

Whiz Connect EMEA - FAQ



Here are some Frequently Asked Questions regarding Whiz Connect:



WHAT DOES WHIZ CONNECT EMEA SHOW ME ABOUT WHIZ ROUTES?



Whiz Connect gives you an overview of past and present routes run by Whiz, how long they took to run, how many assists were required as well as maps outlining both trained and autonomously run routes. This provides you with data driven confirmation of the clean to take the guesswork out of where, when and how your carpets have been cleaned.



CAN I CHANGE THE TIME PERIODS FOR THE DATA I WANT TO SEE?



Yes, you can change the dates but not the times.



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HOW EASY IS IT FOR ME AS THE CUSTOMER TO SEE MY WHIZ FLEET?



Admin users can view details of their fleet in the 'Robots' tab of Whiz Connect.

DATA



WHAT TYPES OF DATA/METRICS WILL I BE ABLE TO SEE?



You will be able to see several metrics including:
Total run-time, Time spent training, Time spent running autonomously, Area covered (in square metre or in square feet), Distance covered (in metre or in feet), Number of assists, Type of assists, ROI information and route maps.



CAN THE DATA/METRICS MENTIONED ABOVE BE EXPORTED?



Yes, for customers, this can be exported as a PDF file.



AUTONOMOUS COVERAGE



Autonomous Coverage is an important measurement of robot productivity. It is sometimes referred to as "Coverage" on Whiz Connect.

"Autonomous Coverage" or simply "Coverage" is the total addressable square feet (or square meters) that Whiz cleaned. It is not the same as "Area", which describes the floor area that was cleaned.

REPORTS, ANALYTICS/INSIGHTS



WHICH REPORTS COME AS STANDARD?



We have several standard reports. An 'overview report' that includes usage coverage and time, assists and number of routes run. A 'route run report' provides information on the routes run by the robot.



CAN I CUSTOMIZE REPORTS ? CAN I CREATE MY OWN?



Yes, you can adjust the time frame and view data by location and other user generated labels.



WHAT ARE EXAMPLE QUESTIONS THAT DATA/REPORTING CAN ANSWER/ ADDRESS?



Here are a few examples:

"When was cleaning performed?"

"Where was cleaning performed?"

"How thorough was the cleaning on a given route?"

"What routes might need retraining?"

"How might I improve overall utilizations of Whiz?"

SMS NOTIFICATIONS



WHICH TYPES OF NOTIFICATIONS WILL I RECEIVE?



You will receive messages regarding assists, start and end of routes and more. You will have full control over the time you would like to receive these messages.



CAN I UNSUBSCRIBE AND RESUBSCRIBE TO MY NOTIFICATIONS?



Yes. When you no longer want to see these messages, text "STOP" to the same number to unsubscribe. Your subscription can be stopped and reactivated as frequently as needed. To resubscribe, please follow the same steps listed above.



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HOW DO I TURN SMS NOTIFICATIONS FOR MY WHIZ UNIT ON/OFF?



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 they will be happy to help.

Go to the 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 in order to opt in or out of notifications.

Text "START" to Subscribe

Text "STOP" to Unsubscribe



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