**Inspections Training Series #5 Inspection Remedial Action Generation to Work Order**

0:05  
Good morning everyone.

0:06  
Welcome back to another webinar by Asset Works.

0:10  
My name is Kevin and as a couple little items before we get started, I want to remind everyone that lines are muted for the best sound quality as we are recording this webinar and we'll post it to the customer care portal shortly after the live event.

0:27  
If you have any trouble accessing that I want to get to any of our webinar recordings, please reply to me.

0:34  
My my name is on most of the invites you get.

0:37  
Just reply to me and I'll give you a hand with that.

0:40  
And let's see with questions.

0:42  
You're welcome to submit them at any time.

0:46  
I will queue those up and we'll do Q&A at the end of the webinar, but feel free to submit them whenever they cross your mind.

0:53  
And I think at this point, without any further ado, I'd like to turn things over to our presenter, Randy Walsh.

1:01  
Randy, Thanks, Kevin.

1:05  
Good morning, everyone.

1:07  
Thank you again for taking the time from your busy schedules to spend with us at Asset Works.

1:14  
This is the 5th in our five part training series related to our efforts related to response to the the COVID-19 crisis challenges, pandemic, what whatever you want to refer to it as, what it's done is it, it's disrupted all of our lives and our, our businesses and everything like that.

1:39  
You, you hear, and I've said it in all the other sessions, if you've been to Asset World before, you've heard the Asset Works team members refer to the Asset Works family to not only our employees and staff, but you are our customers.

1:58  
We really do consider you family.

2:00  
We know that we're all experience a, a major upheaval that, that we've never experienced before.

2:08  
You know, and as we evaluate how, how can we help our family members, you know, personally as well as you, our customers are, are are asked for family members, we sat down and tried to figure out what can we do.

2:23  
So a lot of what we're doing, we're doing a whole bunch of different webinars all about sharing information.

2:30  
I don't know that anybody has definitive answers, but what we're trying to do is share as much information as we possibly can to provide your organizations with inspiration and information to be able to make choices and decisions going forward depending on how this all ultimately effects your business.

2:51  
Right?

2:52  
As part of that, one of the things concepts that we came up with and listening to the the trade groups like APA and NASPA and a variety of others, we know that that one of the, the big fallouts is probably going to be related to compliance.

3:07  
Related to our cleaning and disinfecting and ensuring that our spaces are going to be safe for our students, our faculty, our staff, our citizens, etcetera, people that occupy our facilities.

3:23  
So as part of that, what we've tried to do is is to provide a 90 day temporary unlimited use license, right?

3:30  
So as many users as you want, put it in production, roll it out so that you can utilize our Go asset management and its associated inspection capabilities so that you can ensure compliance, as well as our asset sync products so that you can generate a lot of transactions very, very quickly, right?

3:50  
So if you want to set up assets to mirror or be a digital twin for your locations so that you can leverage our PM generation functionality to generate these on a cyclical interval or just to generate inspections in bulk, ask the sync allows you to create those assets as well as to associate them to PM templates.

4:14  
And then what we're actually going to focus on today from a training perspective, one of our out-of-the-box off the shelf business automation scripts for what we're referring to now as our automated business processes.

4:29  
So this is a essentially what what we used to think of as an action code that can automatically take a remedial action from an inspection and create an actionable work order.

4:41  
So that way you can do an end to end process so that as you're inspecting your facilities for compliance or for issues as you identify those, you can actually then trigger the creation of the work orders to do the response activity associated with that.

4:56  
And of course, providing access to this, we want you to be able to use it.

5:00  
So that's why we're doing this training webinar series.

5:03  
So we're trying to give you all the information so that you have it and that you can actually set it up and you can use it.

5:10  
So that as we kind of figure out what's going on here, you have tools at your disposal so that you can meet the emerging requirements and a new demands that are that are being put on on us.

5:25  
So you know, when we think about this, you know, just to give us a graphical perspective, right, of everything that that we offer as part of an integrated solution.

5:33  
All this is of course predicated on the fact that you already have AIM operations and maintenance stood up and implemented, right?

5:41  
So you already have your work processes defined and in place, right?

5:46  
So now we're leveraging the Go asset Management and the asset sync to augment that existing configuration that you already have.

5:56  
All right.

5:56  
So when we think about that portfolio of products, these are the licenses that we're then providing access to.

6:03  
So just as a little bit of review, this is your first time joining us right in, in the very first training session, we focused on how to get the actual inspections configured inside of AIM.

6:15  
So the inspection functionality lives with an asset management module and becomes enabled with the Go asset Management license key and how to set those those inspections up, right?

6:27  
And then also how to configure it so that we have the right amount of information and access from the mobile device out there in the field, right?

6:35  
So you can go back and watch the webinar, they're all recorded available on the the customer care portal.

6:41  
In the second session, we focused on setting up the PM templates and focusing on that new field that's on the PM template phase, which is where we can then associate the inspection associated with that.

6:54  
When we, so when we associate that inspection type now when we generate PMS, it will actually generate inspections so that we can generate those inspections in bulk, right.

7:07  
And again recorded and available on the customer care portal.

7:11  
Then you know, one of the use cases that we heard from University of San Francisco was that they want to be able to use the camera scanning capability within Go Asset Management.

7:23  
So they want somebody to be able to walk up, scan a barcode or AQR code on a door frame and be able to quickly get to the inspections for that particular location.

7:34  
So to do that, we actually set up the locations as an asset since in Go asset management we're scanning asset tags.

7:43  
So we can leverage the the asset seat capabilities to create those kind of digital twin assets for the locations in bulk in mass, right.

7:55  
So that this is can be a very quick and efficient process and then to link them to those PM templates.

8:02  
So it can all be done from asset sync, so you don't have to go in and touch every single transaction.

8:07  
And we can do it very quickly in both.

8:11  
And then the last session, which was on Tuesday was really the actual providing you visualization of the actual mobile application.

8:21  
So actually conducting that inspection from within Go Asset management.

8:26  
So being able to see what inspections are assigned to the individual or available to the individual, be able to conduct the inspection, fail an item, knowledge, remedial actions, take pictures, all that kind of stuff is available in that recording.

8:41  
As well as the ability even from leveraging Go work management, where we can launch from Go work management.

8:48  
If we have a work order that's associated with an inspection, we can jump right from Go work management into Go asset management to, to, to do that inspection.

8:58  
So then building on, on that right, is this session, right, which is then leveraging the remedial action.

9:06  
So automated business process.

9:09  
So the idea here is, is that what happens normally with the remedial action when it fails, depending on on again, how you can set up your inspection.

9:19  
So if you want to trigger the creation of of something afterwards, by default, what we generate are customer requests, right work requests so that that they can go through an approval stepper stage.

9:35  
But a lot of organizations, they want to skip that work control requirement of having to go in and change the status on that customer request to an approved status to convert it into a work order.

9:49  
So we provided and we did that intentionally so that you have an opportunity to do kind of a check and balance or review a kind of stage.

9:58  
Now what we're providing it is, is the option to leverage one of our standard business automation processes that will allow you to step over that and go straight to the creation of the work order.

10:12  
All right.

10:13  
So this is something that that we've introduced relatively recently.

10:18  
It came out of, we do a lots of kind of specification development for many organizations where we've built action codes.

10:27  
So we went through and we actually looked at all the ones that we were doing repetitively or consistently for organizations or that we identified that we thought would be beneficial to the majority of AIM users potentially, right.

10:44  
So these are action codes that are developed by Assetworks.

10:48  
And because they're developed by Assetworks, when, if and if you ever choose to license any of these that they're actually provided with maintenance.

10:58  
So that means that when you upgrade, they should work.

11:01  
And if they don't, you can report it as an issue and the customer care team will then triage that issue associated with that.

11:09  
And because they have maintenance with them, we're constantly enhancing them.

11:12  
So this particular one that we're going to look at today is one that is actually evolved over multiple releases actually.

11:21  
So we it went with some simple generate it and generate a work order to adding logging to moving related documents along with it.

11:29  
So it's become more and more sophisticated over time because these are designed by asset works for a variety of different customers.

11:39  
We're designing these specifically so that they can handle high transaction volume as well, so that it shouldn't matter how many inspections you got going on, these should perform well.

11:52  
And we're designing them so that we're using background threading for the processing of these so that they're high performance.

11:59  
So they should not impact or slow down the use of AIM, right.

12:03  
So these are should be highly, highly optimized, what used to be called if, if you're familiar with it, action codes.

12:13  
And then we're in the process of rebranding these under our new name, which we're referring to them as automated business processes.

12:21  
All right.

12:21  
So you'll, we'll probably continue to use both those terms as synonyms, but in 11 dot O, you're going to see that we're going to be changing over to this business automation, excuse me, automated business process nomenclature to reflect those.

12:36  
So they more accurately kind of present what it is that that they're doing, which is just automating functions.

12:42  
All right.

12:44  
So what happens with this from a setup perspective?

12:48  
And keep in mind that this is really background type of information.

12:52  
The end user, they're they're really focused on any of the previous sessions that we've talked about.

12:59  
So this is really a function that would be performed more by your AIM System Administrator, your power user, somebody who often times has maybe created action codes in the past.

13:11  
But so that these can work for many, many different types of organizations where they've done multiple different types of configurations or variations and and nuances in their configuration of AIM.

13:25  
Part of what we built into here is this some flexibility in the scripts, right?

13:32  
So that not even that you have to go in and edit the script itself, but in in many cases, we're creating control tables.

13:40  
And this is one of those areas where we're continuing to evolve.

13:43  
So in 11 dot O, we no longer will need to go directly into the database and update a control table.

13:54  
It'll all be handled through the aim front end, right?

13:57  
So we're, we're making these better and better and more and more usable with every release of them.

14:03  
But in the case of this one, the first thing we need to do is as part of this package is a sequel scripts that that will that will go and create that control table.

14:12  
All right.

14:13  
The next thing we need to do is is because we don't know how you set up AIM and in and in many cases in this particular one, we don't know what you've called your inspection types, right?

14:24  
So we can't really see it with the data.

14:26  
So we go in and we need to insert into that table what is your inspection type that you want to then generate all the way through the work orders.

14:36  
So what this means is, is that you're not forced to do this for every inspection type.

14:42  
So there may be some inspection types that you want it to go through the check process and have potentially your work control team review it as a request and then manually decide to approve it.

14:55  
Or you can define for certain inspection types.

14:58  
We always want to leap over that step and we want to go straight to the work order generation, All right?

15:04  
So again, flexibility for you to be able to decide which of your inspection types do you want this automation to run for.

15:14  
And then you'll need to of course, load the script file into your document repository, right?

15:21  
So we need to load it into into the document profile.

15:26  
We need to use the the the document type of script associated with that, that once we have that in there, now we can go to up until 11 dot O into the action code configuration screen in the system administration module.

15:44  
And 11 dot O, that name will be changing a little bit to the, the business process, automated business process, right?

15:50  
So we're going to go in and now create that transaction inside of AIM.

15:56  
All right.

15:57  
So I'm going to, I'm going to now kind of step you through that that process.

16:01  
So you can see kind of those steps that are associated with that all the kind of moving pieces.

16:06  
And again, keep in mind this isn't a whole lot of AIM demonstration, so to speak.

16:11  
Some of these things were using other tools like editors, like sequel editors, things like that to do some of these functions.

16:19  
All right, so this is not something that a lot of end users are going to be doing.

16:23  
This is more of your your power user type of functions.

16:26  
And if you're hosted, this would be things that you would potentially just request an asset works technical services team to run these scripts on your behalf for you.

16:37  
All right, so I'll step into the actual process.

16:41  
All right.

16:42  
So again, kind of walking through that process.

16:46  
So before I even start with that, let me just go through and kind of review what do you get with one of these action codes?

16:54  
All right, So what you're going to get it is, is you're going to get a whole package essentially of files, all right, So there is obviously the Sequel files so that we can run it for your particular database provider.

17:10  
Most of the hosted customers were using My Sequel.

17:13  
If you're on premise, you may be using Microsoft, My Sequel Server or Oracle.

17:18  
All right, there is obviously instructions and details that are provided with this as part of APDF.

17:25  
All right, So this will provide you details about what's happening in this particular action code or now business automated business process, right?

17:38  
It tells you the logic that's happening behind it, so you understand what's going on with it.

17:43  
And then it's telling you the information that you're going to need when we go to set this up in the actual action code screen inside of AIM.

17:53  
All right, so this is this is giving you the information about that particular transaction.

18:01  
All right, so each of our automated business processes will have its own file that goes along with that little provide you with this level of detail.

18:11  
All right.

18:11  
But in that package, as I mentioned, the first thing we need to do is pick the right script for for our particular database vendor.

18:21  
All right, so I'm running my sequel in in my particular instance.

18:25  
So I'm going to use the, the my sequel version of this.

18:28  
And then whether you want to use, you know, a, a direct engine or if you're using some type of utility that sits on top of that.

18:38  
So I'm, I'm using the my sequel workbench running on, on my, my Mac, a local environment here.

18:45  
And, and basically I'm going to go in and I'm going to create that table, right?

18:48  
So very simple table, just a couple of fields associated with that, right?

18:54  
And then I need to go in and I need to put in those data values for those 3 columns for which one of these are are relevant.

19:04  
All right.

19:05  
So this could be a sequel statement where you're doing an insert statement.

19:10  
Or if your editor allows you to go in and just be able to type in your, your values, you, you can insert that in whatever your preferred method is for, for doing that.

19:22  
All right, So get those inspection types into that that table so that now we're telling it which one do we want it to run for associated with that?

19:34  
All right, so that's step number one is, is get the table created, then let's get our inspection types configured in there.

19:41  
So now, once we have that defined right in that package, the last piece that we're going to need is then also the actual script file itself.

19:52  
Now it's up to you.

19:53  
You can use this essentially right out of the the box, but there are potentially a couple little things that you may need to change for your particular deployment.

20:03  
All right?

20:04  
So typically you'd open this up in whatever your preferred text editor is.

20:11  
And in the variable section, there's a couple of things that that you'll need to to potentially modify, right?

20:17  
The first is is that you need to modify or set up.

20:21  
What's going to be your log file path?

20:22  
All right, So yours is going to be different than mine.

20:25  
We just put in a default C: slash for you to to to start with and you need to put in the rest of that.

20:33  
And then the other thing is, is that we can send out e-mail notifications with this.

20:39  
So what is the the e-mail detail that we need to use associated with?

20:43  
So what's that?

20:44  
What's that particular e-mail address that we want to use?

20:46  
So for the most part, those are the only two edits that you need to make to this.

20:50  
So that for me to get this working in my environment, just following the instructions.

20:55  
So I did this just like I was an end user.

20:58  
I got just delivered the package and I'm following the instructions associated with that.

21:02  
I made just these two edits.

21:04  
Nothing else edited in this and I put in just the my COVID-19 inspection type that I created, you know, as part of this demonstration process associated with that.

21:16  
All right, So we just need to edit those, those couple data elements and then save this.

21:20  
So now, now that we've got our kind of specified version of that, now we can enter into AIM.

21:28  
All right, So to log into AIM, you need to have a user that's going to have access to the system administration module, right?

21:36  
So this will need to be a privileged user and I go into the system administration module and from there, all right, we're going to do 2 things, right?

21:45  
The very first thing we're going to do is we're going to leverage the document profile screen.

21:49  
So this is where I'm going to go in and I'm going to now load up that script into my system.

21:55  
All right, So I'm going to go to where I have it stored.

21:59  
I'm going to pick that file.

22:00  
I'm going to open it.

22:01  
So I'm just going to that browse function, I'm going to say done.

22:04  
And then I'm going to give it a, a name associated with that.

22:07  
So this is my on my webinar Bert actions to recorder, right?

22:22  
And then the key here is is on the document type.

22:26  
So this is where we need to use the document type of script, right?

22:30  
So this is a very specific kind of reserved type that's already put into the system specifically for these action codes or, or automated business processes.

22:43  
All right, So then I'm going to save that, all right.

22:45  
And so if I want to copy that, I only have a few in here.

22:48  
So it won't be a huge search I need to do when I get to the action code screen.

22:52  
So I've loaded up that that script file.

22:55  
So now I can return back to the system administration module.

22:59  
And now I'm going to go to the action code screen.

23:03  
All right, And in the action code screen, this is now where I need that piece of information from that PDF file that I'm going to do the triggering mechanism on update.

23:14  
And again, I need to do the AEAM inspection E table so I don't have to search for it.

23:21  
I'll just go ahead and I'll copy that.

23:24  
All right, so now back in AIM, I can go in.

23:28  
I can say new, I can say this is for the webinar medial action, the work order.

23:39  
Here's that table name.

23:41  
I'll paste that in there.

23:42  
I'll validate it.

23:43  
I just want the the header record and I want the trigger mechanism to be on update and then over here under the GUID ID.

23:52  
This is now where I'm looking up in that list, right?

23:56  
So here's where I'm looking for that that action code for my webinar one.

24:02  
I'm currently blind.

24:07  
Here's my my webinar one right there.

24:10  
I'll pick that and that's all I need to do.

24:13  
All right, It's already set to to be active right now.

24:17  
I just need to save this record.

24:19  
I already have this in my system set up exactly like this.

24:22  
I'm not going to save it in this particular case, but that's all you need to do to set this up from an action code perspective, all right, So those are the steps to get this set up and configure.

24:35  
So now let's see what it actually does, right?

24:39  
So how does this then present itself and how does it appear right?

24:44  
So right now so that you can see what what's happened.

24:47  
All right, right now I only have two work orders have been created in the last 24 hours.

24:53  
So remember that that number.

24:55  
So if I do everything right, we should see four when we come back in here.

25:01  
So now I'm going to switch over to my mobile device.

25:04  
All right, So again, that person out there in the field, right, they want to conduct an inspection that could be coming in from their work order.

25:13  
They could go to the inspection tab down here at the bottom.

25:16  
Let me make this a little bit bigger.

25:25  
All right, So I'll click on this little inspection tab at the bottom.

25:28  
That'll take me in there.

25:30  
You'll see anything that I have access to to do inspections.

25:34  
All right, I do a lot of presentations.

25:36  
I got lots of them in here.

25:38  
But what I want to do in this bigger scenario is I'm going to create a whole new inspection on the fly.

25:43  
And I'm going to I'm going to do it and then we'll actually see it generate the work orders off of that.

25:48  
So from this screen, I'm going to create a new inspection.

25:51  
All right, So I just walked up to, let's say, a dorm room and I'm going to create a new inspection for that, All right?

25:59  
So now I can say I'm doing my COVID-19 dorm room inspection, right?

26:11  
And I can either pick an asset or I can just do it for a location.

26:16  
So I'll pick this, a site that I have on here.

26:21  
All right?

26:22  
Maybe I'm in the geology building, right?

26:24  
I'm picking a location and then I'm picking what type of inspection am I doing here?

26:31  
And then I'm going to activate that inspection, right?

26:35  
So that's all I need to do to create a new inspection out there in the field.

26:39  
You'll notice that it now created a new one that I have access to.

26:43  
I've got one of those that that are waiting for me to out there to conduct, you know, and again, all I need to do then is click over here on that check mark and it'll take me into that inspection, right?

26:55  
I only have a couple in here.

26:56  
So that obviously if this was a true inspection, you'd have all your detailed criteria identified out here.

27:05  
And this would be potentially much more robust than just a couple of that I have on here.

27:10  
So that that to make this expeditions in the sake of time.

27:14  
So then I'm going to click on the right hand side of the screen on that Chevron next to that first line item and it's going to take me into that inspection line item.

27:21  
So from here I'm going to go through that process of identifying did something pass or did it fail?

27:27  
Right.

27:28  
So I'm going to go in and I'm going to then say I came into this space, right?

27:32  
There's still personal belongings in here that I'm going to need the move shop to come and respond and gather these items so that we can potentially get them shipped back to that staff member, that student, etcetera, right?

27:46  
So I'll save that.

27:48  
I can also flag what's going on.

27:50  
What was the the room occupied?

27:52  
Was it abandoned?

27:53  
Right.

27:53  
This is all in that inspection type set up that we did in, in that very first session, right?

28:00  
And then I'm just clicking on the next link in the upper right hand corner up here to then work my way through that inspection, right?

28:07  
So now is, has the space been cleaned to standard, right?

28:11  
Did they do what they were supposed to do?

28:14  
So maybe the bedroom itself in this bigger case is fine so I can move that on.

28:19  
But when I got to the bathroom, there are issues there, right?

28:23  
So now I'm going to fail that.

28:24  
Do I want to add the remedial action yeah.

28:27  
There's going to be bathroom cleaning required associated with this.

28:32  
What's the nature of it need cleaning for for the shower area right.

28:45  
Whatever it is that they need to to type in there or like Shane demonstrated the and we could use the, the voice to text dictation that comes as part of the iOS platform to talk directly in there.

29:00  
If we wanted to take any pictures, I could use that photo gallery function to take a picture of the mold or or whatever it may be and take a whole series of those photos that are tied specifically to this particular remedial action associated with that.

29:15  
So I'll just take one sample 1.

29:17  
I don't have a a terrible looking shower here.

29:20  
I just have my desk with my tape measure on it and I can take a whole series of photos along with that, right?

29:28  
So that then when I say I'm done with this one, it's going to go ahead and ask me, do I want to submit this inspection?

29:34  
All right, so this is now we're making that edit or that update essentially to the header where we're going to mark this as complete, which is then what's going to then trigger that action coder that that automated business process to then fire off, right?

29:50  
So I'm going to go ahead and say yes to that.

29:52  
I'm done with my inspection.

29:54  
I returned back to all the inspections that I have no more COVID-19 went on there.

29:58  
I've made it all the way through there.

30:00  
Now what's happened behind the scenes is, is that if I go back over into AIM now, right, you can see that it's now created 4.

30:10  
So we were at 2 before.

30:12  
All I did was do the inspection from the mobile device.

30:15  
It's now automatically created those work orders for me, right?

30:19  
And then you can see that this one, this last one that I did that I attached the photo to it even carried all those related documents forward through it as well.

30:29  
So it's now generated that work order.

30:32  
It's it's plugged all that, that information through there.

30:35  
It's created the phase associated that related document with that phase, right?

30:43  
So that now it's gone all the way through that process for us.

30:49  
All right.

30:49  
Now there's a couple of things to keep in mind here to, to make some of these things happen, right?

30:56  
Is, is, there's, there's other things in place.

30:58  
And again, this is where it's dependent on your configuration of operations and maintenance.

31:05  
Part of the reason that this is able to happen is, is because when I set up that inspection type, and this is when we go back to that, that very first session, we, we talked about setting up those inspection types is, is that we need to be going through that process of when we define that.

31:24  
And here's those line items associated with it.

31:26  
And when I define that line item and I say, yes, I wanted to generate a customer request, we need to have a problem code assigned to that, right?

31:34  
The problem code, when we define those, that'll get the shop.

31:37  
If you want to put the person, the priority code, it'll get the type, the category, the work code, so that we actually have a customer request that has all the pieces of information necessary to carry it forward to a work order.

31:51  
All right.

31:52  
So keep in mind if, if for us to automatically do it, it'll need to have all those pieces of information there, all right?

31:59  
So you really need to leverage and use and that's part of the reason we talked about using problem codes in the very first session.

32:06  
This is so that we can do this automation.

32:10  
There is not a requirement to do that.

32:12  
But then you're going to generate a customer request that doesn't have a type of category of work code and AIM won't automatically be able to assess or generate that, right?

32:21  
So you got to use problem codes to make some of this magic happen here associated with that.

32:29  
So that's, that's really it as far as setting this up.

32:33  
And again, it's the, if we go back and just step through the very, very high level steps associated with this is this.

32:42  
We have to create that control table.

32:44  
We need to make sure that our inspection type is set up in there, the action code, the business process, the automated business process script needs to be loaded into the document repository.

32:55  
And then we need to create the action code or the automated business process record to tell it to fire on that table and utilize that particular script.

33:05  
All right?

33:05  
So loading it up and everything like that, just a couple steps.

33:09  
And then as you saw the end user, they really aren't going to see anything different.

33:13  
They're going to do inspections just like they were doing before, all right?

33:17  
So there's no change to them.

33:19  
It should be invisible.

33:20  
It's background process.

33:21  
What it's doing is it's creating that automation for us to step over that kind of manual process step that typically we would need somebody to change the status on a customer request to an approved status.

33:34  
All right, so with that and again, this as a, as a reminder, if you have any questions about this, this temporary use opportunity, feel free to reach out to me directly or to Keith O'Brien or whoever you normally contact.

33:55  
Just ask them about this and they'll get, they'll get it directed to myself or Keith and we'll help you through this process.

34:01  
If you think that this would provide value to your organization during these.

34:07  
I've heard it said so many times.

34:09  
I, I'm trying not to say it, but it these truly are unprecedented times and situations that that we're dealing with right now.

34:17  
So feel free to, to reach out with to us For more information about that as well as please visit our website.

34:27  
We, we, we've changed the URL little bit.

34:28  
You can still go to theoldurlifyouhaveitbookmarked@assetworks.com/high WMS navigate that way.

34:35  
But we provided a, a direct path to the facilities team here at www.goassetworks.com.

34:43  
And right on that page there is a, a COVID-19 Resource Center.

34:47  
So if you want access to the, the webinars or more information or anything like that, we've got a page that's specially set up for that to make it easy for you to access that information.

34:58  
So with that, I, I think I'm going to open up the questions.

35:01  
I, I, I forgot to introduce them at the beginning, but I also have on the line with me Frank Sima, who's our, our Chief product officer at, you know, or head brain, whatever you want.

35:13  
I know how to follow the instruction, get this working, but Frank can answer and address any technical questions you might have about this particular automated business processor or others in general.

35:28  
So with that, Kevin, I'll open up, I'll open it up to questions at this point.

35:33  
OK, excellent reminder.

35:36  
You can use the questions option in the go to webinar control panel to submit questions.

35:42  
Had a couple come in during the presentation, so let's jump into those.

35:48  
The first one is we've created assets for our locations as property components.

35:56  
We would like now to create assets for the walls, floors and ceiling of the location and use these in Ana.

36:05  
What asset type should we use for these?

36:10  
Well, I think from an asset type perspective, you still would be using property component, but you're going to have different asset groups, right.

36:19  
So your asset group would be changed from what would would change from location to wall to ceiling to flooring surface, whatever you want there.

36:32  
So you would just you'd still use the property component as your asset type and then it's going to be your asset group.

36:39  
That's then going to provide you the granularity as well as the opportunity to the to define the specific attributes for that asset group.

36:50  
OK, thanks.

36:52  
Next question, will I be notified of errors that occur when customer requests can't be promoted to work orders?

37:03  
Frank, do you want to chime in on that?

37:04  
But yeah, I mean that's part of the e-mail notification function that's there, as well as the ability to configure that that log file.

37:11  
So if you want to be notified of that, that that's a tweak that's in there.

37:16  
Am I speaking correctly, Frank?

37:18  
Do you want to?

37:18  
No, no, that's correct.

37:20  
Yeah, we did build that in.

37:22  
So as you showed in your demonstration, the e-mail address there, we'll get a list of customer requests that could not have been promoted and then you would be able to manually correct those.

37:36  
So there'll be any number of reasons like, you know, it could be missing data that could cause it not to auto promote.

37:42  
So that's why we added that feature.

37:45  
And again, keep in mind, I mean, this would be another case of where you leverage the work desk.

37:49  
If if you're the one that's responsible for that, you could have a search if you're expecting everything to go from that comes in as a customer request to be approved through to a work order.

37:59  
Just have a search that that matches conditions where it had an inspection on there, but it didn't make it to to a work order or didn't make it to a particular status.

38:10  
So you can have a search that saved published to your work desk so that you can get the essentially the ones that are having a problem that way, not necessarily reliant on e-mail as your your workflow associated with that.

38:25  
Excellent.

38:26  
Thanks guys.

38:28  
And right now that's all that I have for questions.

38:31  
So here's your last chance.

38:33  
Got some great minds on the line.

38:36  
Go ahead and submit any questions that you might have.

38:43  
While we're waiting yet for a moment, any other final words you want to chime in with Randy?

38:52  
Well, again, I'll just echo or repeat what I said at the beginning.

38:56  
We know that everybody is is challenged and resource constrained right now.

39:02  
So we definitely appreciate everyone taking the time to participate in this call to learn about, you know more about the the software and solutions that that you could potentially leverage for your institution.

39:14  
We, we hope all of you are, are staying safe and healthy and, and are, are following the, the emerging practices that that are coming out and we welcome more feedback on other organizations that maybe are, are doing things, you know, that could be inspirational to other organizations.

39:35  
We want to be able to again, continue to share as much information as we possibly can.

39:42  
And in that vein, you know, a lot of you, I'm sure are disappointed.

39:46  
I know we are after work that we weren't able to do Asset world face to face this year, but obviously nobody's traveling.

39:55  
So as much as possible, we're going to try and provide some of that content available as part of a webinar series.

40:05  
So if you haven't been to the web page, please go out there.

40:10  
Kevin's publishing information about the schedule related to that.

40:15  
So we'll take a lot of those.

40:16  
A lot of that general session type of content that we would have at Astro world and and share that.

40:22  
Obviously we have 11 dot O that's coming out here imminently.

40:27  
So we want you to be aware of everything new that we have going on with that that you can take advantage of.

40:33  
So I think that that you're going to be really, really hopefully as excited as we are with the the sheer amount of new stuff that we got coming out.

40:44  
Obviously, we're hinting at some things that we're doing here on business automation, but we've got a lot of things, a lot of updates related to Amiq being embedded inside of AIM.

40:58  
We've got a variety of new functions around planning and scheduling and a variety of other topics associated with that.

41:06  
So I strongly encourage you if you have the time and those will all be recorded.

41:11  
So even if you don't have the time, you can watch them offline.

41:14  
These sessions as well as asset world sessions as well as we're going to continue to provide as much inspirational content we can from customers and, and concepts that that we can share with you as we possibly can to give you as many tools to to work through this process as possible.

41:31  
So I think that's all I got.

41:34  
Kevin, did you have anything that you wanted to add?

41:37  
No, I think that's it for questions here.

41:40  
So yeah, just keep in mind we have two different webinar series going on.

41:46  
We have a couple more COVID-19 related webinars in the works.

41:50  
So keep your eyes open for that.

41:52  
And the Asset World Online webinar series launches next Thursday, so also look for that.

42:02  
And otherwise, thanks you guys, Randy Frank, appreciate your time and again appreciate everyone taking time to join us on this webinar.

42:10  
We will see you next time.

42:12  
Have a good day.

42:15  
Thank you.

42:15  
Take care.