

FleetOutlook[®] Release Notes

FleetOutlook 7.5

Empowering the Mobile Workforce.

New app! New alerts! Mobile communications.
Mobile navigation. Safety.



Table of Contents

Introduction.....	1
MobileNAV – New Mobile App.....	2
MobileNAV Settings	3
MobileNAV Driver Settings.....	4
Mobile Supervisor – Central URL.....	5
Introducing TechDirect for TechConnect Users	6
TechDirect – Updated	7
Work Order Detection	7
Work Order Types	7
GeoFence Landmark Display.....	8
Work Order Tool Tip – Improved	8
Filter Driver List – New Filter Functionality	9
Bulk Upload Place Name Landmarks	9
FleetOutlook Admin.....	10
Group Structure – Enhanced	10
Unassigned Vehicle Alert – New.....	11
DTC Code Alert – New.....	12
FleetOutlook Express – Admin Tab.....	13
Reports – Coming Soon	14
Vehicle Maintenance Report – New View	14
Trip Report – Improved.....	15
Work Order Report – Enhanced.....	16
Minor Report Enhancements	17
FleetOutlook Help Portal – Updated	18
Contacting Customer Care	20

Introduction

The FleetOutlook 7.5 Release Notes outline the new or enhanced features available in the latest release. The 7.5 release theme is Empowering the Mobile Workforce. This release is focused on assisting drivers and dispatchers in productively managing their workday.

Depending on your FleetOutlook user profile, you may not have the appropriate permissions to access all of the features.

To download the comprehensive FleetOutlook User Guide and FleetOutlook Admin User Guide, log on FleetOutlook, select the Help button, and then select the Document Library icon.

MobileNAV – New Mobile App

FleetOutlook's MobileNAV app combines real-time dispatching and messaging with remote administration of driver to vehicle assignments. Knowing which driver is operating which vehicle is an important part of fleet management because it helps maintain the integrity of driver-to-vehicle activity for reporting purposes. Validating driver-to-vehicle assignment is particularly beneficial to fleets with multiple shifts, as it requires each driver to confirm vehicle assignment at the start of a shift.

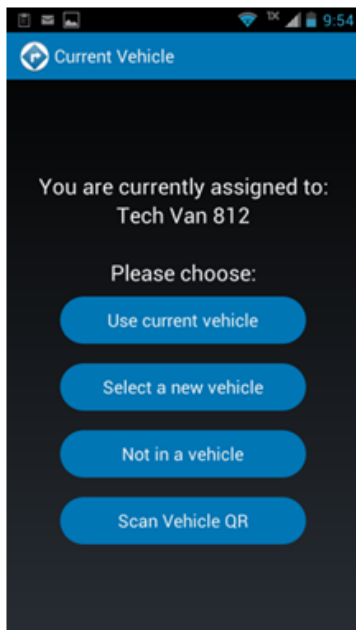
MobileNAV's main components assist drivers in productively carrying out their work assignments. Using the TechConnect screen, dispatchers can monitor a driver's jobs and communicate in real-time with the driver.



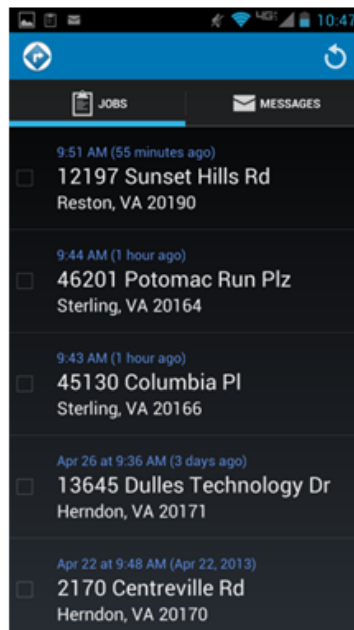
MobileNAV is available on Android 4.0 platform smart phones and is available for free download from the Google Play store.

Note: Refer to the MobileNAV User Guide for full functionality and detailed instructions on how to utilize the app.

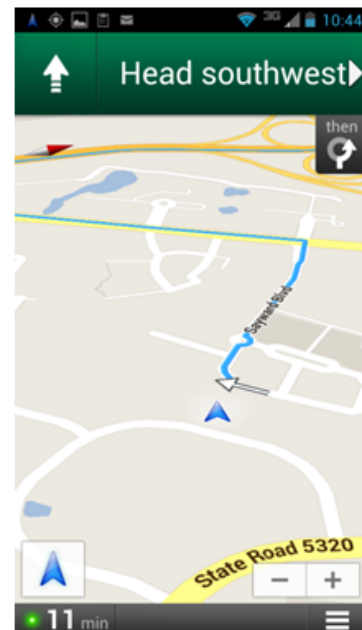
Driver Vehicle Assignment



Jobs/Messages Home Screen



Navigation



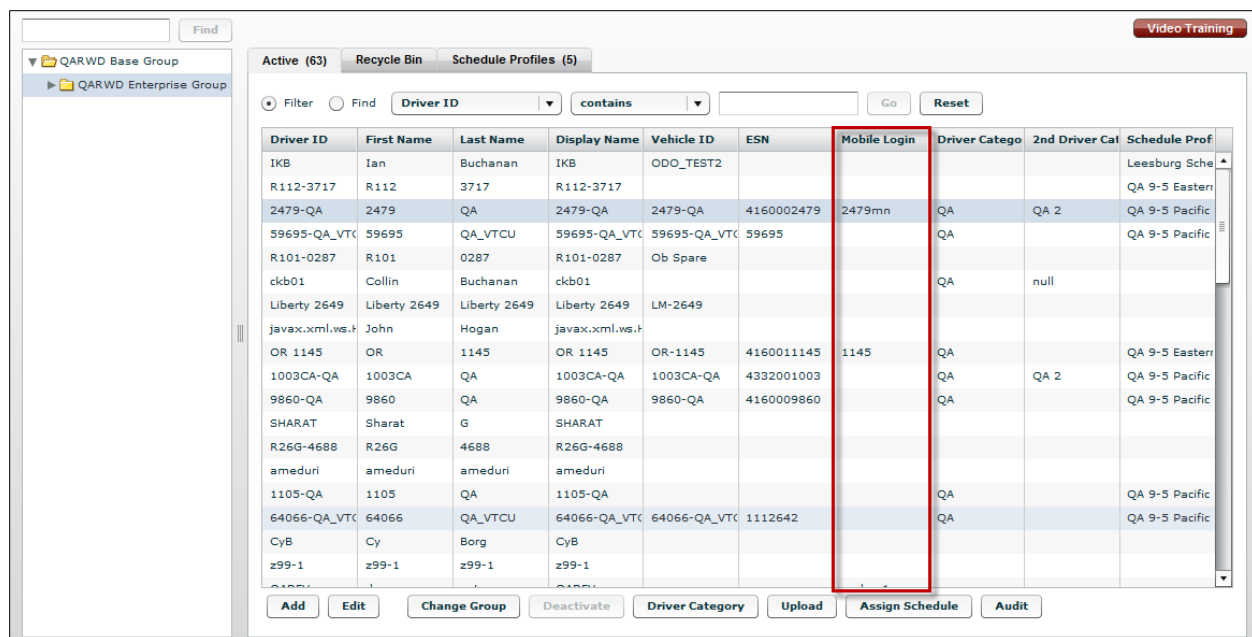
MobileNAV Settings

Setting up the MobileNAV app for your organization is a two-part process. First, download the app to each driver's mobile phone. The app is available for download from the Google Play store and works on Android 4.0 phones.

Second, contact the FleetOutlook Customer Support Team and request to have MobileNAV enabled for your organization. At the time of your request, you need to specify thresholds for two intervals: Driver Re-Login Interval and Vehicle Re-Selection Interval. By default, both are set at 4-hour intervals. Interval options include 4-hour, 8-hour, 12-hour, 24-hour or never.

Driver Re-Login requires drivers to re-enter their login credentials after the specified interval. Vehicle Re-Selection requires drivers to re-select a vehicle assignment after the specified interval, which helps maintain the integrity of driver-to-vehicle assignments.

Once MobileNAV is enabled for your organization, the Mobile Login column displays on the Drivers tab within FleetOutlook Admin. This column helps you quickly identify which drivers have MobileNAV login credentials.



Active (63) Recycle Bin Schedule Profiles (5)

Filter Find Driver ID contains Go Reset

Driver ID	First Name	Last Name	Display Name	Vehicle ID	ESN	Mobile Login	Driver Category	2nd Driver Cat	Schedule Profile
IKB	Ian	Buchanan	IKB	ODO_TEST2					Leesburg Sche
R112-3717	R112	3717	R112-3717						QA 9-5 Eastern
2479-QA	2479	QA	2479-QA	2479-QA	4160002479	2479mn	QA	QA 2	QA 9-5 Pacific
59695-QA_VTC	59695	QA_VTCU	59695-QA_VTC	59695-QA_VTC	59695		QA		QA 9-5 Pacific
R101-0287	R101	0287	R101-0287	Ob Spare					
ckb01	Collin	Buchanan	ckb01				QA	null	
Liberty 2649	Liberty 2649	Liberty 2649	Liberty 2649	LM-2649					
OR 1145	OR	Hogan	OR 1145	OR-1145	4160011145	1145	QA		QA 9-5 Eastern
1003CA-QA	1003CA	QA	1003CA-QA	1003CA-QA	4332001003		QA	QA 2	QA 9-5 Pacific
9860-QA	9860	QA	9860-QA	9860-QA	4160009860		QA		QA 9-5 Pacific
SHARAT	Sharat	G	SHARAT						
R26G-4688	R26G	4688	R26G-4688						
ameduri	ameduri	ameduri	ameduri						
1105-QA	1105	QA	1105-QA				QA		QA 9-5 Pacific
64066-QA_VTC	64066	QA_VTCU	64066-QA_VTC	64066-QA_VTC	1112642		QA		QA 9-5 Pacific
CyB	Cy	Borg	CyB						
z99-1	z99-1	z99-1	z99-1						

Add Edit Change Group Deactivate Driver Category Upload Assign Schedule Audit

MobileNAV Driver Settings

Drivers cannot login in the new MobileNAV app until they have a mobile login profile. MobileNAV login credentials must be different from FleetOutlook login credentials. A driver with MobileNAV login credentials cannot log in FleetOutlook. A driver who needs login access to both applications needs two sets of login credentials. To define MobileNAV login credentials for a driver, edit the driver's profile within FleetOutlook Admin. From the Edit Driver screen, select the Mobile User check box to display the User tab.

The screenshot shows the 'Edit Driver' form in FleetOutlook Admin. The form is divided into two main sections. The left section contains fields for Driver ID (Perry Tyler), First Name (Perry), Last Name (Tyler), Driver Category (dropdown), 2nd Driver Category (dropdown), Vehicle ID (Tech Van 812), and a 'Mobile User' checkbox which is checked and highlighted with a red box. The right section is a tabbed interface with tabs for Groups, Schedule, Starting Location, and User. The 'User' tab is active and highlighted with a red box. It contains fields for Login Username (ptyler), E-Mail (ptyler@aol.com), Default Group (MDRVR Enterprise Group), Units of Measurement (SI/English), New Password (*****), and New Password (again) (*****). A 'Minimum password length is 6 characters' note is present. An 'Assign...' button is next to the Default Group field. At the bottom, there is a 'Save' button and a status bar showing 'Last modified: Obaidur Rahman 20-Mar-2013 01:24:22 PM EDT' and 'Created: Obaidur Rahman 20-Mar-2013 01:20:07 PM EDT'.

Driver ID	Perry Tyler
First Name	Perry
Last Name	Tyler
Driver Category	
2nd Driver Category	
Vehicle ID	Tech Van 812
Mobile User	<input checked="" type="checkbox"/>

Groups	Schedule	Starting Location	User
Login Username: ptyler			
E-Mail: ptyler@aol.com			
Default Group: MDRVR Enterprise Group			
Units of Measurement: SI/English			
New Password: *****			
New Password (again): *****			
Minimum password length is 6 characters			

Last modified: Obaidur Rahman 20-Mar-2013 01:24:22 PM EDT
Created: Obaidur Rahman 20-Mar-2013 01:20:07 PM EDT

Save

Mobile Supervisor – Central URL

Mobile Supervisor is the mobile site for FleetOutlook when managing your fleet from the field using a mobile device (e.g., iPad, smart phone, etc.). It features a subset of FleetOutlook tools for faster field management: group selection, a detailed map of vehicle locations, access to vehicle breadcrumb details and nearest vehicle search.


Regardless of the mobile device that you are using, you can now access Mobile Supervisor through a URL — m.wrx-us.net. You can add a shortcut icon on your phone's Home Screen for convenient and fast access to Mobile Supervisor.

Android Phone:

To add a web site to your Home Screen, open a web browser, and then go to m.wrx-us.net. Depending on your Android platform, add the shortcut using one of the following options.

- Tap your phone's **Menu** button, and then tap **Add Shortcut to Home Screen**.
- Tap your phone's **Menu** button, and then tap **Bookmark**. From the Bookmark screen, tap and hold on the Mobile Supervisor bookmark. Select **Add Shortcut to Home** from the list.

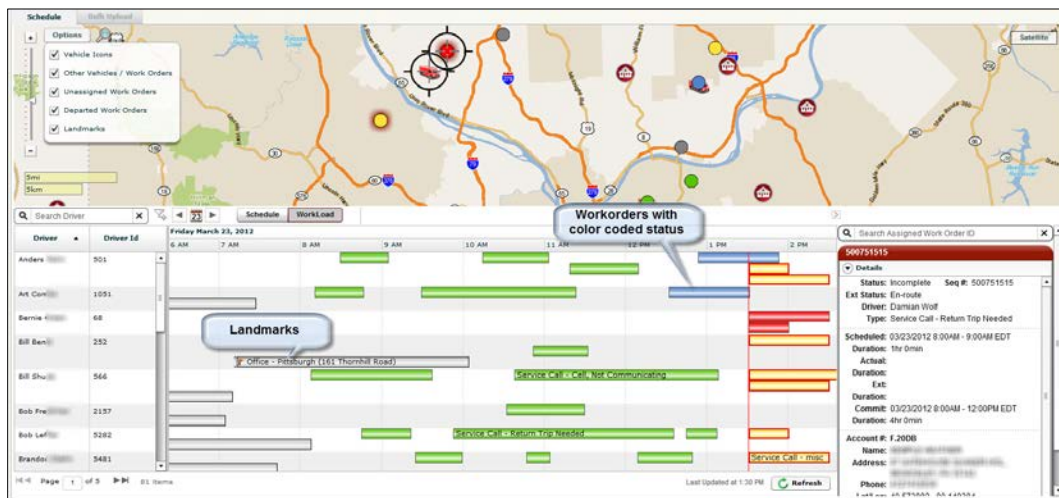
iPad/iPhone:

To add a web site to your Home Screen, open **Safari**, and then go to m.wrx-us.net. When the Mobile Supervisor login page finishes loading, tap the **Action** icon  at the bottom of the screen, and then tap **Add to Home Screen** from the list. Tap the **Add** button in the upper-right corner of the screen.

Introducing TechDirect for TechConnect Users

Customers currently using TechConnect to communicate with drivers now have the ability to view the driver workday in FleetOutlook's TechDirect module. TechDirect is a workday visualization tool that provides a map and a timeline, so you can monitor your entire team on a single screen as they progress through the day.

Note: To download the comprehensive TechDirect User Guide, log on FleetOutlook, select the Help button, and then select the Document Library icon



TechDirect features include:

- Grey bars on the timeline indicate Landmark departure and arrival. This enables you to monitor yard departure in the morning and, if customer locations are landmarked, job arrivals and departures during the day. For most customers, this is an ideal method for getting a quick snapshot of driver productivity.
- You can enter TechDirect jobs directly on-screen or through bulk upload. Color-coded bars on the timeline indicate job arrivals and departures as well as status of jobs. Jobs appear yellow before arrival and turn blue while the driver is on-site. Completed jobs appear green and jobs behind schedule appear orange or red. All incomplete jobs that are behind the scheduled start time are pushed ahead of the timeline.
- Jobs uploaded into TechDirect are visible in TechConnect as well. Dispatchers can view a job status on either screen. Jobs uploaded into TechDirect are automatically sent to the drivers for turn-by-turn directions on the Garmin
- Job arrival and departure information is captured in FleetOutlook and is available for further analysis using the Work Order or Work Order Metrics Reports. Additionally, summary metrics like "% of day at a work order" are available on the Driver Utilization Report.

TechDirect – Updated

In the 7.5 release, CalAmp has improved several minor features in the TechDirect module. These enhancements improve monitoring your fleet's schedule management and detecting work order arrival and departure.

Work Order Detection

With the 7.5 release, FleetOutlook now offers an adjustable work order radius by Zip Code as well as a default radius for all work orders outside of any defined ZIP Codes. This enables you to define a smaller radius for an urban Zip Code and a larger radius for a rural Zip Code. Work orders in Zip Codes outside of those defined follow the default radius. You can define as many ZIP Codes as required for your organization; however, each ZIP code can only have one radius assigned.

Note: To define work order radius by Zip Code, contact the FleetOutlook Customer Support Team.

Zip Code	Radius (feet)
20170	500
22205	100

Work Order Types

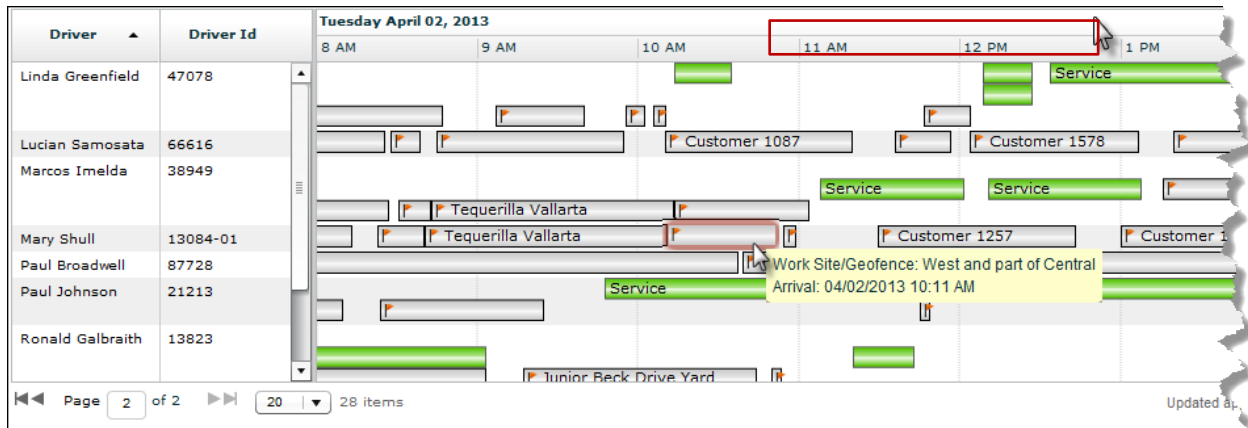
Similar to the new adjustable radius by ZIP Code, FleetOutlook now offers the ability to define work order types and durations specific to your organization. FleetOutlook's new Short Stop and Long Stop indicators are triggered off the work order type durations.

Note: To define work order types, contact the FleetOutlook Customer Support Team.

Customer Code	Description	Minimum Time	Standard Time	Maximum Time
Disconnect	Disconnect	15	30	45

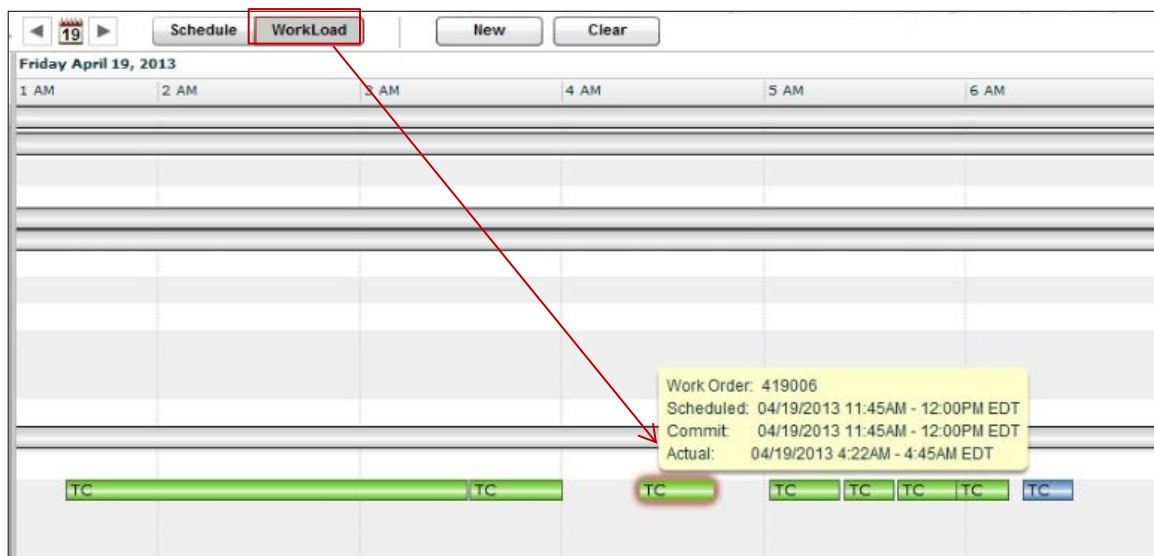
GeoFence Landmark Display

In earlier versions of FleetOutlook, TechDirect identified Work Site landmarks on the Gantt chart. TechDirect now indicates if the landmark is defined as a GeoFence. This is particularly useful for fleet dispatchers monitoring driver arrival and departure at locations that do not require a stop, but may affect the driver's schedule.



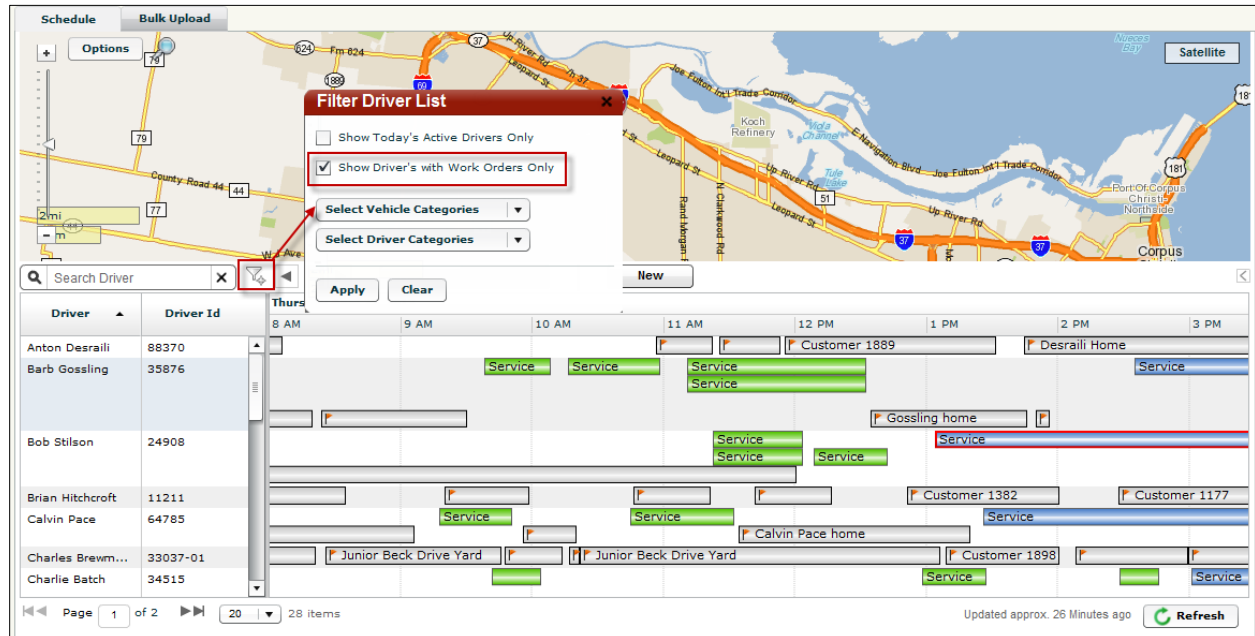
Work Order Tool Tip – Improved

The Work Order Tool Tip displays when you select a work order from the Gantt chart or map. In the 7.5 release, the Actual duration field has been included in the tool tip displayed on the Workload view. You now see the same fields displayed on the tool tip whether you are in Schedule view or Workload view.



Filter Driver List – New Filter Functionality

The Filter Driver functionality now includes the ability to filter the driver list to only those drivers with at least one work order assigned with a scheduled start timestamp for the current day.



Bulk Upload Place Name Landmarks

Landmark Bulk Upload now includes the functionality to bulk upload Place Name landmarks. Place Name landmarks are used to define geographical areas or jurisdictions. The Place Name property must be set as TRUE. The following are valid place names:

Place Name Option:	Example:
Only ZIP code	20171
City, State ZIP code	Herndon, VA 20171
County, State and Zip Code	Fairfax, VA 20171

FleetOutlook Admin

The following tools have been added to FleetOutlook Admin to provide consistent group-to-group analysis and enable real-time notifications of remote field conditions that require your immediate attention.

Group Structure – Enhanced

FleetOutlook Groups allow you to organize vehicle, drivers and assets to ensure flexibility and consistency in reporting. Groups fall into two categories: groups that mirror your organizational structure for reporting roll-up and groups for ad-hoc group reporting. Groups that identify your organizational hierarchy are given tags called Exclusive Group Names. These tags have enforced rules for parent-child relationships. In the past, tags were created as needed and few naming rules were enforced. Organizations with multiple administrators could create inconsistent names, making it difficult to compile cross-enterprise reporting. FleetOutlook now provides a new hierarchy tool to define the acceptable names used for each level of the hierarchy.

Note: To activate the Hierarchy tool for your organization, contact the FleetOutlook Customer Support Team.

In FleetOutlook Admin, the Groups tab now has two sub-tabs: Groups and Hierarchy. From the Hierarchy sub-tab, you can define up to 8 group levels, which helps identify the depth of your structure. Within each level, you can create an unlimited number of groups, and each group can have an unlimited number of sub-groups. Level 1 is always your main Enterprise group; you cannot modify this group.

Groups Hierarchy		
Level	Name	Count of Groups at Level
Level-1	Enterprise	0
Level-2	Division	0
Level-3	Manager	0
Level-4	Supervisor	0
Level-5		0
Level-6		0
Level-7		0
Level-8		0

In Reports, the “Group By” filter, which enables reporting to group data at a specific level now displays both the Hierarchy Level and Name.

Filters and Options

Group By:

(None) ▼

Exclude Vehicle Categories:

(None)

Level 1 - Enterprise

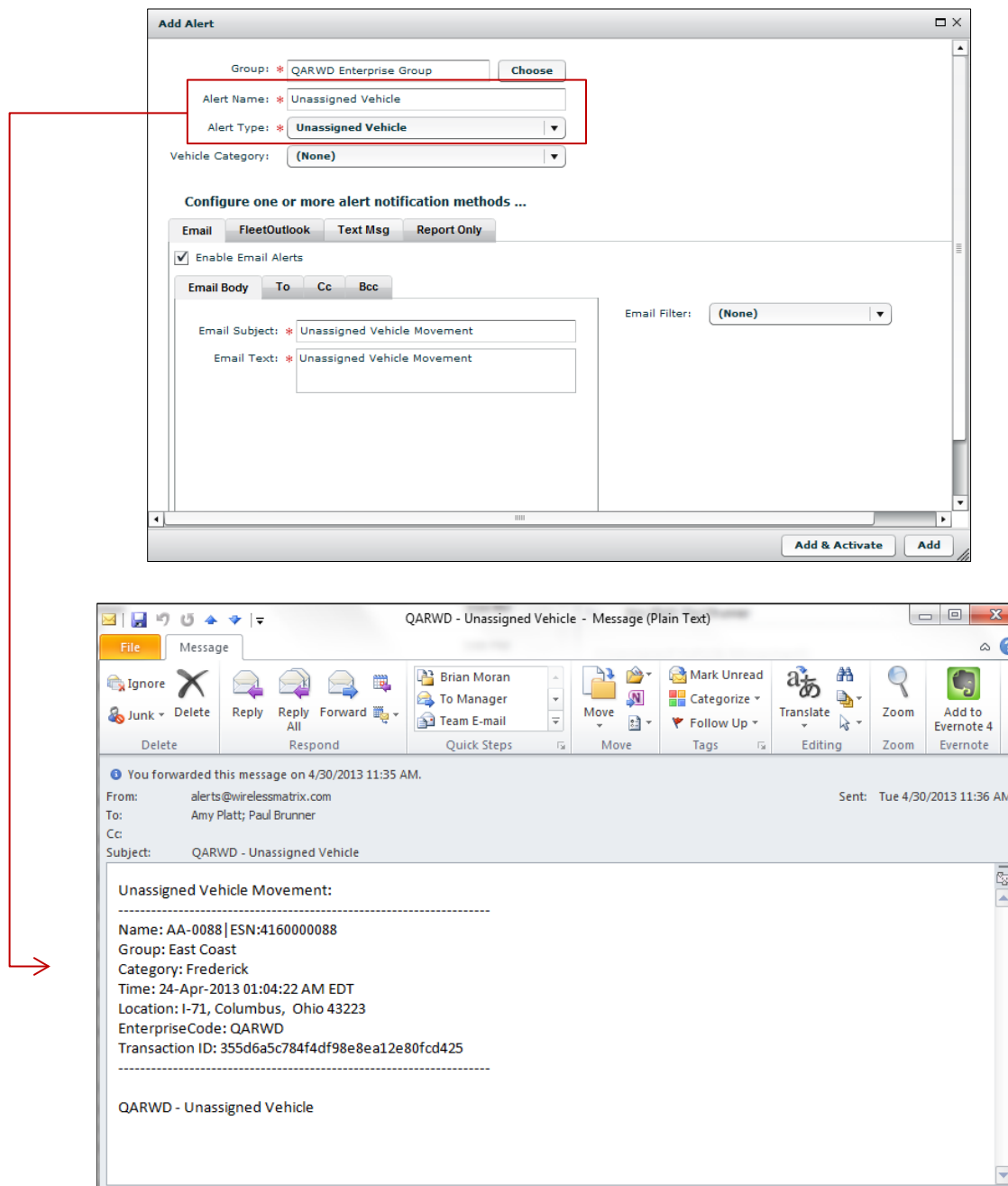
Level 2 - Division

Level 3 - Manager

Level 4 - Supervisor

Unassigned Vehicle Alert – New

The Unassigned Vehicle alert triggers once every 24 hours for any vehicle that has an Ignition On and drives a distance of 1 mile, but does not have a driver assigned in FleetOutlook. This alert is particularly useful to dispatchers needing real-time notification if a vehicle is moving and does not have a driver assigned. The dispatcher can quickly assign the driver to the vehicle and ensure the integrity of driver-to-vehicle activity for reporting purposes.



DTC Code Alert – New

The DTC Code alert provides real-time notification when DTC Codes become active on vehicles. This alert provides immediate knowledge of vehicle conditions out in the field so that you can perform pro-active maintenance, if possible. You specify which codes trigger the alert notification. For example, you can customize this alert to trigger only for Code P0300, which indicates the vehicle is in need of a spark plug or may have a spark plug wiring issue. You can create additional DTC Code alerts for the same group of vehicles to trigger only for those codes that require your immediate attention.

Note: To use the DTC Code alert, you must have a device that reports OBD-II data.

Add Alert

Group: * QARWD Enterprise Group Vehicle System: * P - (Power Train) ▾

Alert Name: * DTC Code Code Type: * 2 ▾

Alert Type: * DTC Code ▾ Code Value: * *** 3 hex digits, 000-FFF, *** matches any

Vehicle Category: * (None) ▾ Alert if: * Code Becomes Active ▾

Configure one or more alert notification methods ...

Email FleetOutlook Text Msg Report Only

☒ Enable Email Alerts

Email Body To Cc Bcc

Email Subject: * DTC Alert

Email Text: * DTC Alert

Email Filter: * (None) ▾

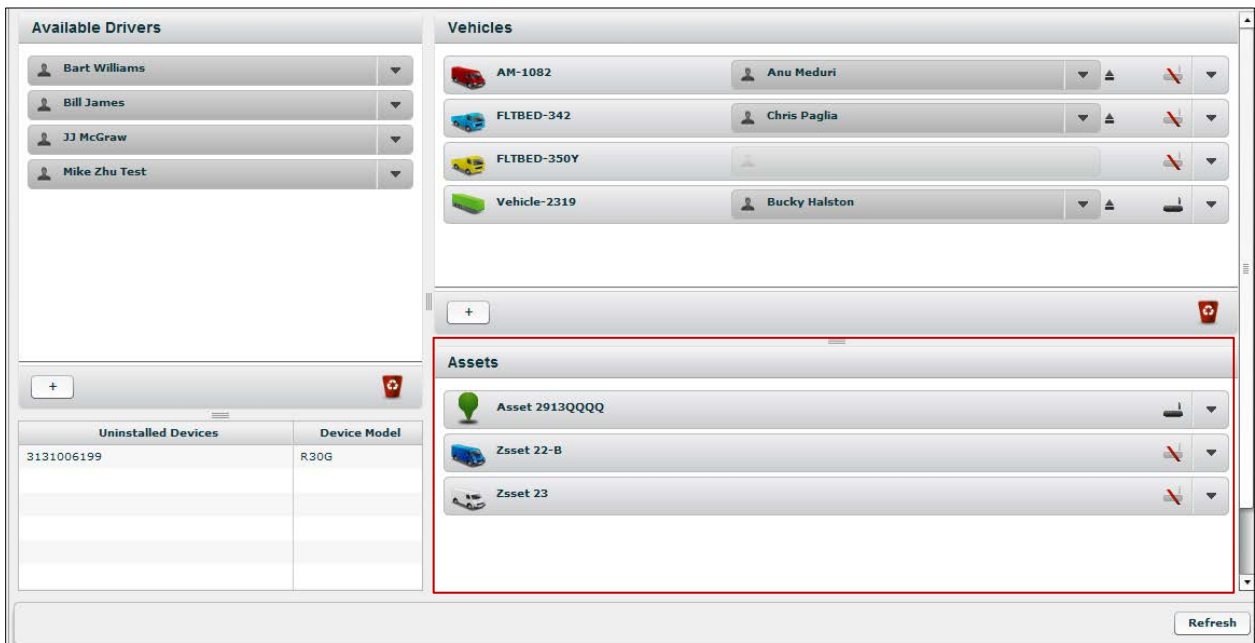
```
-----Original Message-----
From: alerts@wirelessmatrix.com [mailto:alerts@wirelessmatrix.com]
Sent: Wednesday, April 24, 2013 3:10 PM
To: Mike Greer; Paul Brunner
Subject: 73QAT - DTC Active (A)

DTC Code Status Change:
-----
DTC Code: P0201
DTC Code Description: Injector Circuit/Open - Cylinder 1
DTC Code Status: Active
Vehicle ID: R30-2310
Vehicle Name: R30 2310
Vehicle Category: VC test
Group: Sprint 1
Time: 24-Apr-2013 02:09:31 PM CDT
EnterpriseCode: 73QAT
Transaction ID: 120d7af6efa249429a08b35659fe9de4
-----
```

FleetOutlook Express – Admin Tab

For our FleetOutlook Express customers who need to track a mixed fleet of vehicle and assets, we now offer the ability to add and edit asset information. From the Express Admin tab, you can create an asset, including selecting the asset icon and color. You cannot assign a device to an asset.

Note: To assign a device to an asset, contact the FleetOutlook Customer Support Team.



Reports – Coming Soon

The 7.5 release is a phased release. The Reports 7.5.1 release is in late June 2013. The following report enhancements are included in the 7.5.1 release.

Vehicle Maintenance Report – New View

The Vehicle Maintenance Report now includes a third view – Vehicle Maintenance DTC view. This view provides a list of all Diagnostic Trouble Codes (DTC) generated for your fleet or selected group. In this view, each row displays the associated vehicle, explanatory text for the code, status and timestamps for when the code became active and, if applicable, inactive. You can filter this report to display only the codes still active, enabling you to proactively maintain your vehicles and reduce costly emergency repairs.

DTC Report Configurations

Vehicle ID	Vehicle Name	DTC Code	DTC Code Description	Status	Code Active Time	Code Inactive Time
R30-2310	R30 2310	P0746	Pressure Control Solenoid "A" Performance/Stuck Off	OFF	27-Apr-2013 08:59:01 PM EDT	27-Apr-2013 09:00:01 PM EDT
R30-2310	R30 2310	P0D00		OFF	27-Apr-2013 09:00:01 PM EDT	27-Apr-2013 09:01:01 PM EDT
R30-2310	R30 2310	P1B21		OFF	27-Apr-2013 09:01:01 PM EDT	27-Apr-2013 09:02:01 PM EDT
R30-2310	R30 2310	P0500	Vehicle Speed Sensor "A"	OFF	27-Apr-2013 09:02:01 PM EDT	27-Apr-2013 09:03:01 PM EDT
R30-2310	R30 2310	P0201	Injector Circuit/Open - Cylinder 1	OFF	27-Apr-2013 09:04:01 PM EDT	27-Apr-2013 09:05:01 PM EDT
R30-2310	R30 2310	P063C	Generator Voltage Sense Circuit Low	OFF	27-Apr-2013 09:05:01 PM EDT	27-Apr-2013 09:06:01 PM EDT
R30-2310	R30 2310	P0746	Pressure Control Solenoid "A" Performance/Stuck Off	OFF	27-Apr-2013 09:06:01 PM EDT	27-Apr-2013 09:07:01 PM EDT
R30-2310	R30 2310	P0D00		OFF	27-Apr-2013 09:07:01 PM EDT	27-Apr-2013 09:08:01 PM EDT
R30-2310	R30 2310	P1B21		OFF	27-Apr-2013 09:08:01 PM EDT	27-Apr-2013 09:09:01 PM EDT
R30-2310	R30 2310	P0500	Vehicle Speed Sensor "A"	OFF	27-Apr-2013 09:09:01 PM EDT	27-Apr-2013 09:10:01 PM EDT
R30-2310	R30 2310	P0201	Injector Circuit/Open - Cylinder 1	OFF	27-Apr-2013 09:11:01 PM EDT	27-Apr-2013 09:12:01 PM EDT
R30-2310	R30 2310	P063C	Generator Voltage Sense Circuit Low	OFF	27-Apr-2013 09:12:01 PM EDT	27-Apr-2013 09:13:01 PM EDT
R30-2310	R30 2310	P0746	Pressure Control Solenoid "A" Performance/Stuck Off	OFF	27-Apr-2013 09:13:01 PM EDT	27-Apr-2013 09:14:01 PM EDT
R30-2310	R30 2310	P0D00		OFF	27-Apr-2013 09:14:01 PM EDT	27-Apr-2013 09:15:01 PM EDT
R30-2310	R30 2310	P1B21		OFF	27-Apr-2013 09:15:01 PM EDT	27-Apr-2013 09:16:01 PM EDT
R30-2310	R30 2310	P0500	Vehicle Speed Sensor "A"	OFF	27-Apr-2013 09:16:01 PM EDT	27-Apr-2013 09:17:01 PM EDT

DTC Report View

Trip Report – Improved

With this release, we have improved the logic behind one of FleetOutlook’s most popular reports, the Trip Report. Trips that span the midnight hour are now illustrated as one row, or leg, on the report. This is beneficial for fleets where drivers work overnight shifts and fleet managers need to analyze trip segments.

The first row in the example below illustrates a leg spanning the midnight hour. The first leg of starts at 10:58 PM and ends at 1:55 AM.

Vehicle Name	Start Location	Start Time	Segment Travel Time	Distance(mi)	Stop Location	Arrival Time	Time at Destination	Segment Idle Time
Car 12	[Unnamed Street Miami Florida 33166]	12-May-2013 10:58:31 PM EDT	2h:56m	87.3	[3400 NW 48th St Miami Florida 33142]	13-May-2013 01:55:19 AM EDT	4h:22m	0h:10m
Car 12	[3400 NW 48th St Miami Florida 33142]	13-May-2013 06:18:06 AM EDT	0h:05m	0.0	[1850 NW 55th St Miami Florida 33142]	13-May-2013 06:23:48 AM EDT	0h:00m	0h:00m

Work Order Report and Work Order Metrics Report – Enhanced

The Work Order Metrics Report now includes the ability to exclude suspect data from the report output. Suspect data is flagged as ambiguous using the new TechDirect work order detection indicators described below. Excluding suspect data enables fleet managers to focus on fleet standards and duration data based only on known good data.

The Work Oder Report now enables you to filter report data based on the flags selected in the report configurations. For example, if you select the Clustered check box, FleetOutlook returns only those work orders that have been tagged with a Clustered flag using the new TechDirect work order detection indicators. By default, the Work Order Report shows all work orders for the specified reporting interval regardless of any tagged flags.

Work Order Arrival/Departure Indicators:

- **Clustered Work Order** - If a driver stops within the search radius of multiple work orders all the work orders marked as Arrived are also marked as clustered. Those work orders within the radius, but not marked Arrived because of their Multiple Job Distance Ratio are not marked as Clustered. They are marked as Distance Outlier.
- **Return Visit** - A work order with a Departed status, but has an additional stop within the search radius.
- **Distance Outlier** - A driver stopped within the search radius but its Multiple Job Distance Ratio is greater than the enterprise threshold, it is excluded from the Clustered Work Order indicator.
- **Short Stop** - A driver stopped within the search radius of this work order, but did not remain longer than the Work Stop Duration for this Work Order type.
- **Long Stop** - A work order with a Departed status, but whose duration is longer than the maximum defined for this Work Order type.
- **Post Arrival Detected** - A driver arrived at the job address before the work order is created in the system.

The image displays two screenshots of the 'Filters and Options' dialog box for the Work Order Metrics Report. The left screenshot shows the 'Final Job Status Filter' with options: Arrived, Departed, Incomplete. The right screenshot shows the 'Clustered' checkbox checked. Both screenshots have a red box highlighting the 'Exclude Work Orders with Suspect Data' checkbox.

Work Oder Metrics Report - New Filter

Work Order Report - Filter Options

Minor Report Enhancements

The following table outlines minor report enhancements.

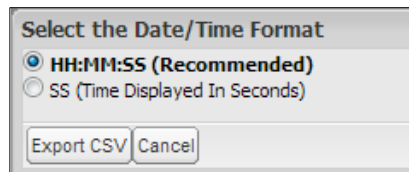
Two new columns have been added to the Detail View of the Fuel Purchase Report: Vehicle Name and Vehicle Category.

Two new columns have been added to the Detail View of the Fuel Efficiency Report: EPA Estimated Fuel Efficiency (MPG) and Vehicle Category.

Three new columns have been added to the Detail View of the Driver Utilization Report.

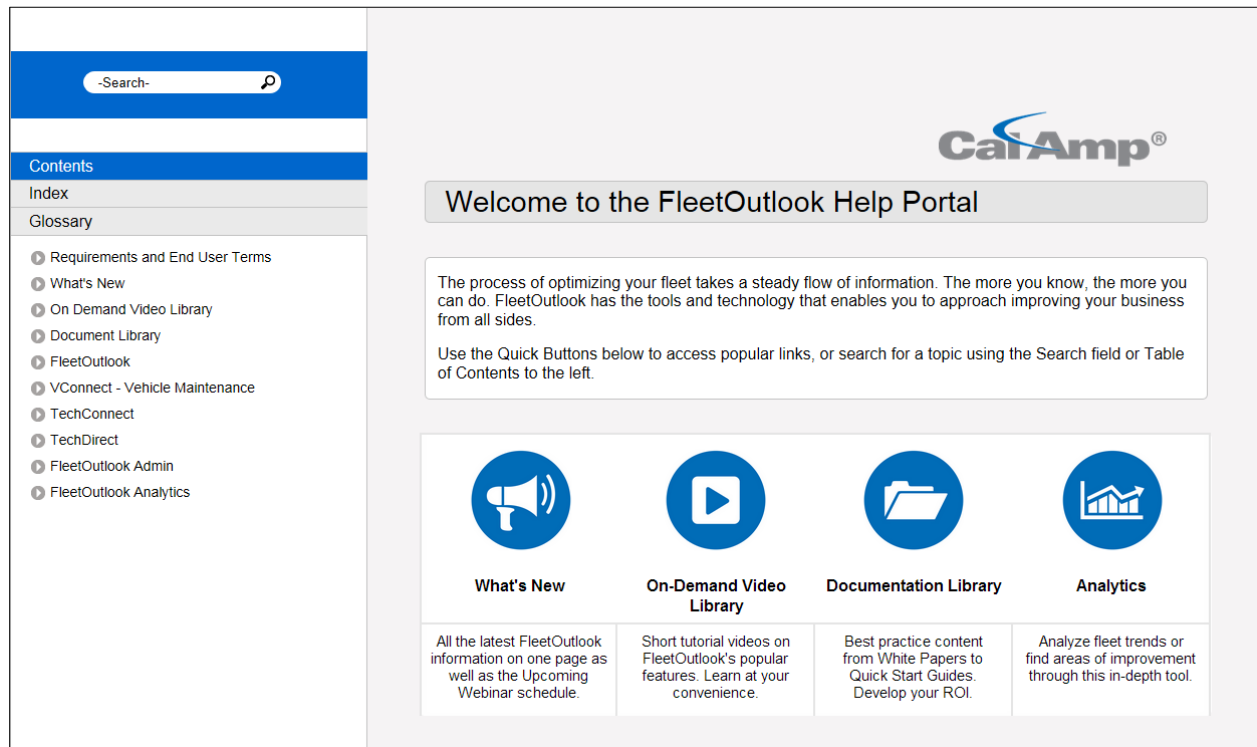
- Scheduled Workday is a Yes/No column. If the day was a scheduled workday in the driver's schedule profile, the column displays "Y." If the driver does not have an assigned schedule profile, the column displays "N."
- Scheduled Start Time – Displays the Start Time identified in the driver's schedule profile if the day was a scheduled workday for the driver. If the day was not a scheduled workday or the driver does not have an assigned schedule profile, the field is blank.
- Scheduled End Time – Displays the End Time identified in the driver's schedule profile if the day was a scheduled workday for the driver. If the day was not a scheduled workday or the driver does not have an assigned schedule profile, the field is blank.

The CVS Export screen has been enhanced to provide clear export functionality.



FleetOutlook Help Portal – Updated

Accessible through FleetOutlook and FleetOutlook Admin, the updated FleetOutlook Help portal offers help in a variety of ways. Browse help topics through the Table of Contents, search for key words, watch a video or download a white paper. From the Help portal's Home Screen, select any of the quick icons to jump to a section or use the side bar to find topics.



Home Screen Quick Links:

- **What's New** – Displays what's new in FleetOutlook and upcoming feature-specific webinars. From this page, you can download the latest release notes or register for the next webinar.
- **On-Demand Video Library** – Displays a list of feature-specific videos and webinars that you can watch at your convenience.
- **Document Library** – With the new Help portal launch, we have moved all of the user documentation to the Document Library. In earlier versions of FleetOutlook, the Support tab contained links to User Guides and Install Guides, and the Help portal contained links to our best practice content. Now, all documentation is in one convenient location.
- **Analytics** – FleetOutlook reports are now being expanded to allow for use in analytics tools. Analytics tools allow for drill-down by month, week, day, or by group hierarchy level, and filtering on various parameters. While this can typically be done in a report, analytics products allow it to be done dynamically on screen. This allows for rapid investigation into operational performance.

The simplest and most common analytics platform is Microsoft Excel, using PivotTables or the new PowerPivot* features. In this release of the Help portal, we included a PowerPivot analytics template that is focused on morning yard departure and workday duration performance. We will include more templates in future releases, or you can create your own using Excel.

*PowerPivot is included with Excel 2013 or as an add-in with Excel 2011.

Driver Schedule Profile

MTWTF 12pm - 8pm

MTWTF 8am - 4pm

MTWTF 9am - 5pm

_S_WT_S 11am - 7pm

SMTW__S 9am - 5pm

S__WTFS 9am - 5pm

Landmark Issue

Landmark Error

Landmarks OK

Weekday

Friday

Monday

Saturday

Sunday

Thursday

Tuesday

Wednesday

Group

(Unassigned)

Bob Stilson - Supervi...

Craig Dewalt - Super...

Keith Phillips - Super...

Linda Greenfield - Su...

Row Labels	First Landmark Departure	Last Landmark Arrival	Workday Duration
⌵ (Unassigned)	8:56 AM	8:48 PM	11:55
⌵ Bob Stilson - Supervisor			
⌵ Gossling	8:19 AM	9:06 PM	14:02
⌵ Pace	9:06 AM	6:12 PM	9:12
⌵ Stilson	10:59 AM	9:05 PM	10:05
⌵ Taylor	8:22 AM	7:27 PM	11:09
⌵ Craig Dewalt - Supervisor	9:45 AM	7:10 PM	9:49
⌵ Keith Phillips - Supervisor	9:22 AM	7:15 PM	10:02
⌵ Linda Greenfield - Supervisor	9:13 AM	7:41 PM	10:32

Contacting Customer Care

Supporting Your Solution Every Time. All the Time.

CalAmp does more than provide you with application services – we also supply you with an always-available resource for attention, answers and insights if you have questions about your solution.

CalAmp’s Customer Support team stands beside you to ensure any concerns you have with any element of your solution – application, hardware or operations – are addressed quickly and completely.

- U.S.-based 24x7x365 via toll-free number, e-mail or automated service ticketing via our customer portal.
- Fully trained representatives with two tiers of escalation.
- E-mail acknowledgment and status visibility of your issue 100% of the time.

Contacting Customer Care	
Phone:	866.456.7522
Support Email:	customercare@calamp.com