

PTT Pro Task Tracker

Workforce Connect



ZEBRA

Customer Administrator Guide

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About This Guide

This guide provides information about configuring and using the Workforce Connect (WFC) Zebra PTT Pro Task Tracker service. The Task Tracker service includes a web service and screens in the PTT Pro client.



NOTE: Screens and windows pictured in this document are samples and can differ from actual screens.

Notational Conventions

The following conventions are used in this document:

- **Bold** text is used to highlight the following:
 - Dialog box, window, and screen names
 - Drop-down list and list box names
 - Checkbox and radio button names
 - Icons on a screen
 - Key names on a keypad
 - Button names on a screen
- Bullets (•) indicate:
 - Action items
 - List of alternatives
 - Lists of required steps that are not necessarily sequential.
- Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

Icon Conventions

The documentation set is designed to give the reader more visual clues. The following visual indicators are used throughout the documentation set.



NOTE: The text here indicates information that is supplemental for the user to know and that is not required to complete a task.



IMPORTANT: The text here indicates information that is important for the user to know.



CAUTION: If the precaution is not heeded, the user could receive a minor or moderate injury.



WARNING: If danger is not avoided, the user CAN be seriously injured or killed.



DANGER: If danger is not avoided, the user WILL be seriously injured or killed.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: zebra.com/support.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number

Zebra responds to calls by email, telephone, or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

Revision History

Change	Date	Description
MN-004260-01	June 2021	First version.
MN-004260-02	June 2022	Updated with changes to the external API.

Getting Started

The Task Tracker integrates task management capability into the PTT Pro for Android client. After the deployment and configuration of the Task Tracker web service, supervisors can use the PTT Pro for Android client to create and prioritize tasks. The supervisor assigns tasks to associate users and groups, who accept tasks and provide task status.

Task Tracker integrates with the PTT Pro Management Portal to use the customer departments, groups, and users. A customer-specified PTT Pro group from a department determines which users have the role of supervisor. Users in the supervisor group can assign tasks to individual users or to other groups. You can create a new group or use an existing group but the group name must follow a naming convention. The Zebra administrator identifies a prefix for the supervisor group when configuring the Task Tracker web service.

The Task Tracker service is available for all WFC PTT Pro customers. At this time customers must contact [Zebra support](#) to enable the Task Tracker feature.

The Task Tracker feature requires WFC PTT Pro version 3.3.10176 or later.

Configuration Overview

The Task Tracker requires a Zebra administrator to create a customer and specify the Zebra PTT Pro supervisor group. Zebra PTT Pro users in the supervisor group create and assign tasks to Zebra PTT Pro users (associates) or groups.

The configuration and use of the Task Tracker includes the following steps:

1. The Zebra administrator creates the customer in the Task Tracker and provides the client API key, the URL, the customer ID, and the external API key to the customer administrator.
2. The customer administrator uses the PTT Pro Management Portal to add users to the supervisor group.
3. The customer administrator uses the external API and external API key to create task templates and tasks and manage users.
4. The customer administrator configures PTT Pro clients with the URL and the client API key to access the Task Tracker web service.

Configure the PTT Pro Client

The customer administration must configure the PTT Pro for Android client to communicate with the Task Tracker web service. The same configuration profile is used for both supervisor and associate devices. The supervisor role is determined by group membership in the PTT Pro Management Portal.

Device configuration for the Task Tracker uses the same method and JSON file as other PTT Pro for Android client configurations. The `WFCPTTProDefault.json` file can be pushed to the device through an MDM service or through ADB. Additionally, you can use the Workforce Connect Provisioning Manager to configure devices. See the Workforce Connect Provisioning Manager Customer Administrator Guide for more information.

The configuration parameters in the JSON file for the Task Tracker include:

```
{
  "task_tracker_base_url": "<task_tracker_host>",
  "task_tracker_api_key": "apiKey_abc",
  "task_tracker_customer_id": "customerID_xyz",
  "task_tracker_polling_interval": "60",
  "task_tracker_is_configurable": "true",
  "task_tracker_server_retry_interval": "120",
  "task_tracker_ui_notification": "true"
}
```



NOTE: All parameters are required to configure the PTT Pro for Android client.

Table 1 PTT Pro Client Task Tracker Configuration Parameters

Parameter	Description
<code>task_tracker_base_url</code>	The URL of the Task Tracker web service.
<code>task_tracker_api_key</code>	The API key is used to authenticate with the Task Tracker web service.
<code>task_tracker_customer_id</code>	Unique identifier for the customer used to secure data in a multi-tenant system.
<code>task_tracker_polling_interval</code>	How often, in seconds, the Task Tracker client connects to the Task Tracker web service.
<code>task_tracker_is_configurable</code>	Boolean value that controls whether the Task Tracker is enabled on the client. A value of true enables Task Tracker.
<code>task_tracker_server_retry_interval</code>	How often, in seconds, the Task Tracker client attempts to connect to the Task Tracker web service after an authentication failure.
<code>task_tracker_ui_notification</code>	Boolean value that controls whether the Task Tracker client shows notifications for new, canceled, accepted, and completed tasks. A value of true enables notifications.

Configure Supervisor Groups

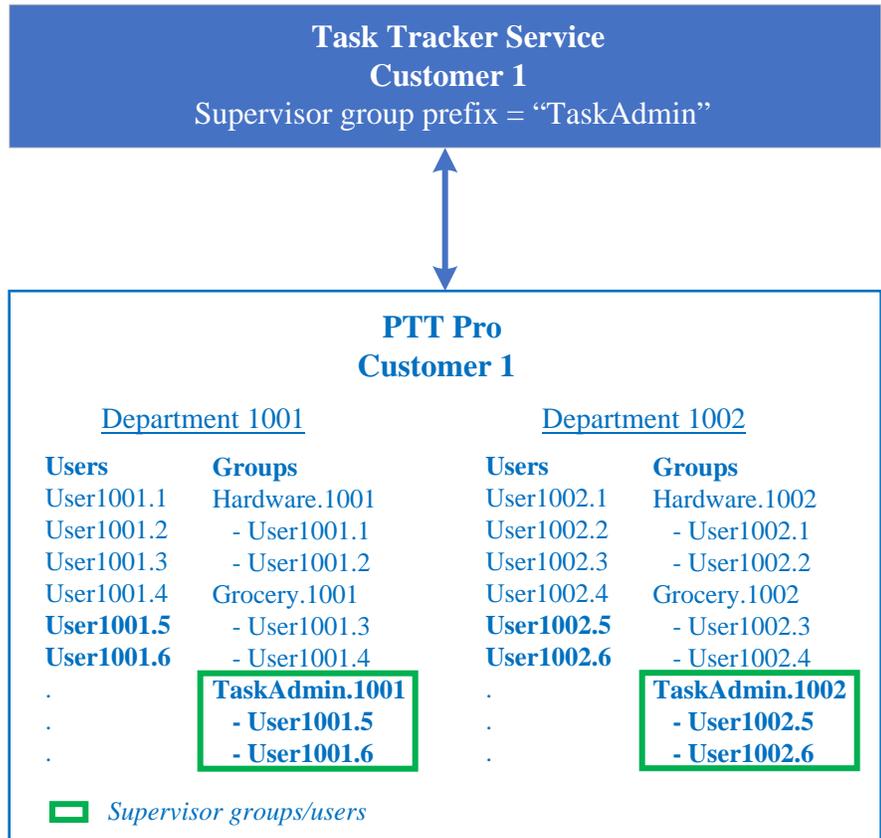
The Task Tracker uses the PTT Pro groups and users to provide its services. The Task Tracker must be able to identify which PTT Pro users are authorized to perform supervisor functions. The customer creates a group that includes the supervisor users to identify the supervisors. Each department requires a supervisor group. The supervisor group uses a naming convention to identify the group members as supervisors. All other users and groups are associates.

When the Zebra administrator creates the customer in the Task Tracker, a naming convention for the PTT Pro supervisor group prefix string is established. The supervisor groups in PTT Pro must incorporate that prefix string using the following naming convention:

```
<Supervisor_group_prefix_string>.<Department_name>
```

The Task Tracker identifies the supervisor groups that match the string. Members of supervisor groups are assigned the supervisor role. All other users and groups are considered associates.

Figure 1 PTT Pro Groups with Supervisor Prefix



NOTE: If the customer uses a naming convention for supervisor groups, this naming convention can be used as the supervisor prefix. Be sure to mention this naming convention to the Zebra support/onboarding representative. Supervisor groups must use the naming convention described above.

API Reference

You can use the Task Tracker REST APIs to create task templates, manage tasks, and retrieve information about Zebra PTT Pro users. The Task Tracker module installed on PTT Pro for Android devices also uses the APIs to communicate with the Task Tracker web service.

A Swagger page for the Task Tracker REST API contains the details of the API and can be used to try out each procedure. The Swagger page for the Task Tracker APIs can be accessed at the following URL: `https://<Server Url>/ems/v1/swagger-ui.html`. Using the Task Tracker endpoints requires authorization in the form of an API key and the customer ID. To obtain the API key and your customer ID, contact your Zebra administrator.

This document contains an overview of each method. The Task Tracker REST API provides the following controllers:

- Task tracker API – This controller provides two methods. Use these methods for creating task templates and tasks.
- Users API – This controller provides one method. Use this method to retrieve a list of users for a store.

Task Tracker Controller

The Task Tracker Controller provides two methods. A customer can use these methods to create task templates and tasks. Create a task template to provide consistent task names for supervisors and associates.

Create Task Templates

The POST `/api/task-tracker-external/tasks/title/templates` uses a comma-separated list of task titles as input to create the tasks in the Task Tracker service.

```
curl -X 'POST' \  
  '<task_tracker_host>/api/task-tracker-external/tasks/title/templates' \  
  -H 'accept: application/json' \  
  -H 'API-Key: <external_api_key>' \  
  -H 'customerId: <customer_id>' \  
  -H 'Content-Type: application/json' \  
  -d '[ "<list_of_tasks>" \  
]'
```

Create Tasks

The POST `/api/task-tracker-external/tasks` method takes task parameters as input to create a task in the Task Tracker service.

```
curl -X 'POST' \
  '<task_tracker_host>/api/task-tracker-external/tasks' \
  -H 'accept: application/json' \
  -H 'API-Key: <external_api_key>' \
  -H 'customerId: <customer_id>' \
  -H 'Content-Type: application/json' \
  -d '{ "name": "string", "description": "string", "status": "TODO",
    "priority": "HIGH", "assignedTo": "string", "createdBy": "string",
    "storeName": "string", "expiryTime": "2022-03-09T13:26:21.634Z"}'
```

Table 2 Create Task Parameters

Parameter	Data Type	Description
name	String	The name of the task.
description	String	A description of the task.
status	String	Possible value: TODO
priority	String	One of the following values: <ul style="list-style-type: none"> HIGH MEDIUM LOW
assignedTo	String	(Optional) PTT Pro login name of the user to which this task is assigned. If this field is not included, a supervisor will assign the task to a user or group through the PTT Pro for Android.
createdBy	String	Name of the supervisor.
storeName	String	The name of the store.
expiryTime	Time in UTC	The time after which the task expires.

Users Controller

The User controller provides a single method that a customer can use to retrieve a list of users (associates), supervisors, or both.

Retrieve Users

The GET `/api/task-tracker-external/users` method can retrieve a list of users, a list of supervisors, or a list of both users and supervisors.

```

curl -X 'GET' \
  '<task_tracker_host>/api/task-tracker-external/users?
storeName=test&isAssociate%20=true' \
  -H 'accept: */*' \
  -H 'API-Key: <external_api_key>' \
  -H 'customerId: <customer_id>'

```

Table 3 Retrieve Users Parameters

Parameter	Data Type	Description
storeName	String	The name of the store.
isAssociate	Boolean	This parameter has the following values: <ul style="list-style-type: none"> • true - returns a list of users • false- returns a list of supervisors • no value - retrieves a list of both users and supervisors.

