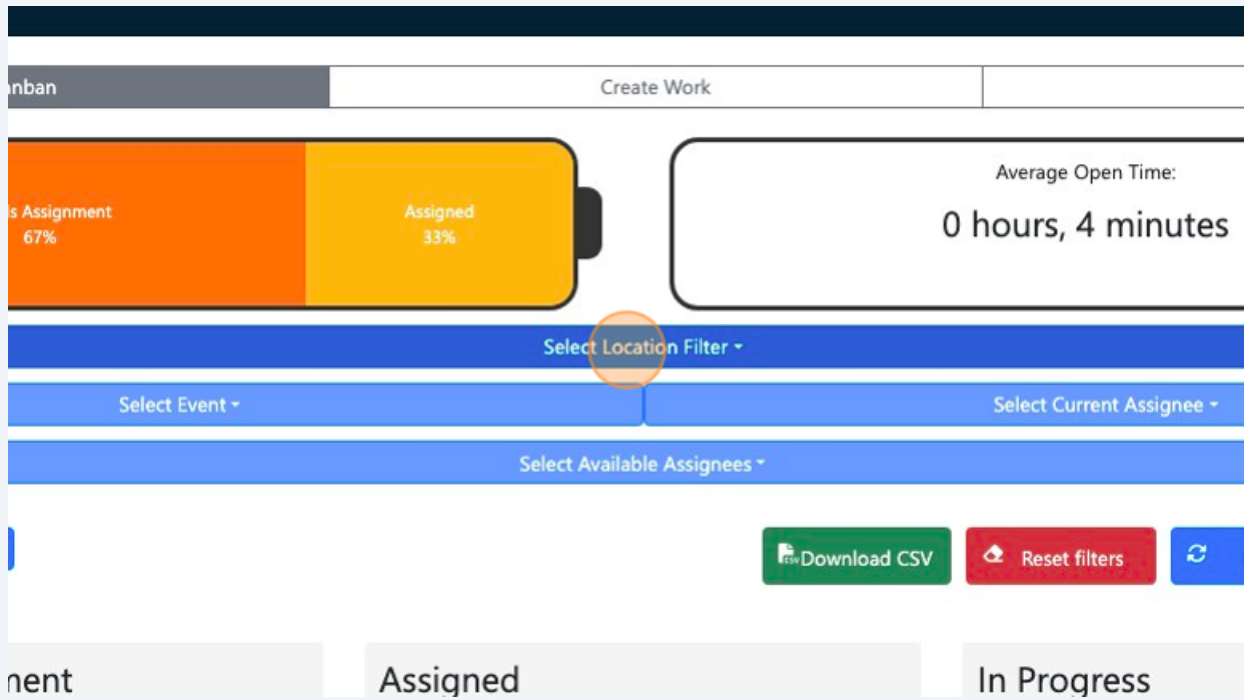
And when the job is finished click "Complete". The ticket will disappear and the stats about that ticket will appear on an other dashboard.



Filtering

11 The routing dashboard contain numbers of filters like:\

- filter of location \
- filter of event\
- filter of current assignee\
- filter of available assignee. This one is particular as it will reduce the number of people available when you decide to assign a ticket to someone.



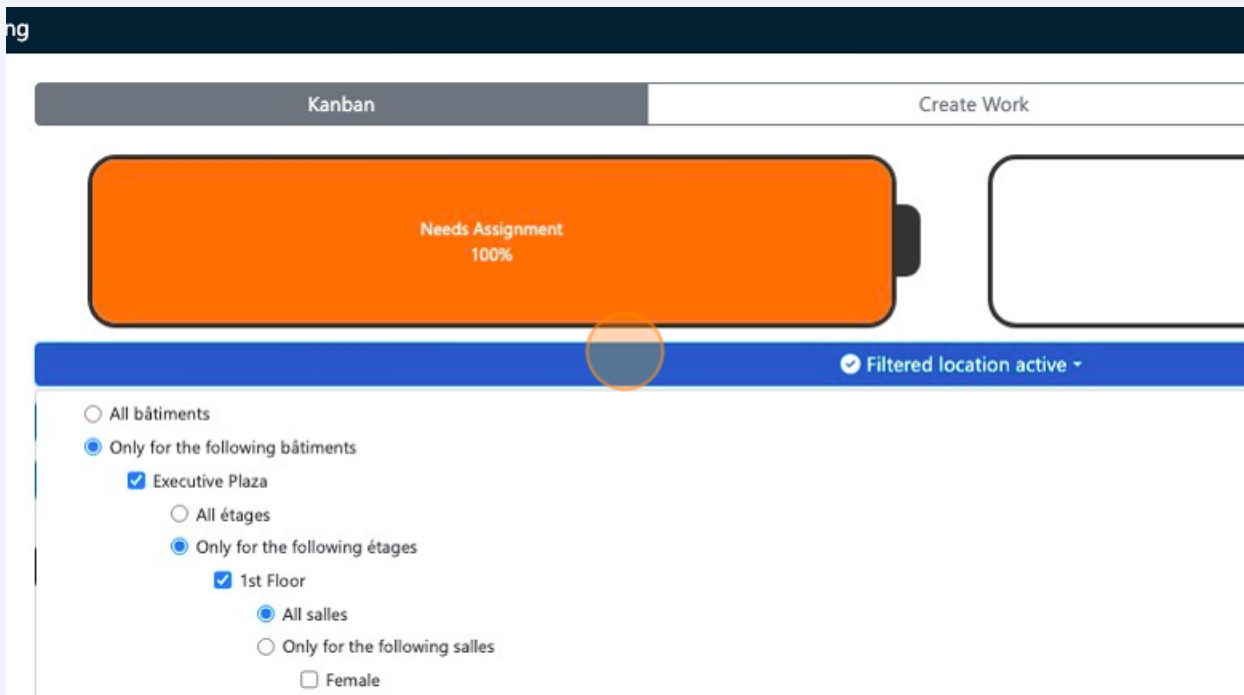
12 When you click on a filter it will adjust the tickets on your board.

The screenshot shows a dashboard with a progress bar at the top. The left part of the bar is orange and labeled 'Needs Assignment' with '67%' below it. The right part is yellow and labeled 'Assigned' with '33%' below it. Below the bar is a blue header for a dropdown menu titled 'Select Location Filter'. The menu is open, showing two main options: 'All bâtiments' (selected with a blue radio button) and 'Only for the following bâtiments'. Under the second option, there is a list of buildings with checkboxes: 'Executive Plaza' (checked), 'Memorial Hospital', 'Metro Center', 'QA Building', 'Skyline Tower', and 'Springfield Hospital'. Below the menu are two ticket cards. The left card is titled 'Needs Assignment' and contains the text 'leak, supplies(4)' and 'Executive Plaza, 2nd Floor, Female'. The right card is titled 'Assigned' and contains the text 'clean(3), toilet, leak(2)' and 'Executive Plaza, 2nd Floor, Unisex'.

13 Here we select a location filter.

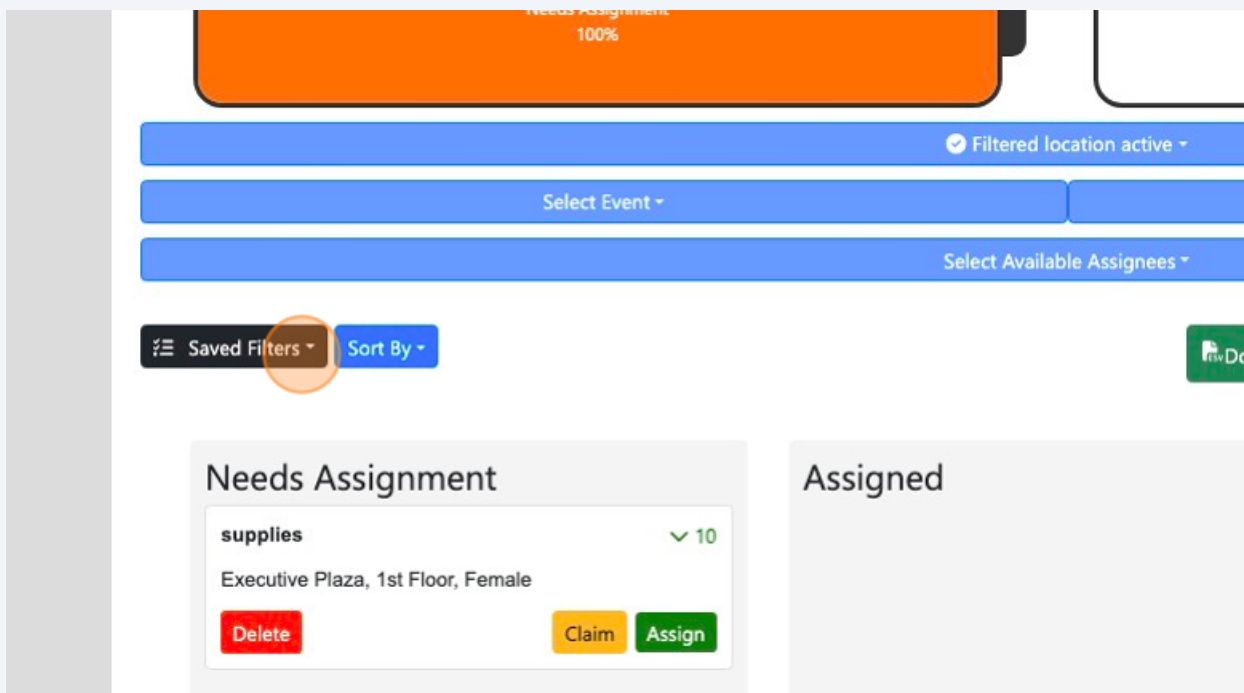
This screenshot shows the same dashboard as in slide 12, but with the location filter dropdown menu open to a different level. The 'Filtered location active' header is now visible. In the filter menu, 'Only for the following bâtiments' is selected. Under this, 'Executive Plaza' is checked. Below it, 'All étages' is selected with a blue radio button. Under 'All étages', '1st Floor' is checked. The rest of the building list is unchecked. Below the menu, the ticket cards are partially visible. The left card has a red 'Delete' button, a yellow 'Claim' button, and a green 'Assign' button. The right card has a red 'Delete' button and a green 'Diagnose' button.

14 We go back to our board.

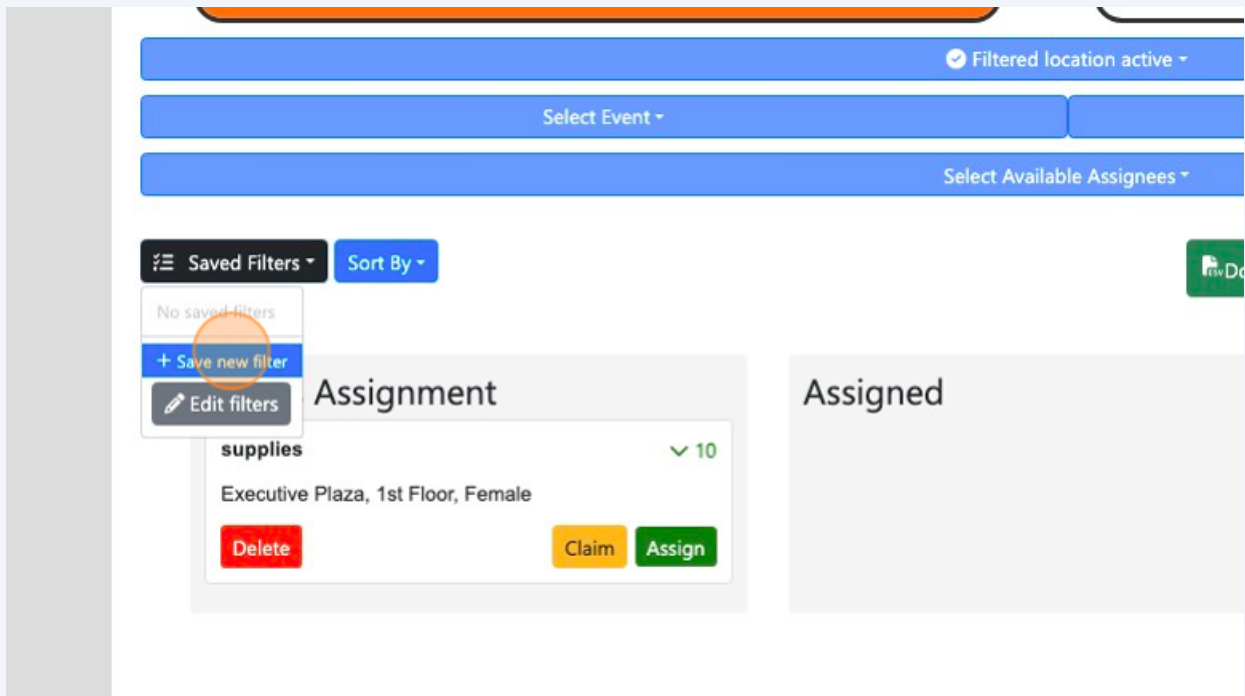


Saved Filters

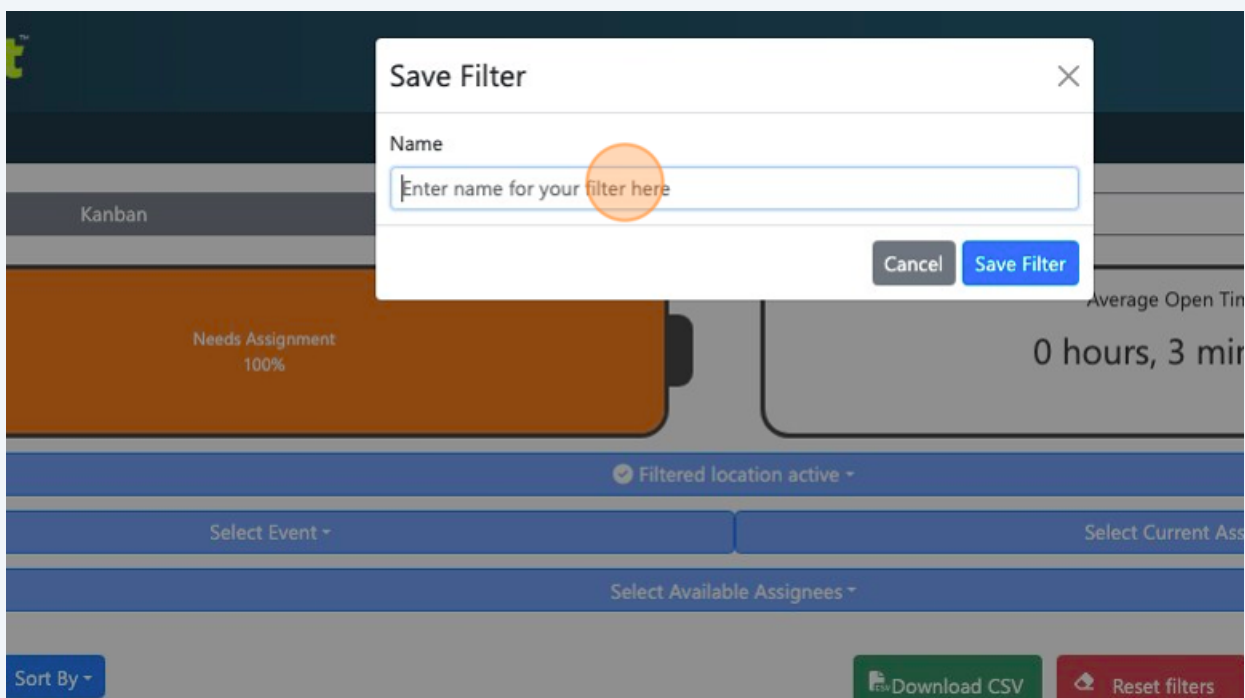
15 And our filter is active. We can save the filter by clicking on "Saved Filters".



16 Click "Save new filter"

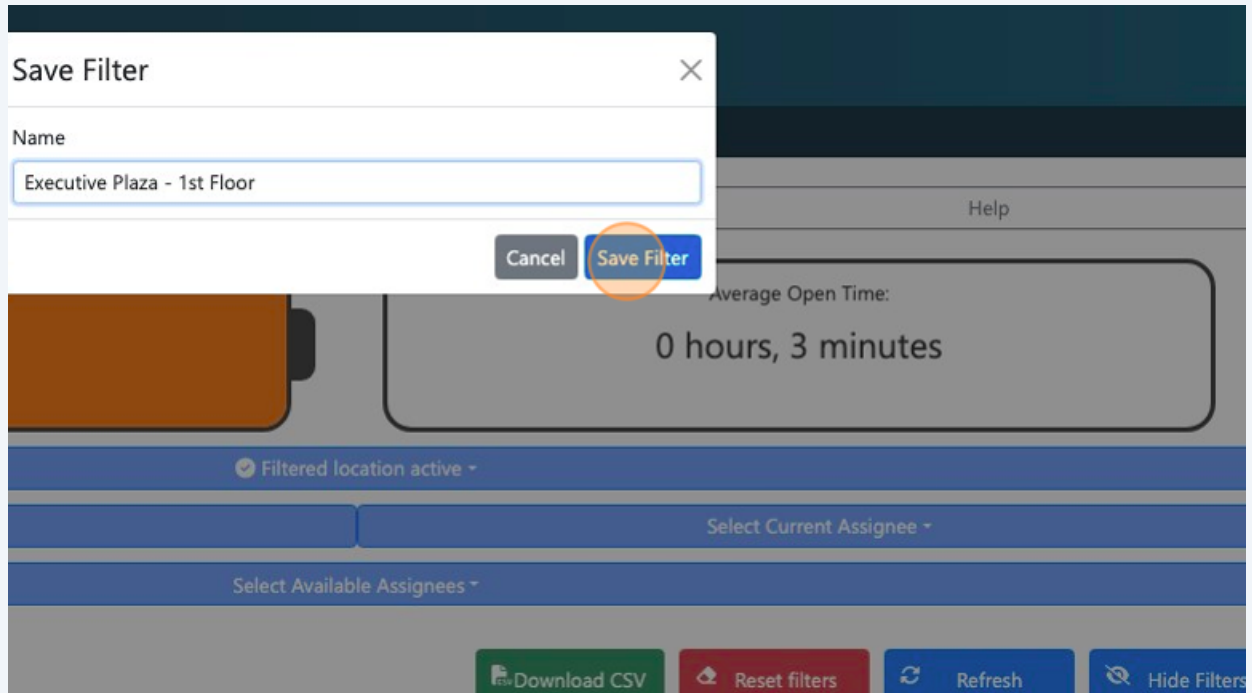


17 Click the "Enter name for your filter here" field.

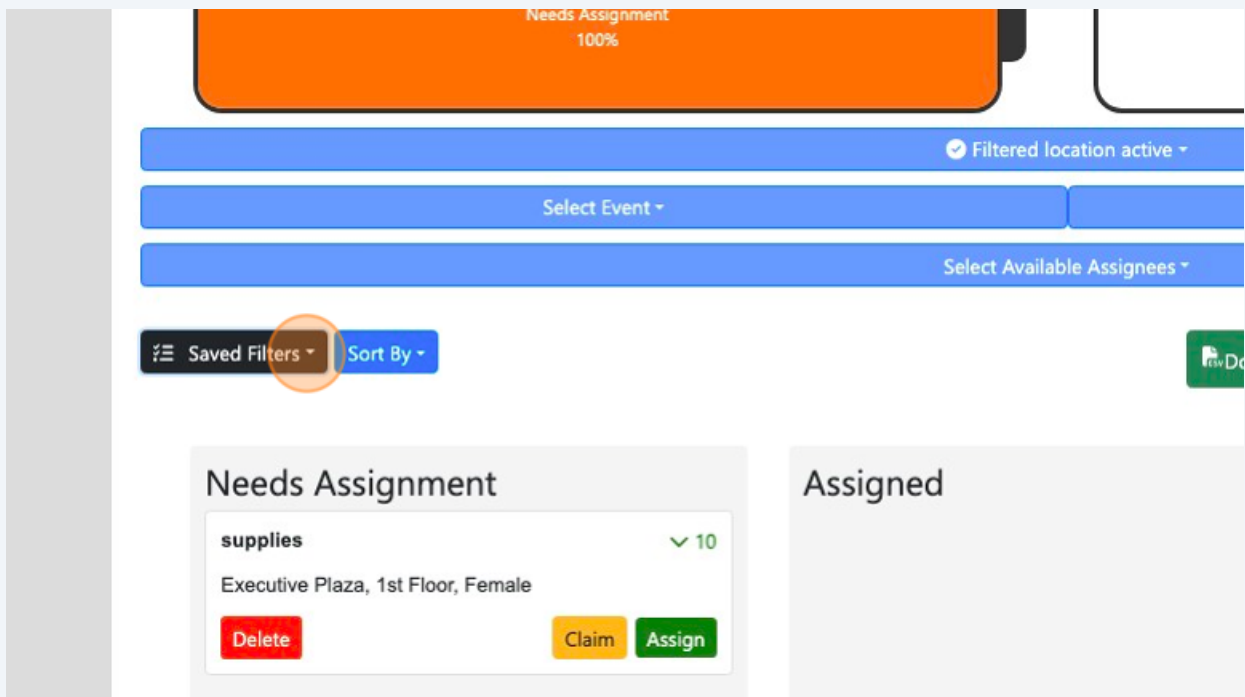


18 Type the title of your filter

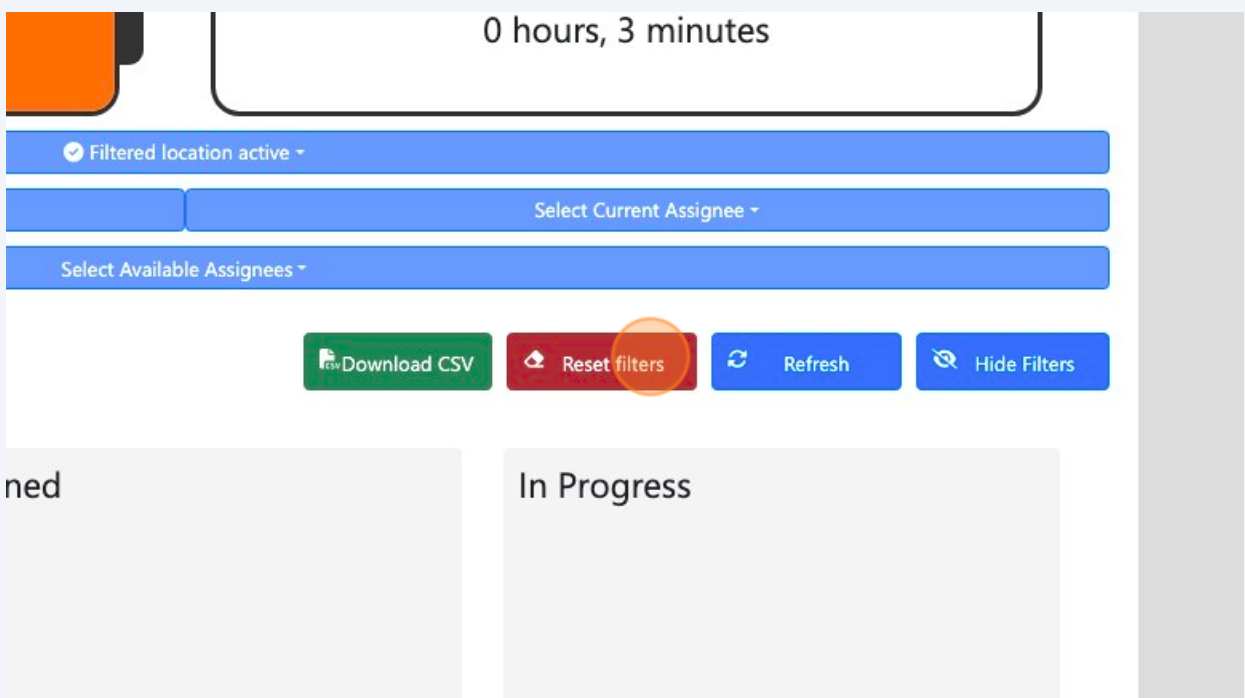
19 Click "Save Filter"



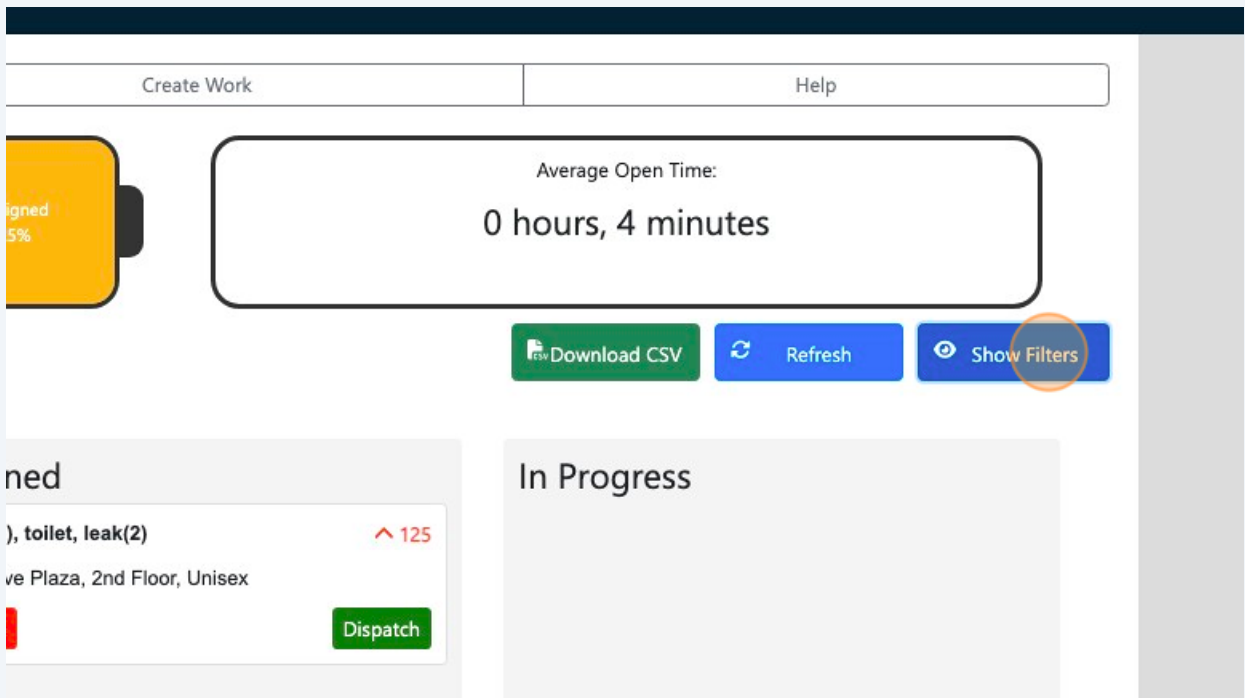
20 Click "Saved Filters" to then see your saved filters.



21 You can reset the active filters anytime (it won't delete you saved filters).

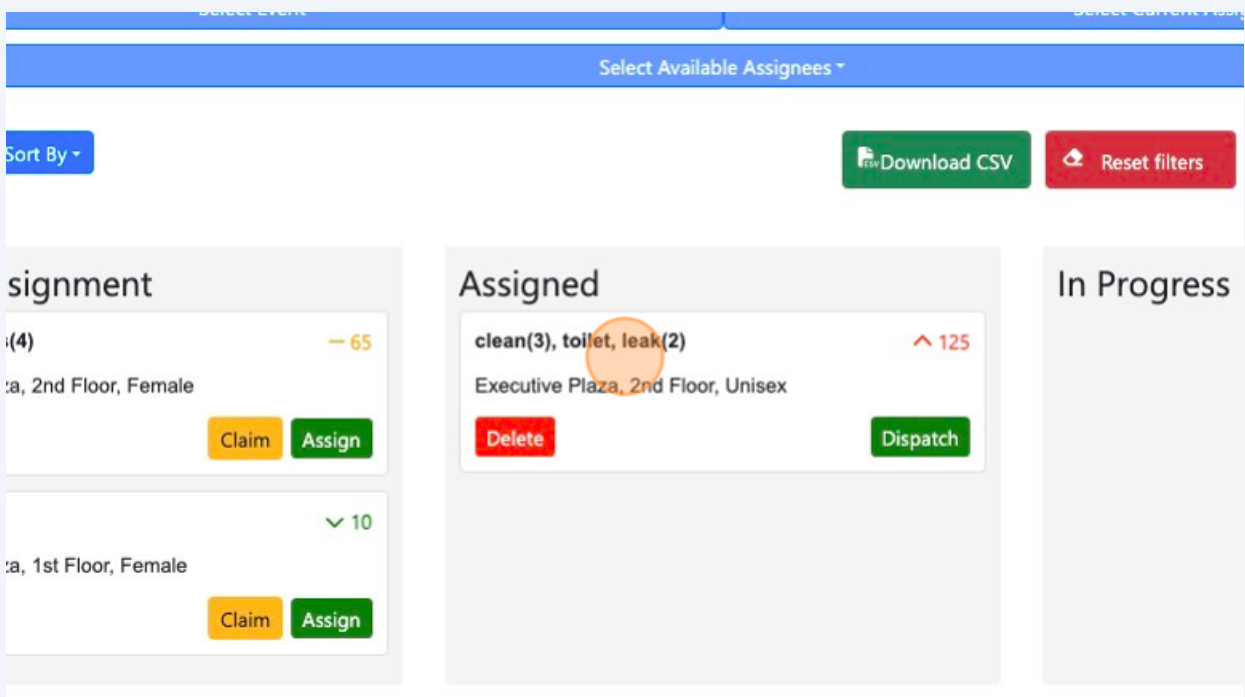


22 You can also hide and show all the filters.



Looking at a ticket

23 Open a ticket



24

Discover the details about your incident.
Click "Origin Elements:" for more details on the origin alerts.

The screenshot shows a web interface with a 'Needs Assignment' sidebar on the left and a main details panel on the right. The sidebar contains two items: 'leak, supplies(4)' and 'supplies', each with a 'Delete' button. The main panel displays the following information:

- clean**
- ID (process): 8997773
- Title: clean
- Location: Executive Plaza, 2nd Floor, Unisex
- Status: do
- Priority: 125
- Duration: 6 minutes, (start: 18/06/2024, 16:25:59)
- Duration at stage: 2 minutes, (start: 18/06/2024, 16:30:37)
- Origin Elements: 6 (circled in orange)
- ToDo's:
 - 1 - Acknowledge the feedback request and take appropriate action.
 - 2 - Respond to the clean request at Executive Plaza, 2nd Floor, Unisex
 - 3 - Respond to the toilet request at Executive Plaza, 2nd Floor, Unisex
 - 4 - Respond to the clean request at Executive Plaza, 2nd Floor, Unisex
 - 5 - Respond to the clean request at Executive Plaza, 2nd Floor, Unisex
 - 6 - Respond to the leak request at Executive Plaza, 2nd Floor, Unisex
 - 7 - Respond to the leak request at Executive Plaza, 2nd Floor, Unisex
- Assignees

25

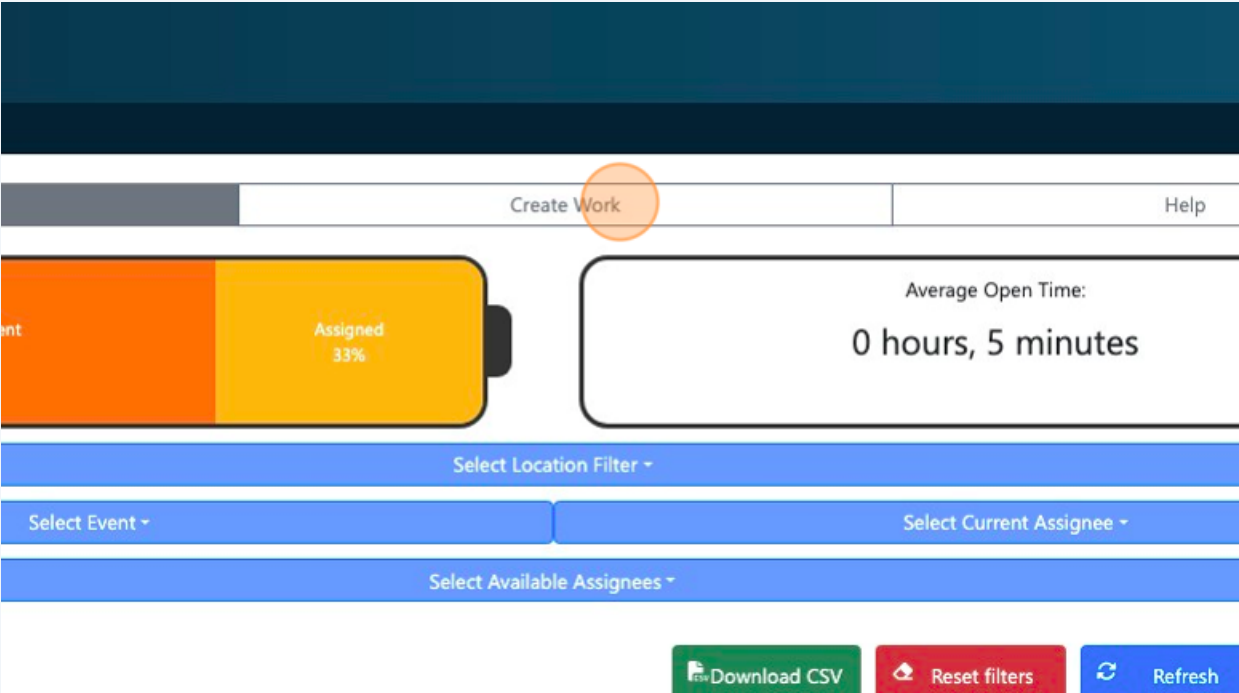
You can now see the details of the origin alerts that have been bundled.

The screenshot shows a modal window titled 'in Details' with a close button (X) circled in orange. The modal displays details for two origin alerts:

- Alert 1:**
 - Microshare, demo, solutions, restroom, Executive Plaza, 2nd Floor, x
 - tor: Yes
 - ion: clean
 - : feedback
 - t: clean
 - ity: 25
 - : 18/06/2024, 16:25:59
- Alert 2:**
 - Microshare, demo, solutions, restroom, Executive Plaza, 2nd Floor, x
 - tor: No
 - ion: clean
 - : feedback
 - t: toilet
 - ity: 20
 - : 18/06/2024, 16:26:06

Creating an alert

26 Click "Create Work"



27 Click this text field.

Submit

Kanban Create Work

the location from where to send a mock alert, then click the *Submit* button to create the alert and send notification(s).

Feedback Alerts

Choose a sensor from 25 sensors

Executive Plaza

1st Floor

- Executive Plaza • 1st Floor • Female
- Executive Plaza • 1st Floor • Male

2nd Floor

- Executive Plaza • 2nd Floor • Female
- Executive Plaza • 2nd Floor • Male
- Executive Plaza • 2nd Floor • Unisex

Memorial Hospital

28 Select a location, like "Executive Plaza • 1st Floor • Male", and an event type.

Select the location from where to send a mock alert, then click the *Submit* button to create the alert and send notification(s).

Feedback Alerts

Choose a sensor from 25 sensors

Executive Plaza

1st Floor

- Executive Plaza • 1st Floor • Female
- Executive Plaza • 1st Floor • Male**

2nd Floor

- Executive Plaza • 2nd Floor • Female
- Executive Plaza • 2nd Floor • Male
- Executive Plaza • 2nd Floor • Unisex

Memorial Hospital

East Wing

- Memorial Hospital • East Wing • 1st Floor • 102
- Memorial Hospital • East Wing • 1st Floor • 103

Executive Plaza	1st Floor	Female	Soap/paper products are	646E3F51770000622B048FFD	Microsha
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29

Click "Submit", this will create an alert that will generate an incident or be bundled to an existing incident.

Select the location from where to send a mock alert, then click the *Submit* button to create the alert and send notification(s).

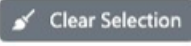
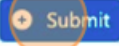
Feedback Alerts

Choose a sensor from 25 sensors

Executive Plaza • 1st Floor • Male

Choose an event

Soap/paper products are needed ▾


 

Mock Feedback Alerts



Bâtiment	Étage	Salle	Actif	Event	DevEUI	MetaTa
Executive Plaza	1st Floor	Male			646E3F51740000FC2B290403	Microsha restroom
Executive Plaza	2nd Floor	Female		Soap/paper products are needed	646E3F51740000FB2B290405	Microsha restroom
Executive Plaza	2nd Floor	Female		Soap/paper products are needed	646E3F51740000FB2B290405	Microsha restroom

30

Click "Kanban"



Routing

Select the location from where to send a mock alert, then click the *Submit* button to create the alert and send notification(s).

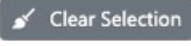

Feedback Alerts

Choose a sensor from 25 sensors

Executive Plaza • 1st Floor • Male

Choose an event

Soap/paper products are needed ▾

Mock Feedback Alerts

Bâtiment	Étage	Salle	Actif	Event	DevEUI	MetaTa
Executive Plaza	1st Floor	Male			646E3F51740000FC2B290403	Microsha restroom
Executive Plaza	2nd Floor	Female		Soap/paper products are needed	646E3F51740000FB2B290405	Microsha restroom
Executive Plaza	2nd Floor	Female		Soap/paper products are needed	646E3F51740000FB2B290405	Microsha restroom

31

Here is our new incident.

Needs Assignment

leak, supplies(4) - 65
Executive Plaza, 2nd Floor, Female
Delete Claim Assign

supplies v 10
Executive Plaza, 1st Floor, Male
Delete Claim Assign

supplies v 10
Executive Plaza, 1st Floor, Female
Delete Claim Assign

Assigned

clean(3), toilet, leak(2)
Executive Plaza, 2nd Floor, Unisex
Delete Assign