# Whiz Connect

EMEA Documentation

SoftBank
Robotics

# Content

# Whiz Connect EMEA - Feature Outline

Whiz Connect is broken up into three major components: Reporting, Manage, and Resources.

## REPORTING

Reporting is the major feature of WhizConnect. Users can view an information overview or dive deeper into the robots' usage and assists. The **Overview** highlights statistics related to usage and assists for the date range selected (defaulted to the past week) visualized in a number of graphs on the page.

The Usage page features more detailed breakdowns of runtime, coverage distance, and robot assists at a location. 'Usage' dives deeper into data on the Overview page, including filtering for specific time periods. Similarly, the **Assists** page showcases assists within custom date ranges across locations and robots. Data can be filtered by reason, location, and specific labels predetermined for every customer.

Finally, **Routes** consolidates information by route. Routes will display per customer and detail location, HLC and HLC slots for each route, as well as the date robots were last run, how many times the route has been run, the total number of route assists and the average assist TTR (Time-To-Resolve). Detailed route cards display route maps, details about the robot that ran the route, usage, and assist reasons.

## MANAGE

Within the Manage section, Fleet users set up locations, robots, and add users to a company. In **Locations**, users will find names of locations, the dates at which they were initialized, the robots registered to each location, the hourly wage for human labour at that location, and location assist times. Fleet users can add locations and ROI information for a company, which informs the data in **Reporting**.

The **Robots** tab lists the robots registered to a location and allows users to change the location for robots and add labels to help with report generation. Robot information will appear after robots are registered by fleet.

Lastly, the **Users** tab shows all the users registered to a company. Customer name, registered locations, robots they can access, creation date and last modified information. Fleet can add Admin users, and Admins can add normal users.

## RESOURCES

Finally, Whiz Connect houses supplemental documentation for both the portal and robots on the **Documentation** page.
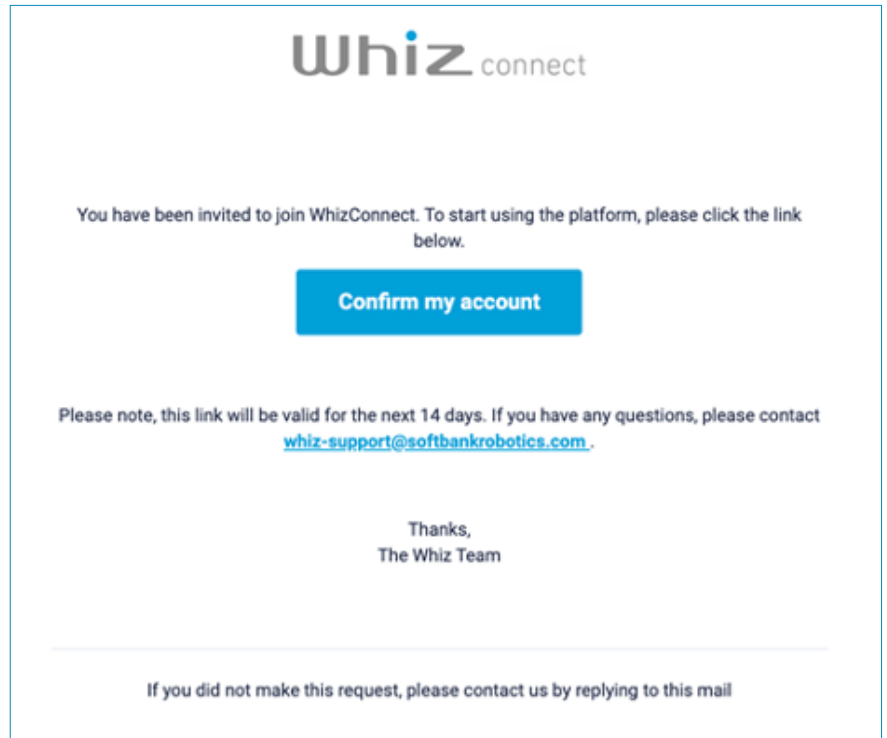
# Getting access to Whiz Connect EMEA

Take the following steps to gain access to the Whiz Connect EMEA portal.

## ACCOUNT CREATION

Once you have been added to the Whiz Connect EMEA Portal, you will receive an invitation email. Click Confirm my account in the email to finish creating your account. You will have 14 days to create your account after receiving the email.
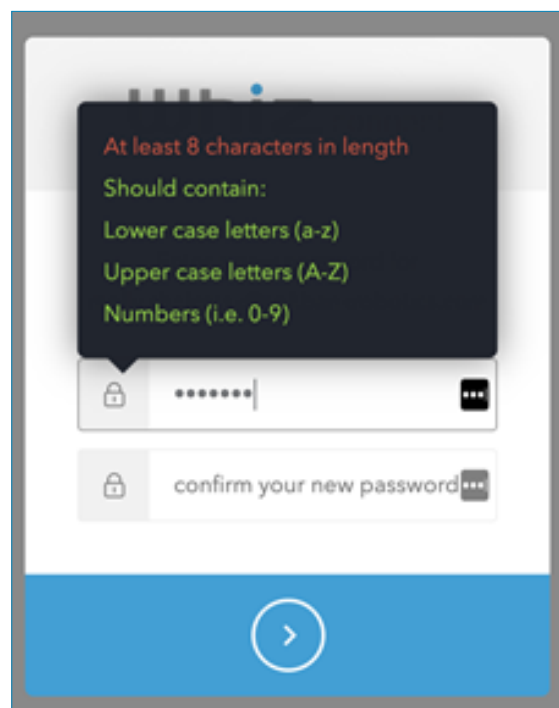


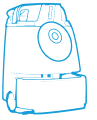## CREATING A PASSWORD

After being redirected to the Whiz Connect Portal, you will be asked to create a password to finalize your account creation. Click the **arrow** to confirm your password.

Password must meet the following criteria:

- At least 1 Lower case letter (a-z)
- At least 1 Upper case letter (A-Z)
- At least 1 Number (0-9)

## ACCOUNT CREATION TROUBLESHOOTING

The link to create an account will expire after 14 days. If you let the link expire, contact support and let them know you need to be invited again to the Whiz Connect EMEA Portal. Include your name and email.

## RESET PASSWORD

If you need to reset your password, click **Don't remember your password?** from the log-in screen. An email will be sent to your account to **reset the password**.

From the email, click Reset Password to reset your password. You will be taken back to the Whiz Connect EMEA Portal to finish the password reset.
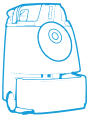
Enter a new password and confirm it before clicking the **arrow** at the bottom of the screen to confirm.

If your password follows the criteria and is accepted, you will receive a notification that your password was successfully reset.

# Whiz Connect EMEA Overview

## OVERVIEW

When you sign-in to Whiz Connect, you will land on the Overview page displaying three graphs summarizing Whiz usage, assists, and routes. The individual sections will provide more detailed information.

### OPTIONS

The date range will default to the previous seven days ('Date Range: Default'). To change the date range, click the bolded date range in the upper right corner and select your new start and ending dates. Please understand that large multi month queries may take 20 seconds or more to complete, as the data sets are large. Generally, date ranges of 3 months or less should generate data quickly. We will be optimizing the performance of loading large date ranges in the future.

**Date Grouping:** By default, the data is grouped by day, but you can select the Week or Month tabs as well to group the data by week and month, respectively. Notice Target and Calculated lines only display when the Week grouping is selected because our ROI targets (entered on the Locations page) are determined by week.

**Coverage or Runtime:** Robot usage is measured by Coverage (area cleaned by Whiz) or Runtime (time Whiz ran) by selecting either tab.

Locations: By default, all locations are selected, but you can select one or many locations using the drop-down menu.

**Download:** Click the blue download button to generate a PDF displaying the overview graphs.

### GRAPHS

1. **Usage (AKA: Actual Usage vs Target Usage)**

   This graph displays the robot's actual usage measured by coverage or runtime. When the data is grouped by week, the title changes to "Actual Usage vs Target Usage," and notice the "Target Coverage" and "Target Runtime" horizontal lines appear to easily compare actual numbers vs targets. These targets are manually entered by the Customer Success team. For runtime only (not coverage), we have implemented a beta line called "Calculated Runtime," which could eventually replace the manual Target Runtime estimate, as it is calculated by Target Coverage / Whiz Average Speed (500 sqm/hour). This line is turned on and off using a toggle.

   Three summary metrics display below the graph. To the left of each metric, delta % change from the previous period is listed.

   **Coverage**

   a. Total Actual Coverage: Sum of the total square feet or square metres Whiz actually covered
      The 2nd and 3rd metrics only appear when the data is grouped by week:

   b. Coverage %: Total Actual Coverage / Total Target Coverage

   c. Total Target Coverage: Estimate of the addressable carpeted floor to be vacuumed by Whiz, in square feet or square metres.

   **Runtime**

   d. Total Actual Runtime: Sum of total time Whiz spent cleaning.
      The 2nd and 3rd metrics only appear when the data is grouped by week:

   e. Coverage %: Total Actual Runtime / Total Target Runtime

   f. Total Target Runtime: Estimate of the time that all routes will run.

2. **Assists (AKA: Assists vs Usage)**

This graph compares assists against usage. Usage is split between autonomous and training mode, as more assists are expected immediately after a new route is trained.

There are three summary metrics appearing below the graph. Delta % change metrics behave the same way they do in the usage graphs.

**Coverage:**

a. Total Assists: Total number of times Whiz required human intervention.

b. Total Autonomous Coverage: Sum of square feet or square metres Whiz covered while running autonomously.

c. Total Training Coverage: Sum of square feet or square metres Whiz covered while in training mode.
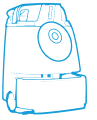
**Runtime**

d. Total Assists: Total number of times Whiz required human intervention.

e. Total Autonomous Runtime: Amount of time Whiz spent running autonomously.

f. Total Training Runtime: Amount of time Whiz spent running in training mode.

3. **Route Runs**

This graph displays the total number of route runs. There is only one metric that appears below the graph. Delta % change metrics behave the same way they do in the usage and assist graphs:

a. Total Route Runs: Sum of route runs.

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# Whiz Connect EMEA Tabs

## USAGE

Pull robot usage reports for information pertaining to run times, coverage, distance, or assists. These can be filtered by location and user created labels.

Click the **checkbox** next to Location, Label, or both depending on how you'd like to see the robot's information grouped. By default, the data is grouped by Location.

## SELECTING SPECIFIC LOCATIONS AND LABELS

You can select the location or label from which you'd like to pull data. By default, every location is listed.

1. To change your Location and Label, click the **drop-down** and choose your new location(s) or label.

2. If you are sorting by label, you can select any values that correspond to that label.

3. All changes will update automatically in the table.

*Note: Multiple locations and values can be selected from the drop-down. The number in parentheses to the right, i.e. Location (3), alerts the user to the number of locations they have selected.*

## RUNTIME, COVERAGE, DISTANCE, AND ASSISTS

Users can view the runtime, coverage, distance and assist data. Click the box containing the category you'd like to see above the table. The data will automatically change in the table depending on what you click. Runtimes are displayed by default.

### RUNTIME

- **Autonomous:** Total time the robot spends in 'autonomous' state, running on its own. Does not include the time the robot spends waiting for assists.

- **Training:** Total time in 'training' state, or the duration of time the robot spent being programmed by staff.

### COVERAGE

- **Autonomous:** Total square feet or square metres of the area the robot covered, measured by the length of the run multiplied by the width of the footprint. This can fail if there's poor signal strength and will take time to upload. Autonomous Coverage should be counted even for autonomous runs that are cancelled.

- **Training:** Total square feet or square metres of the area covered by the robot while in 'training' mode, being guided by staff, measured by the length of the run multiplied by the width of the footprint. This can fail if there's poor signal strength and will take time to upload. Training Coverage only counts towards the total if the training is completed fully.

### DISTANCE

- Total distance traveled by the robot in meters.

### ASSISTS

- Number of times the robot required staff intervention to continue running.

## NAVIGATING REPORTS

If you have more than ten robots, you can click through the page numbers at the bottom of the table to view all of the robots. Click the **page number** to go directly to a page, or the **arrows** to the left and right of the numbers to move between pages.

## DOWNLOAD REPORT

To download your report, click the **Download** button on the right above the data table. This will download the report as a CSV file to your downloads folder. You will need a spreadsheet software to view the CSV file.

## ASSISTS

You can track how many times robots require intervention from staff to continue operating from the Assists page. You can change the date range to see data from different time periods. By default, users will see the total number of assists, reasons for assists, and lengths of assists from the last seven days at all locations for all robots. Assists will only appear for autonomous runs.
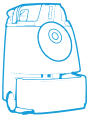
Note: If you change your assist settings and move to another tab (locations, robots, etc), the assist settings will return to the default.

To view different Assist data, you can:

- Click the **Location drop-down menu** and select as many or few locations as you want to see.

- Change the label and value by clicking the respective **drop-down menus** and selecting as many or few as you'd like to see.

- If you want to filter by specific assist reasons, click the **drop-down menu** under Assist Reason and select a specific reason.

- If you would like to add a filter to look for specific Assist TTR durations:

  - Click the **drop-down menu** under Duration to set your parameter to greater than or equal to, equal to, or less than or equal to the assist TTR duration for which you're filtering. IE: You want to see all the assists that had a greater than or equal to TTR than 10 minutes.

  - Set the duration time you are looking for in the three boxes to the right with 00. You can use the arrows or enter the numbers manually. Time will need to be filled out in the hh:mm:ss format.

The table will update as labels in the various drop-downs are selected. Click the **Download** button above the table to download a CSV file that will save in your downloads folder; you will need an external spreadsheet application to view the file.

# READING THE ASSIST TABLE

The Assist Table shows various data points for the user. Each one is explained in greater detail below. You can click the three white dots on the far right of the Header bar to select or deselect information you aren't interested in seeing. Hover over the tooltips in the header (Question Mark) for more information.

**Location:** Where the robot was operating at the time of the assist

**Code:** An internal error code corresponding to the reason for the assist. Only Fleet users will see this.

**Assist Reason:** Known assist trigger

**Start:** The date and time the robot escalated the need for assistance.

**End:** The date and time the assist error was cleared from the robot by staff

**Time to Resolve:** The total amount of time it took to resolve the issue from the time it was escalated to the time it was cleared from the robot.

## SORTING ASSISTS

You can change the order in which assists are listed by clicking **Location, Code, Reason, Assist Reason, Start, End,** or **Time to Resolve** in the header bar, arranging the items in the order that you select from first to last or last to first. There will be an orange arrow next to the header item indicating the order by which you've decided to sort. It will either be pointing up or down depending on the order you've chosen. By default, data is sorted alphabetically by location name.

There are ten results per page. If you have multiple pages of assists, you can click through the page numbers at the bottom of the table. Click the **page number** to go directly to a page, or the arrows to the left and right of the numbers to move between pages.

# ROUTES

You can track information by route on the Routes page. This page will show every route with which a robot is programmed per location. Information on routes can be sorted by location, Home Location Code (HLC), and/or slot. To clear any filters, click the **Clear All** button. By default, routes are sorted alphabetically by location name

You can download a copy of your route reports as a CSV or a PDF by clicking the **download** button above the header bar.

Note: If you change your assist settings and move to another tab (locations, robots, etc.), the assist settings will return to the default.

To make changes to your Assist data, you can:

- Click the **Location drop-down menu** and select as many or few locations as you want to see.
- Click the **Home Location Code (HLC) drop-down menu** and select as many or few locations as you want to see.
- Click the **Slot drop-down menu** and select the slot's you'd like to see.

## READING THE ROUTE'S TABLE

The Routes page provides reports based on the routes programmed into your robot per location. You will be able to view the route's location, slot saved, and more, explained in greater detail below. Hover over the tooltips in the header (Question Mark) for more information.

**Location:** Physical location where the robot is operating.

**HLC:** Home Location Code the robot scans to pull up the route.

**Slot:** Save file of the route after scanning the home location code (A-F).

**Last Run At:** Last time at which the route was run in DD-MM-YY HH:MM:SS EST format.

**Runs:** Number of times the robot has run the route.

**Assist:** Number of assists while on the route.

**AVG Assist TTR:** Average time it takes to resolve an assist on the route.

To see more information about a route, including route maps, robot details, top assist reasons, and usage, click the orange arrow to the far right of the basic information. For more in depth information on usage and assists, visit their respective pages.

## SORTING ROUTES

You can change the assist list order by clicking **Location**, **HLC, Slot**, **L**ast Run At, **Runs**, **Assist** or **AVG Assist TTR** in the header bar. This will arrange the list items from first to last or last to first. There will be an orange arrow next to the header item by which you've chosen to sort. It will either be pointing up or down depending on the order you've chosen. By default, the routes are sorted alphabetically by location name.

There are ten results per page. If you have multiple pages of routes, you can click through the page numbers at the bottom of the table. Click the **page number** to go directly to a page, or the arrows to the left and right of the numbers to move between pages.
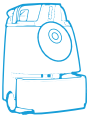
## LOCATIONS

On the locations page, you can see the name of the location, the date it was registered, and how many robots are currently registered to that location. Hourly wage (only USD supported at this time) and assist times are shown per location. Hover over the tooltips in the header (Question Mark) for more information. The average assist time to resolve (TTR) measures the average time an assist took to be resolved from the time it was escalated for this location over the last 30 days. The value is calculated and updated once per day.

NOTE: Be sure you are setting up the locations under the correct customer. Change the customer as needed by choosing one of the options from the drop-down menu under **Customer** on the left-hand side of the screen above the Locations tab.

## LOCATIONS (ADMIN USERS ONLY)

Admin users can edit locations but will not be able to delete them once created

1. Click the **Locations** tab on the left side of the screen.
2. Click **Add Location** + at the top right-hand corner of the screen.
3. In the right sidebar panel, fill out the location details including the ROI settings.
4. Click **Add Location** at the bottom of the pop up to create the new location.
5. Repeat as needed.

## SORTING LOCATIONS

You can change the order in which locations are listed by clicking **Name**, **Robots**, **Hourly Wage**, or **Assist Time** in the header bar. This will arrange the listed items from first to last or last to first. There will be an orange arrow next to the header item by which you've decided to sort and will either be pointing up or down depending on the order you've chosen. By default, the locations are sorted alphabetically by name.

There are ten results per page. If you have multiple pages of locations, you can click through the page numbers at the bottom of the table. Click the **page number** to go directly to a page, or the arrows to the left and right of the numbers to move between pages.

## SEARCHING LOCATIONS

You can search for a specific location in the search bar above the header at the top of the page. You can search by **Name**, **Robots**, **Hourly Wage**, or **Assist Time**. The results will begin filtering as you type. Clearing the search field will reset the table to display all locations.

## EDITING LOCATIONS

Users can edit a location's name, address, and ROI settings.

1. To get started, click on the location's name from the Location page. A side panel will appear on the right-hand side.

2. Click in the field you'd like to edit to make necessary changes.

3. Once you have made any changes, scroll to the bottom of the side panel and click **Update** to save your changes.

***Note:*** *Time zone and country cannot be changed for reporting purposes. All timestamps and dates for reporting will be in EST timezone.*

## REMOVING LOCATIONS

You ARE NOT able to delete locations once created. Usage information is collected against a location and deleting it would remove the ability to see the usage reports for a location in the future. Keep this in mind when creating locations. If you created a location by mistake, please contact support to request removal.

## ROBOTS

On the Robots tab, users can manage their fleet. Specific labels can be added to robots to group them for reports.

## ROBOT LOCATION MANAGEMENT

Manage your robot's locations from the Robots tab.

**ASSIGNING ROBOTS TO A LOCATION**

1. Click the Robots tab on the left side of the screen. Here you will see the robots that were registered on the Whiz Fleet website. If you have no robots, please contact support.

2. Robots must be assigned to one location. To do so, you can either:
   - Click the **checkbox** next to Locations in the header bar to select all the available robots or
   - Click the **checkbox** in the row for each individual robot you'd like to add to a certain location.

3. Click the **Assign Location** (or **Bulk Assign Location** if you've selected multiple robots) above the header bar.

4. In the pop-up, choose a location from the drop-down menu.

5. Click **Assign Location** to complete.

**EDITING LOCATIONS ASSIGNED TO THE ROBOTS**

Change the location of robots from a list of all known locations.

1. Click the **robot** you'd like to assign a new location.

2. Click the **drop-down menu** under Robot's Location to see the list of locations and select the new one.

3. Click **Update** to apply the change

***Note:*** *If you change the location of a robot, all previously collected usage data will remain connected to the original location. Future data collected will be connected to the new location as it is generated.*

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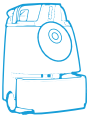
# Documentation

Documentation can be accessed from the tab on the left-hand side. It includes a link to an external website (help.meetwhiz.com).

## SUBSCRIPTIONS & SMS NOTIFICATIONS

**HOW TO RECEIVE TEXT MESSAGES ON YOUR BUSINESS PHONES ABOUT YOUR WHIZ**

SMS Notifications bring Whiz closer to you with just a text away. This feature alerts you when your robots need some attention. You will receive messages regarding assists, start and end of a route, and more. You will have full control of when you want to receive these messages.

For a robot operator to be subscribed to SMS, there are two simple steps to follow:

**STEP 1: ACTIVATING**

This needs to be done by an **admin user** at your company. If you don't know who that is, contact your Customer Success Manager and we will be happy to help.

- Go to **Subscriptions** Tab in Whiz Connect
- Select **Add Subscription**
- Enter the business phone number that will receive messages
- Select the robots associated with the number

You only have to do this once per phone number.

**STEP 2: SUBSCRIBING**

Now that the phone number has been added to our system, the phone's owner needs to text the number listed in the **Subscriptions** Tab.

- Text **"START"** to Subscribe
- Text **"STOP"** to Unsubscribe

We hope you enjoy the benefits of this feature. Please reach out to your Customer Success Manager if you have any questions.

# Whiz Connect - User Management

## ADDING USERS TO WHIZ CONNECT

There are two types of Whiz Connect users: Admin users and Standard users. Each customer organization should have at least one admin user.

## ADMIN USERS

Admin users are able to create other admin users and standard users within their organization. They are also able to edit and delete users.

## STANDARD USERS

Standard users have read-only access to Whiz Connect. They do not have permission to create/edit/delete users. Please note: User permissions are not related to the number of properties that a user can view.

## PARENT AND CHILD ACCOUNTS

A **parent account** represents the client company who works with SBR EMEA or Distributor, while a **child account** refers to a site or a branch of that client company.

A user assigned at a **parent account** level will be able to view data on all related **child accounts**. A user at **child account** level will only see information regarding that specific child account.

## HOW TO ADD A USER

As an admin user, you have the ability to add standard users and other admin users. To add a user, please navigate to the "users" tab on the left side of the menu. See screenshot opposite:
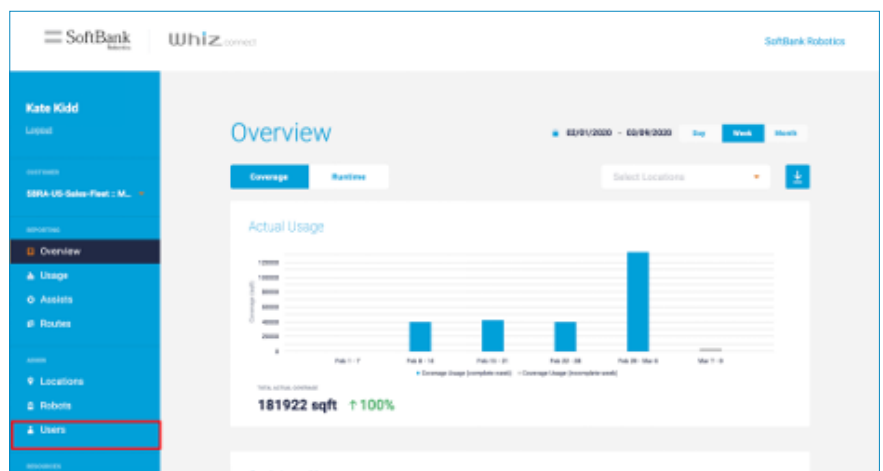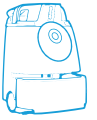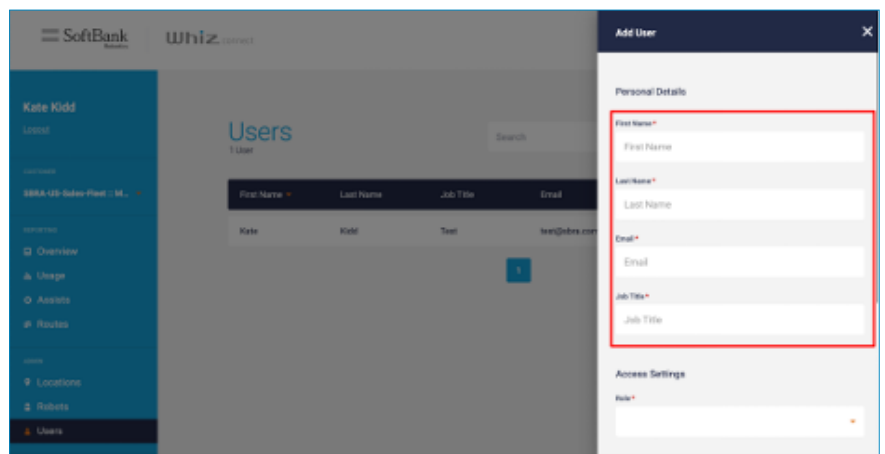
Once you are on the "users" tab, click on the "Add User" button in the upper right portion of the screen. See screenshot opposite:
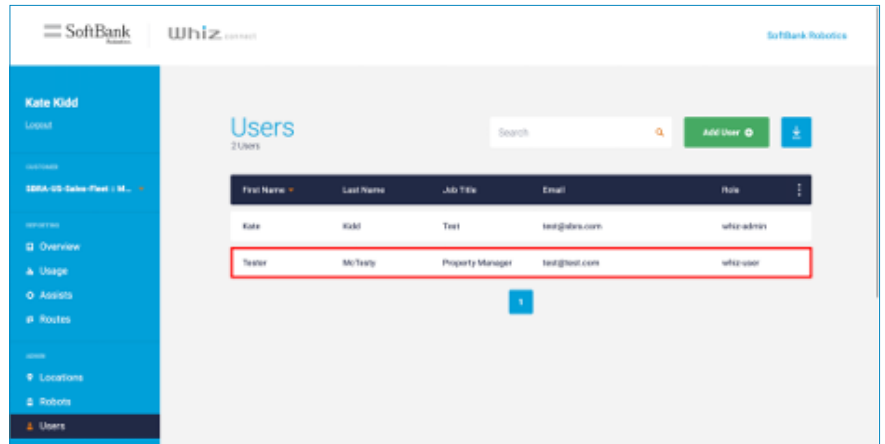
After clicking the "Add User" button, you will be prompted to fill out user details (First Name, Last Name, Email, etc.). Please note: an email handle can only be associated with one Whiz Connect account. The "Job Title" box allows you to indicate the user's role within the organization (Site Manager, Property Manager, VP of Operations, etc.). Lastly, designate the user type (standard or admin user) and click "Create".

Once you have created a new user, the user will appear in the "Users" field. An email will also be sent to the user, prompting the user to set up his/her username and password. Repeat this process for any users that you would like to add to the organization.

# REMOVING USERS IN WHIZ CONNECT

**HOW TO REMOVE A USER**

As an admin user, you have the ability to delete users. To delete a user, navigate to the "Users" tab on the left side of the menu. See screenshot opposite:
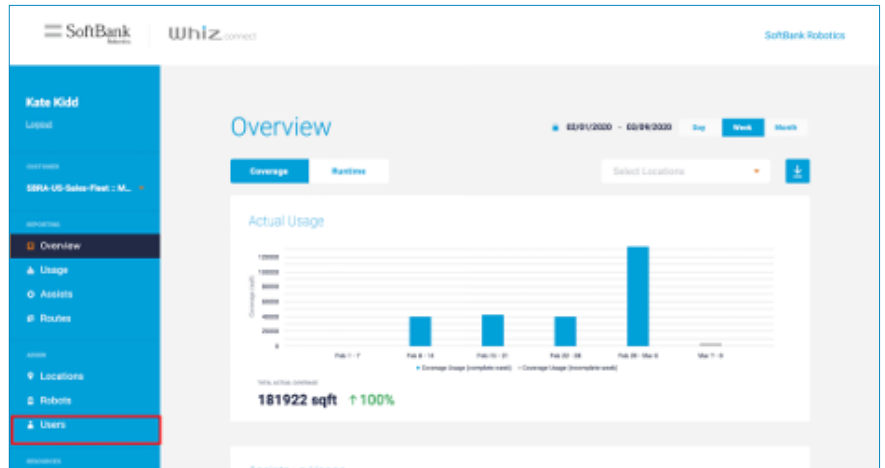
Once you are on the "Users" tab, click on the user you would like to delete. See screenshot opposite:



After you click the user's name whom you would like to delete, click "Remove user" in the upper right side of the screen. Click the red "Remove User" button. Once you do so, you will confirm that you want to remove the user before the user is removed.
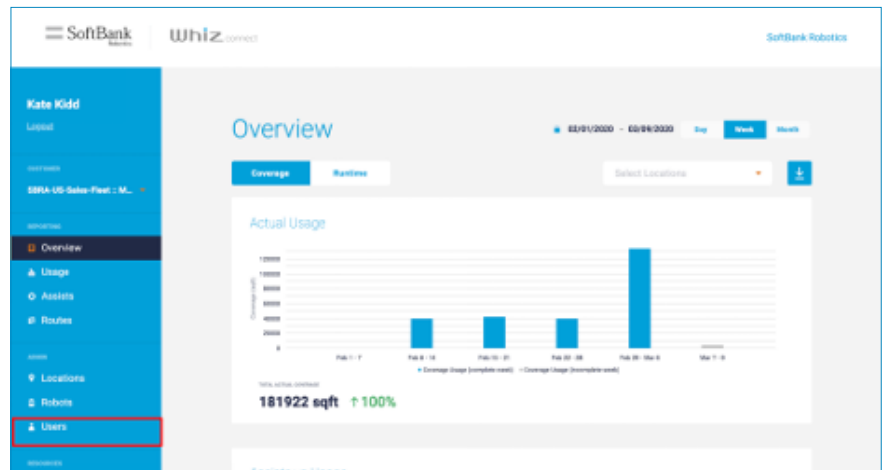
# EDITING USERS IN WHIZ CONNECT

**HOW TO EDIT A USER**

As an admin user, you have the ability to edit users. To edit a user, navigate to the "Users" tab on the left side of the menu. See screenshot opposite:



Once you are on the "Users" tab, click on the user that you would like to edit. See screenshot opposite:

After you click the user's name whom you would like to edit, click on any of the fields pertaining to that user to edit the corresponding information (see screenshot below). Please edit the necessary fields, and click "update". All changes will be reflected on the "Users" screen.

# Whiz Connect EMEA Portal Glossary

## A

**Assist** – An instance at which human intervention is required in order for Whiz to continue autonomous operation.

**Assist Times (Location)** – Average Assist Time-to-Resolve (TTR) at this location over the last 30 days, indicating the average time an assist took to be resolved from the time it was escalated for the location over the last 30 days. This value is calculated and updated once per day.

**Autonomous, Coverage (Reporting)** – Total square feet or square metres covered by Whiz while running autonomously, or on its own without human aid, calculated by multiplying the length of the run by width of the machine's footprint. This number may not be reported if there is poor signal strength. It takes time to upload and will be faster with better network speed. The coverage total should be available even for autonomous runs that are cancelled.

**AVG Location TTR** - Average time for assists to be resolved at one particular location, over the last rolling 30 days.

**AVG Route TTR** - Average time for assists to be resolved on one particular route over the last rolling 30 days.

## C

**Calculated Coverage** - Automated estimate of the total mapped coverage at a location in square feet or square metres, based on the sum of all mapped/trained routes on all Whiz robots. This is calculated by the total mapped coverage multiplied by the run days per week (if looking at a weekly calculated coverage).

**Calculated Runtime** - Automated estimate of the time in hours (per day) that all routes will run at a location, calculated by dividing the target coverage in square feet or square metres by the average coverage speed of Whiz, which is constant at 500 sq meter/hour.

**Carpeted Area** - Total carpeted floor in square feet or square metres.

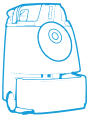**Carpeted Area %** - Total carpeted floor as a percentage of the total area.

**Coverage Utilization** – Actual coverage divided by target coverage, in %.

## F

**Fleet (Robots)** – The entire group of robots deployed to your location.

**Fleet (Users)** – SBR EMEA or Distributor staff in charge of maintaining customer information. Fleet users will activate robots on the portal, create customers and locations on the portal, and more. Fleet users do not need to be assigned to a customer in order to see them.

**Footprint (Reporting)** - The footprint of the robot is the width that it cleans. The footprint of the robot is a few centimetres larger than the robot itself.

## H

**HLC** - Home Location Code.

**Hourly Wage (Location)** – Average hourly wage paid to cleaning staff at the location. Only USD is supported at this time.

## R

**RIN (Robots)** - Robot Identification Number. This is a 16-digit number used to uniquely identify a Whiz robot. The RIN is located inside the removable bag panel.

**ROI** - Return on Investment.

**Runtime Utilization** - Actual runtime divided by target runtime, in %.

## S

**Slot** – Space within the robot's software to which a route was saved.

## T

**Target Coverage** - Estimate of the addressable carpeted floor to be vacuumed by Whiz, in square feet or square metres.

**Target Coverage %** - Estimate of the addressable carpeted floor to be vacuumed by Whiz, as a percentage of the carpeted area.

**Target Runtime** - Estimate of the time per day that all routes will run at a location, in hours.

**Training, Coverage (Reporting)** - Total square feet or square metres covered by Whiz while in training mode, or being guided by a human to program a route, calculated by multiplying the length of the run by width of the machine's footprint. This number may not be reported if there is poor signal strength. It takes time to upload and will be faster with better network speed. The coverage total should be available even for autonomous runs that are cancelled.

**TTR** - Time to Resolve

## U

**Unassigned** - This will appear anytime the portal has collected data for the robot, but it was not assigned to a specific location.

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