



GPS OVERVIEW FOR WWW.MSFTREPS.COM

July 26th 2013

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GPS OVERVIEW

Westlake Software, Inc. supports multiple ways in which to implement GPS tracking. The settings below are configured to specifications requested by Microsoft Corporate.

MSFTREPS.COM app is configured to transmit captured coordinates about every 15 minutes and collect coordinates about every 90 seconds. These settings have proven to put minimal strain on battery usage and typically provide a good sense on where users have been throughout the day.

We only capture coordinates if the handset can provide us the coordinates at the time the app makes this request. What that means is that if a user is in the basement floor of a store for an extended period of time, the device may be unable to capture a location fix during that same time. A user may submit a call report from that location without coordinates attached.

The app sends collected coordinates into the server about every 15 minutes; *this makes this not configured as a real-time tracking implementation.* It is configured to assist management obtain a general idea where users are and the route in which they took to get there or from one location to another. Our organization refers to this as *basic* versus a *rigorous tracking/policing tool*.

Items to note:

- If a user completes work out of wireless coverage and needs to wait until they get back to the office to use WIFI to submit records (bad carrier coverage, carrier network offline, etc.), no coordinates will be submitted until that time; which may look like the user is not tracking or doing their work that day at all until submission.
- A user could open our app in a basement of a store or a location where capturing GPS coordinates are not possible, do their work for hours and then submit their store visit. That visit may have photo support, all the data to show they were there, etc. but no coordinates.
- Our ability to capture coordinates is dependant on the application being open. If you exit the app, we are not longer capturing any coordinates.
- If can instruct your users to open the app when they start their day and close the app when they finish so you can attempt to get a full day bread crumb trail. You can create a higher probability of the device capturing GPS coordinates by placing the device on the dashboard of a car when driving versus on the seat next to you or in your pocket. This creates a higher probability of a carrier network assisting with triangulation as well as capturing a true satellite driven fix. Outside and open to the sky is always best.



Configuration Settings – Windows Phone 8

For GPS to work, both the device and the MSFTREPS application need to have the GPS settings to the on position.

Note: We do not monitor if users have manually turned on and off these settings. We note this here as a user could technically do this today.

Step 1	Step 2
On the handset, enter Settings and find Location .	Slide the setting to the On Position.

SETTINGS

system applica

2WIRE620

Bluetooth
turned off

tap+send
turned on

flight mode
turned off

mobile network
no SIM

location
turned on

kid's corner
turned off

battery saver
turned off, 45% battery left

SETTINGS

location

Location services
On

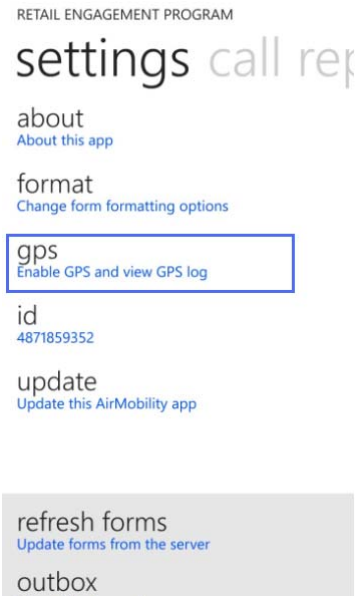
When Location services are on, your current location will be available to any apps you've allowed to access it.

[Privacy Statement](#)

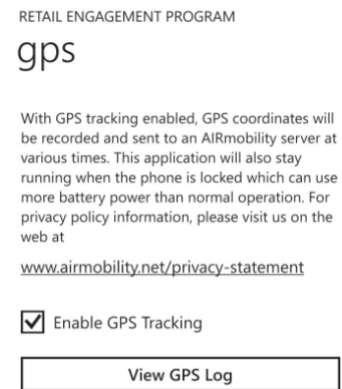


Configuration Settings – MSFTREPS.COM Application

Step 1
Enter the MSFTREPS application.
Swipe to Settings and select GPS.



Step 2
Check on the GPS Tracking box.



The application also offers a near-real-time GPS log. This is used mostly by support to analyze if a unit is capturing coordinates or not. This can also be used by an Admin, Manager or Representative to check to see if the device has recently picked up new coordinates.

Click on View GPS Log to display.



Q&A

I have done everything denoted above and the device seems to still not be capturing GPS coordinates.

Try swapping units with someone who is tracking. This will quickly assist you in identifying if this is a device issue (the person who is tracking stops and the person who was not tracking starts). If the same user continues to have trouble, any of the following is possible:

- The carrier network is just not doing a good job in the area in which they support stores
- You can have them stand outside for a few minutes and see if the GPS log can pick something up
- Could be a defective unit where the GPS chip set is broken
- The user is turning off GPS at times to avoid being tracked (maybe time for a manager/rep ride along)

Where can I see the GPS data online?

1. Displayed in the Transaction Reports for each Call Report
2. Displayed imbedded into the PDF Reports in the Transaction Reports
3. Displayed in the GPS section of Manage Call Report

How do I display the bread crumb trail of a rep on a map?

From Call Report Management, Select the GPS link next to the call report you wish to view and select (1) a date to track (2) the name of the person you wish to view or (3) leave the default to all (shown below).

4. Check the box next to the person you wish to map.

5. Select the map icon to display.

Date: 07/26/2013

User Name / Device: All

Get Results

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Results per page: 25

Dis

	☐	Date	Device ID	Detail	First Name	Last Name	Total Fixe
1	☐	07/26/2013	(510) 377-1069	Show Detail	Darrell	Andrade	6
2	☐	07/26/2013	(510) 773-0600	Show Detail	Louie	Heredia	66
3	☒	07/26/2013	(510) 385-6484	Show Detail	Brett	Jokela	11
4	☐	07/26/2013	(510) 377-1144	Show Detail	Juan	Solorzano	23
5	☐	07/26/2013	(510) 385-5836	Show Detail	Jeff	Tsurui	22
6	☐	07/26/2013	(510) 385-5932	Show Detail	Lamar	Hill	111
7	☐	07/26/2013	(510) 385-5930	Show Detail	Mirian	Flores	54
8	☐	07/26/2013	(510) 774-5433	Show Detail	Eleno	Perez	4
9	☐	07/26/2013	(510) 385-5878	Show Detail	Victor	Hill	65



Who can see the GPS Data for each user?

- Reps can access and see themselves
- Managers can assess their assigned reps and view themselves
- Admins can access and view everyone

We are getting to many records submitted without coordinates but the tracking seems to be work. What is going on here?

We managing GPS coordinates attached to a submitted call report the following way. At the point of submission of a record, we attempt to attach the most recent GPS coordinates we can find on the handset. If that date and time is older than 10 minutes from the date and time the record is being submitted (GPS capturing has gone cold – coverage, carrier network, etc.), we discard the GPS coordinates attached to the submission.

Can we use GPS to capture our current location and map to the location we need to go to with directions?

Not with the app today but there are likely multiple applications in the store to support this function/need.

If you have any questions or suggestions about how you may want to implement GPS tracking different than this, please contact your point person at Microsoft Corporate.

