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NAVIGATION
Accessing the Dashboard
Visit avp.zebra.com
Click on ‘VisibilityIQ™ OneCare®’

Logging In
First Time User: Enter User ID and Password provided in your Welcome email
Existing User: ID and password remain the same

Setting User Preferences
After login, you’ll link to your specific VisibilityIQ OneCare view
The ‘Case Lifecycle’ Report will have already been added to your dashboard
Click on the gear icon on the Global Navigation Bar in the top right corner of the dashboard

Click on ‘Settings’ to set your user preferences.

**User Preferences**
Select your preferences and click Done
Additionally, in the Global Navigation Bar, you can click on the ‘Notification’ icon to see any current alerts.
Click on the ‘External Links’ to access other Zebra URLs or MDM console (if applicable).
Click on the flag icon to change your ‘Language Settings’.

Your VisibilityIQ OneCare is ready to use.

**TILE LIBRARY**

Once you've set your preferences, click on ‘Add Tile’ in the top right corner on the Global Navigation Bar to access the Tile Library.

Select the report you wish to add to your dashboard and click ‘Add To Dashboard’.
**LEFT-HAND SIDE NAVIGATION BAR**

Reports can also be accessed through the Navigation Bar

Click on ‘Search Reports’ to find a report

Clicking ‘Dashboard’ will always bring you back to the main dashboard page

Click on ‘Expand All’ under ‘Reports’ to show all reports available under each report category

**PRESET DATES AND DATE PICKER**

Through the ‘Preset Dates’ and ‘Date Picker’ icons, users have the ability to change the date range they want to view for each report.

Select a Preset Date or use the Date Picker to select a custom date or date range.

Preset Dates and Date Picker icons are located in the upper-right corner of the page

The default date range will vary by report
Click the start date, end date, and Apply when using the custom range Date Picker.

- Note: Preset date ranges and date picker are specific to each report. Not all reports have the same preset date ranges available to them.

DATA GRID FUNCTIONS
There are three functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid:

- **Grouping** allows a user to aggregate the devices within the data grid by Site Name or Model.
- **Show/Hide** function allows the user to determine which columns they want visible in the data grid.
- **User Group** allows a user to create a customer tag and assign the tag to selected devices.

EXPORT FUNCTION
The 'Export' button is a feature available within each report that allows the User to export page information to a PDF or Excel spreadsheet:

- Click on the drop-down arrow.
- Select Excel Spreadsheet (.xls). This will export the data grid in the report to Excel.
- Select Portable Document Format (.pdf). This will export the graph on the report to PDF.
COLOR ALERTS / INDICATORS

Based on the threshold set by the administrator, the ‘Tile’ colors let you know for which ones you’ll need to pay attention:

- **Red** indicates Critical Status
- **Amber** indicates Warning Status
- **Green** indicates Normal Status

COMPATIBLE BROWSERS

- Chrome 65.0.3325 and higher
- Firefox 59.0.2 and higher
- Internet Explorer 11.0.9600 and higher

LOGIN ASSISTANCE / SUPPORT

- Need login help? Please contact:
  - North America Region: portal.support@zebra.com
  - Europe, Middle East and Africa Regions: emea.tech@zebra.com
  - Asia Pacific Regions: portalsupportapme@zebra.com

EMAIL NOTIFICATIONS

Email notifications allow an admin user to receive a daily email summarizing the changes in threshold metrics for each applicable report. The notifications can be turned on/off for any report for which a threshold is available. By default, Email Notification is disabled. You will begin to receive emails on the second day after enablement and only when the criticality of a threshold has changed, green to amber, amber to red, and vice versa. Users may enable alerting for up to maximum of 8 thresholds.
ENABLE EMAIL NOTIFICATIONS

Navigate to the Administration tab within the dashboard. Choose Email Notifications.

Click the button to the right to enable notifications

Once enabled, a list of reports will show that are available for which notifications can be received.

Click the check box next to the report you would like to see included in the email.
Then click save. Once enabled, you will begin receiving notifications the first day an alert has changed color from the previous day. From that point, you will only receive an email notification when an alert changes from one color to another. All alerts are contained in one email.

DISABLE EMAIL NOTIFICATIONS

Navigate to the Administration tab within the dashboard. Choose Email Notifications. Click the button in the upper right corner to turn off notifications. Then click save.

Or uncheck the box next to the report you would like to disable for notifications. Then click save.

REPORT SETTINGS

Description
Based on defined thresholds, the dashboard tile colors change to let you know which reports you need to pay attention to. When a threshold is crossed, the tile will turn amber or red, indicating the severity of the issue. Each report comes with thresholds set at default levels, but most can be changed by an administrator.
If support cases for your devices are not resolved in a timely manner, the Case Lifecycle tile on the dashboard will turn amber or red. By default, if cases are still open at 30 days, the tile will turn amber. If cases are still open at 60 days, the tile will turn red.

Use the slider to set the duration of open days that should be considered Critical, Warning, Normal. Default: Critical=90 days or more, Warning=30 to 89 days, Normal=29 days or less

The Contracts report shows you when the service contracts for your devices will expire. As the expiration dates approach, the tile on the dashboard will turn amber or red. By default, the tile turns amber when there are 179 days until expiration and red when there are 89 days until expiration.

Use the slider to set days to contract expiration that should be considered Critical, Warning, Normal. Default: Critical=89 days or less, Warning=179 to 89 days, Normal=180 days or more
LIFEGUARD ANALYTICS

For Tile Alert
When a certain percentage of your devices need to have a security patch installed, the LifeGuard Analytics tile on the dashboard will turn amber or red. By default, when 10 percent of your devices need an update, the tile will turn amber. When 30 percent of your devices need an update, the tile will turn red.

Use the slider to set the percentage of devices that have updates recommend that should be considered Critical, Warning, Normal. Default is Critical=30% or more devices with updates recommended, Warning=10% to 29%, Normal=9% or less devices with updates recommended.

For Threshold - Updates Recommended
You can also define what it means to “need an update.” By default, the tile will not change color until three months have passed between your last deployed patch and the availability of a new one. You can change this threshold to the number of months you prefer from 0 to 12.

Use the slider to set the amount of time in months for “need an update” duration. Default: 3 months

REPAIR LIFECYCLE

When a repair ticket is generated, the repair depot knows the customer will be sending a defective device. If the defective device does not arrive in a timely manner, the Repair Lifecycle tile will turn amber or red. By default, for Repair and Return exchange types, the tile will turn amber if defective devices do not arrive in 15 days. For exchange type Advance Exchange, the tile will turn red if they don’t arrive in 30 days.

These thresholds are only applied to the Expected devices. They do not apply to devices that have been received and are being reported on the other tabs in the report, such as “In Repair” or “Repaired.”

Default: Critical=30 days or more, Warning=15-29 days, Normal=14 days or less
Note: These thresholds are hard coded and cannot be adjusted
REPAIR REPEAT RATE

The Repair Repeat Rate report has two thresholds, both of which are optional. To the right of each threshold name is an on/off slider. By default, both are off. You can tell because the on/off sliders are gray. If you wish to use the threshold, click the slider to turn it on. It will turn blue.

Threshold – Repeat Net
Repeat Net are units returned for repair within 30 days since its last repair; excluding physically damaged units and units with NFF (No Fault Found). Only genuine failures.
Use the slider to set the percentage of repairs classified as Repeat Net that should be considered Critical or Normal.
No default is set

Threshold – Repeat Gross
Units returned for repair within 30 days since its last repair; excluding physically damaged units
Use the slider to set the percentage of repairs classified as Repeat Gross that should be considered Critical or Normal.
No default is set

REPAIR RETURN RATE

The Repair Return Rate report currently has one threshold which is optional. To the right of the threshold name is an on/off slider. By default, it is on. You can tell this because the on/off slider is blue. If you do not wish to use the threshold, click the slider to turn it off. It will turn gray.

Threshold – No Trouble Found

Threshold – Damage
Percentage of repairs classified as Damage against the total install base, in a calendar year.
10%
The tile on the dashboard will turn red if a certain percentage of the devices sent for repair are classified as No Trouble Found (NTF). The percentage is calculated per calendar quarter.
Use the slider to set the percentage of repairs classified as No Trouble Found (NTF) that should be considered Critical or Normal.
Default is Critical=5% or more, Normal=4% or less

SITE ASSIGNMENT

Description
Site Assignment feature allows data associated with the site name to show in the dashboard for specific users. Sources that site names come from:

Siebel
Contracts (Siebel)
SFDC
MDM (These sites are created in the MDM hierarch and will always be passed through to the customer dashboard) – VisibilityIQ Foresight ONLY

TO ASSIGN SITE(S)

To assign all sites to all users, follow this process
1. Go into customer dashboard
2. In left side navigation bar, go to Administration
3. Click on Site Assignment tab
4. Click all sites checkbox
5. Click User Selection
6. Choose the all users to apply the sites to
7. Click Save

TO ASSIGN SITES TO A SPECIFIC USER OR SUBSET OF USERS

1. Go into customer dashboard
2. In left side navigation bar, go to Administration
3. Click on Site Assignment tab
4. Select By: User view
5. Select the User(s) that you wish to assign sites to
6. Click on Site Selection
7. Select the site you wish to add to the user(s). This should have an unmarked checkbox for the site(s) you wish to add.
8. Click Save

*Caution: Following this process, any site that is not selected, will not be assigned to the user. So be sure to only select the sites you wish to add and leave the others as is.

TO UNASSIGN/REMOVE SITE(S) FROM A USER

1. Go into customer dashboard
2. In left side navigation bar, go to Administration
3. Click on Site Assignment tab
4. Select User Selection
5. Select the User(s) that you wish to remove sites for
6. Click Save
7. Click on Site Selection
8. Remove the checkmark from the site(s) you wish to remove.
9. Click Save
CASE LIFECYCLE REPORT

Description
Provides information on all Technical & non-Technical Cases with respect to open cases aging and case activity.

TILE

Case Lifecycle

OPEN CASE DURATION

- 0-5 days: 77
- 6-29 days: 21
- 30+ days: 3

Last 7 days

EXPANDED VIEW

Case Lifecycle

Search for site

System Tags

Last Data in the selected range (04 Feb 2018)

OPEN CASES: 101  CASE ACTIVITIES: 67

Open Case Duration

- 0-29 days: 77
- 30-89 days: 21
- 90+ days: 3

<table>
<thead>
<tr>
<th>Age</th>
<th>Case Open Date</th>
<th>Case Number</th>
<th>Case Description</th>
<th>Type Code</th>
<th>Serial Number</th>
<th>Full Model Number</th>
<th>Site Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>01 Feb 2018</td>
<td>03663746</td>
<td>MOST DATA NOT TRANSMITTED BACK TO DEPOT</td>
<td>Soft Yodel</td>
<td>110289214005784</td>
<td>MD07 HA-POAB435500</td>
<td>YOSEL, GLASGOW</td>
</tr>
<tr>
<td>64</td>
<td>02 Dec 2017</td>
<td>03649973</td>
<td>MOST - LOST DEVICE</td>
<td>Hardware</td>
<td>110292521401241</td>
<td>MD07 HA-POAB435500</td>
<td>YOSEL, WALTHAM CROSS</td>
</tr>
<tr>
<td>64</td>
<td>02 Dec 2017</td>
<td>03649966</td>
<td>MOST - LOST DEVICE</td>
<td>Hardware</td>
<td>110292521400272</td>
<td>MD07 HA-POAB435500</td>
<td>YOSEL, WALTHAM CROSS</td>
</tr>
</tbody>
</table>

Open Cases Tab

Description
This tab gives information about technical/non-technical cases that are currently in open status. The graph shows breakdown of the number of cases by age, 0-20, 30-89, 90+ days. The data grid provides details about each open case.

Data Grid Columns
**Case Activities Tab**

**Description**
This tab gives information about technical/non-technical cases that have opened or closed during the selected date range. With this tab the user can determine the number of cases opened during the selected date range or the number of cases closed during the selected date range. The data grid provides details about each open case.

**Data Grid Columns**
Case Close Date, Case Open Date, Age, Case Number, Repair Number, Repair Reference, Case Description, Type Code, Resolution Text, Serial Number, Full Model Number, Model Number, Site Name

**TILE ALERT THRESHOLD**
Age Days categorizes the open cases based on how many days the case has been in open status. By using the slider, you can adjust the number of days required to trigger the report alert. The default is set to 90 days or more for Red, 31 to 89 days for Amber, and less than 30 days for Green.

**Date Range Options**
Last 7 Days
Custom Range

**Use Case(s)**
- Determine how long my cases have been open
- Determine how many cases I open/close monthly
- Identify cases that resulted in a repair being created
CONTRACTS REPORT

Description
Provides contract level details to the user and points out the contracts that are expiring and which should be renewed, as well as serial number details related to the onboarded contracts of the customer.

TILE

Contracts

EXPRESS VIEW

Less than 90 days: 0
91 - 179 days: 0
180+ days: 25
Total contracts: 25

EXPANDED VIEW

Contracts Tab

Description
This tab gives summary information about Zebra OneCare active contracts which have been onboarded in the dashboard. The grid will show an entry for each service part number available on the contract along with the details of the part number. However, the count displayed on the tab is a count of unique contract numbers. Consequently, you could have more entries in the grid than the count displays since one contract could have multiple part numbers. A graph is displayed showing the age of the contract in relation to the days until expiration.

Data Grid Columns
Contracts Details Tab

**Description**
This tab gives detailed information at the serial number level for devices presently in the onboarded contract.

**Data Grid Columns**
Serial Number, Model, Full Model Number, Contract, Date of Manufacture, Device Start Date, Device End Date, Converge Status, Visibility Entitlement

**TILE ALERT THRESHOLD**
Age Days categorizes the contracts based on days to expiration. By using the slider, you can adjust the number of days required to trigger the report alert. The default is set to 89 days or less for Red, 90 to 179 days for Amber, and 180 days or greater for Green.

**Date Range Options**
As of day

**Use Case(s)**
- Identify upcoming contracts for renewal
LIFEGUARD ANALYTICS REPORT

Description
Lifeguard for Android extends the lifecycle of Zebra Android enterprise mobile computers. The LifeGuard Analytics report is designed to help customers stay current with Android security updates for their devices. It allows the customer to see how many devices have a recommended security update and how many devices are up to date with their security software. Customers can download the report to get a list of the device serial numbers requiring an update. It also contains a link where the customer can go to the Lifeguard download page on Zebra.com to download the most current security update.

EXPANDED VIEW

Updates Recommended Tab

Description
Displays all device profiles for which a security software update is available along with the vulnerabilities addressed and the download size for each update.

Data Grid Columns
Count (devices), Models, Type, OS Version, BSP Version, LifeGuard Update Level, Android Security Patch Level. Expanding Row adds: Latest Available Update Type, Vulnerabilities Addressed (Quantity), Download Size (in MB)
Description
Displays all device profiles which have up to date security software

Data Grid Columns
Count (devices), Model, Type, OS Version, BSP Version, LifeGuard Update Level, Android Security Patch Level

All Devices Tab
Description
Displays all devices which are LifeGuard enabled and their software security version details.

Data Grid Columns
Status, Model, Type, OS Version, BSP Version, LifeGuard Update Level, Android Security Patch Level, Serial Number

Requirements
For LifeGuard data to be visible in the dashboard, the Android device must have OS of Android M or better and Zebra Device Agent (ZDS) Version 3.x enabled.
- OS = M and above
- platforms/devices support is available:
  - 8956 : TC51/ TC56/ TC70/ TC75
  - Intel : ET50/ ET55
- BSP version 01.21.04.1.
- Devices should be part of a support contract.

Additional Features
Report contains a link to LifeGuard for Android Updates page on Zebra.com where customer can download the appropriate updates for their devices.

Tile Alert Thresholds
Percent of Devices: This threshold set a percentage for which the tile color will change when a percentage of devices needing updates is exceeded.

Monthly Tolerance: This threshold show devices for which a time interval has been exceeded since the current security version was implemented.
**Date Range Options**

As of Day

**Use Case(s)**

- Identify possible Android security vulnerabilities. Utilize the percentage of Android devices that are not up to date with their security patches to identify needed patches and address potential vulnerabilities. Export a list of serial numbers with updates available to utilize in a deployment plan.

**ON TIME DELIVERY REPORT**

**Description**

On Time Delivery shows the month to month on time delivery metrics for shipped devices vs customer due date.
**Data Grid Columns**
Repair Number, Shipped Date, Due Date, On Time, Site Name, Model Number, Product Type, Exchange Type

**Date Range Options**
Last 12 Months (Default), Last 3 Months, Last 6 Months

**Use Case(s)**
Track monthly SLAs for delivery timeliness

**AVAILABLE FILTERS**
Sites, System Tags, User Tags

**TILE ALERT THRESHOLD**
None
**REPAIR LIFECYCLE REPORT**

**Description**
Shows repair logistics related to all repairs for a customer and categorizes them as Open, Expected, In Repair, Repaired, Shipped and Available Spares (customer owned spare pools only) as they move through the repair process.

**TILE**

![Repair Lifecycle](image)

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Orders</td>
<td>25</td>
</tr>
<tr>
<td>Expected</td>
<td>222</td>
</tr>
<tr>
<td>In Repair</td>
<td>52</td>
</tr>
<tr>
<td>Repaired</td>
<td>62</td>
</tr>
<tr>
<td>Shipped</td>
<td>211</td>
</tr>
<tr>
<td>Available Spares</td>
<td>9</td>
</tr>
</tbody>
</table>

**EXPANDED VIEW**

![Expanded View](image)
Open Orders Tab

Description
The Open Orders tab shows how many devices are due to be shipped to the customer in the form of replaced devices or repaired devices. This indicates an action that needs to be taken by Zebra. This is an As of Day report. This tab is not mutually exclusive with Expected devices or In Repair devices.

Data Grid Columns
Service Order No, Repair No, Exchange Type, Customer Ref No, Open Date, Customer Due Date, Expected Device SN, Model No, Full Model No, Date of Manufacture, Received Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Airway Bill No, SFDC Case No

Use Case(s)
- Understand how many repaired/replacement devices are due to be shipped back to you. This is viewed in the Open Orders tab

Expected Tab

Description
The Expected tab shows how many devices Zebra is waiting to receive from the customer to the repair depot for which Repair Orders have been created. This indicates an action that needs to be taken on the part of the customer/partner.

An amber icon will be shown to indicate that it has been 15 days since the repair order has been opened and Zebra has not received the defective device. This is an As of Day report.

For Advanced Exchange devices, a red icon will be shown to indicate that it has been 30 days since the repair order has been opened and Zebra has not received the defective device.

This tab is not mutually exclusive with Open Order devices.

Data Grid Columns
Service Order No, Repair No, Exchange Type, Customer Ref No, Replacement Shipped, Open Date, Over Due Days, Expected Device SN, Model No, Full Model No, Date of Manufacture, Received Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Airway Bill No, SFDC Case No
Use Case(s)
• Track defective devices that have not been sent into the repair depot. Too many Expected devices, may cause depletion of customer dedicated spare pools.

In Repair Tab

Description
The In Repair tab shows the devices which have been received at the depot and are currently being worked on. This is an As of Day report.

This tab may overlap with Open Orders for Advanced Exchange repairs.

This tab is not mutually exclusive with Open Order devices.

Data Grid Columns
Service Order No, Repair No, Exchange Type, Customer Ref No, Received Date, Received Device SN, Model No, Full Model No, Date of Manufacture, Received Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Tracking No, Inbound Airway Bill No, Age, SFDC Case No, Receive Only, Unexpected Receipt

Use Case(s)
• Identify which repairs are actively being worked on

Repaired Tab

Description
The Repaired tab shows how many repairs were completed on the customers’ devices over a specified date range, as well as what the fault/resolution was associated with each repair.

Data Grid Columns
Use Case(s)
- Understand issues that were found on repaired devices and how the repair was classified (NTF, Damage, Failure)

Shipped Tab

Description
The Shipped tab shows devices that have been shipped back to the customer over a specified date range. For Advanced Exchange customers, this will be a replacement device. For Repair and Return devices, this will be the original device that was sent in for repair (unless otherwise specified).

Data Grid Columns
Service Order No, Repair No, Exchange Type, Customer Ref No, Ship Date, Shipped Device SN, Model No, Full Model No, Date of Manufacture, Shipped Site Name, Store No, Address, Outbound Tracking No, Carrier, On Time, SFDC Case No

Use Case(s)
- Understand how many devices were shipped to you during a particular date range, and where they were shipped to, and track via carrier.

Available Spares Tab

Description
Available Spares tab displays the number of spare devices residing in a customer owned spare pool. This is an As of Day report.

Data Grid Columns
Spare Pool ID, Spare Pool Name, Serial Number, Model No, Last Repair No, Repair Complete Date

Use Case(s)
- Monitor the health of your customer owned spare pool and the quantity of devices available
- By viewing the last repaired date, you can get an understanding of how spares are being circulated through the spare pool

Additional Features
Search for Repair:

Description
Allows a user to search for repairs that are in the dashboard by repair no, serial number, customer reference number, inbound tracking no and outbound tracking no. It will return the repairs associated to the data used for the search. Each repair state can be expanded to show repair details for that state.

TILE ALERT THRESHOLD
Expected state devices are expected to come into repair depot from customer site. This threshold default is set to 15 days red for Advanced Exchange devices, or 30 days for Repair and Return devices. This threshold cannot be adjusted.
**Date Range Options**
Last 7 Days, Last 30 Days, Month to date, Year to date, Last month, Custom Range

**Other Use Case(s)**
- End to end tracking of the progression of RMAs through repair process.

**REPAIR REPEAT RATE REPORT**

**Description**
Shows the percent of devices that have been sent in for repair within 30 days of their last repair, both gross and net. It displays the top models with the highest repair repeat net rate and repair repeat gross. Data is also presented in a monthly graph of Repeat Net (excluding physically damaged units and NTF units) vs Repeat Gross (excluding physically damaged units).
Data Grid Columns
Service Order Number, Repair Number, Customer Ref Number, Open Date, Repair Complete Date, Repair Complete Month, Exchange Type, Received Device SR No, Model No, Full Model No, No Days Repeat, Repeat Gross, Repeat Net, MDM Site or Received from Site Name

KEY TERMS

Repeat Gross
Units returned for repair within 30 days since its last repair; excluding physically damaged units

Repeat Net
Units returned for repair within 30 days since its last repair; excluding physically damaged units and units with NTF (No Trouble Found). Only genuine failures

AVAILABLE FILTERS
Sites, System Tags, User Tags

TILE ALERT THRESHOLD
Repair Return rate has two thresholds that can be set. One is based on the percentage of repeat repairs classified as Repeat Net (device failure only). The other is bases on the percentage of repairs classified as Repeat Gross (Failure + NTF). By using the slider, you can adjust the percentage for what rate should be considered acceptable. By default, both of these thresholds are turned off.
**Repair Repeat Rate**

<table>
<thead>
<tr>
<th>Threshold - Repeat Net</th>
</tr>
</thead>
</table>
| Repeat net threshold is percentage of repeat repairs due to device failure only.
| 0%                     |

<table>
<thead>
<tr>
<th>Threshold - Repeat Gross</th>
</tr>
</thead>
</table>
| Repair gross threshold is percentage of repeat repairs due to device failure as well as no trouble found.
| 0%                      |

**Date Range Options**

Last 12 Months (default), Last 3 Months, Last 6 Months, Last 9 Months

**Use Case(s)**

- Understand what devices are being sent back within a 30 day period from being repaired. Could indicate an issue with the repair depot.
- Aide customers in understanding their triage practices
- Report highlight devices that may have chronic issues

**REPAIR RETURN RATE REPORT**

**Description**

Repair Return Rate reports on the return rate of devices coming in for repair including categorizing those repairs into Physical Damage, No Trouble Found, (NTF) or Failures.

**TILE**

**Repair Return Rate**

- **No Trouble Found**
  - Last full quarter Q4 2018
  - Top models with no trouble found:
    - 22.73% MC31XXG
    - 21.19% TC56XX
    - 13.48% RS50X

**EXPANDED VIEW**

**Summary View**

**Description**

Summary view presents a graph of monthly total devices returned with fault classifications (Damage, NTF and Failures) over the last 12 months. Report can be viewed as for total devices returned or percentage of total returns.
**Data Grid Columns**
Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, Site Name

**Use Case(s)**
Understand the percentage make up of your repairs, for Damage, NTF, and Failures
Drill down to site level to isolate the repair trends for that site.

**No Trouble Found (NTF) View**

**Description**
No Trouble Found view presents a graph of the quarterly NTF Rate percentage over the last 4 quarters by model calculated against the total devices returned. Report can be viewed for up to 6 models at a time and as a percentage view or total devices view. NTF Rate builds quarterly from January through March, and then resets for the next calendar quarter. NTF can also be viewed in a monthly format.

**Data Grid Columns**
Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, Delivered Site Name

Use Case(s)
Understand which models are trending towards an NTF rate of 5% or higher by quarter
Understand where training opportunities may exist or procedural changes are needed to reduce NTFs at a particular site.

AVAILABLE FILTERS
Sites, System Tags, User Tags

TILE ALERT THRESHOLD
Repair Return rate has two thresholds that can be set. One is based on the percentage of repairs classified as NTF (No Trouble Found). The other is based on the percentage of repairs classified as Damage. By using the slider, you can adjust the percentage for what rate is considered acceptable. NTF will be set to a default of 5%. Damage will be set to a default of 10%. Exceeding those percentages will cause the tile to turn Red and the models on the tile to turn red. Otherwise, the tile will be Green.

DATE RANGE OPTIONS
Last 12 Months (default), Last Year(s) (Calendar)

TOP REPAIR METRICS REPORT
Description
Provides a pareto bar chart ranking of repairs for the Top Sites, Top Problems, Top Faults, Top Faults on Damaged Units, Top Repeat Problems and Top Repeat Faults. Tile will show top 6 repair faults. Full report will show top 10 for each repair category.
This report is helpful for understanding repair trends and identifying potential problem areas to address. Data is presented graphically and ranked for customer repair data which can be filtered by site, model, system tags or exchange type. Graphs can be presented online or exported to PDF for use in other report formats.
**Top Repair Metrics**

**TOP FAULTS**

![Pareto bar chart ranking of Top Faults for repairs done during the selected date range.](image)

**Last 12 Months**

**EXPANDED VIEW**

**Top Faults**

**Description**
Provides a pareto bar chart ranking of Top Faults for repairs done during the selected date range.

**Use Case(s)**
- Identify which faults are occurring most frequently over the selected date range. By filtering to Model or Exchange Type you can identify if a certain device model or Exchange Type has a tendency to particular issues.

**Top Sites**

**Description**
Provides a pareto bar chart ranking of Top Sites with repairs completed during the selected date range.
**Use Case(s)**

- Identify which sites are generating the most repairs. This could point to potential issue with process handling or a training opportunity needed at a particular site.

**Top Problems**

**Description**

Provides a pareto bar chart ranking of Top Problems identified for repairs completed during the selected date range.

**Use Case(s)**

- By reviewing the top problems for repairs, potential handling issues may be identified, for example if there is a predominance of Damage related problems.
- Identify improvements for triaging devices to better understand how the problem identified compares to the fault found at the repair depot.

**Top Faults on Damage Units**

**Description**

Provides a pareto bar chart ranking of Top Faults on Damage Units identified for repairs completed during the selected date range.
Use Case(s)

- By reviewing the top faults on damage units, potential handling issues may be identified. For example, if there is a predominance of a particular damage fault occurring vs other damage faults. This could also point to the wrong device being used in the wrong environment.

**Top Repeat Problems**

Description

Provides a pareto bar chart ranking of Top Problems identified for repeat repairs completed during the selected date range.

Use Case(s)

- Identify how many times the same problem occurs for a previously repaired device. This could point to a bad device that should be replaced.

**Top Repeat Faults**

Description

Provides a pareto bar chart ranking of Top Faults identified for repeat repairs completed during the selected date range.
Use Case(s)
- Identify how many times the same fault occurs for a previously repaired device. This could point to a bad device that should be replaced or that a particular model is being used for the wrong environment.

Date Range Options
Last 12 Months (Default), Last 3 Months, Last 6 Months, Custom Date Range

AVAILABLE FILTERS
Sites, Models, System Tags, Exchange Type

TILE ALERT THRESHOLD
There are no alert thresholds available for the Top Repair Metrics report.
<table>
<thead>
<tr>
<th>REPORT</th>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair Lifecycle</td>
<td>Open Orders</td>
<td>Devices for which an RMA has been created, but repaired or replaced device has not yet been shipped to customer. Indicates pending action by Zebra.</td>
</tr>
<tr>
<td></td>
<td>Expected</td>
<td>Devices for which an RMA has been created, but defective device has not been received at Repair Depot. Indicates pending action by Customer.</td>
</tr>
<tr>
<td></td>
<td>In Repair</td>
<td>Defective device has been received at Repair Center, but repair is not complete and close date does not exist.</td>
</tr>
<tr>
<td></td>
<td>Repaired</td>
<td>Defective device has repair completed</td>
</tr>
<tr>
<td></td>
<td>Shipped</td>
<td>Repaired or replacement device has shipped from repair center</td>
</tr>
<tr>
<td></td>
<td>Spare Pool</td>
<td>Device resides within customer owned/dedicated spare pool</td>
</tr>
<tr>
<td>Case Lifecycle</td>
<td>Type Code</td>
<td>This field is used in the Case Lifecycle Report. This field identifies whether the case was opened for a hardware related issue, software related, to open a Return RMA, or for other classifications.</td>
</tr>
<tr>
<td>Contracts</td>
<td>Visibility Entitlement</td>
<td>This is the level of visibility the customer is entitled to as specified in their support contracts. Possible values: Online Repair Dashboard, VisibilityIQ Foresight.</td>
</tr>
<tr>
<td>LifeGuard Analytics</td>
<td>Type</td>
<td>This field indicates if the BSP if of type GMS or non-GMS. GMS stands for Google Mobile Services and non-GMS can also be referred to AOSP (Android Open Source Project). GMS SW includes the Google suite of applications (Gmail, Play Store, Maps, etc.) where non-GMS does not include these added services and applications.</td>
</tr>
<tr>
<td></td>
<td>BSP Version</td>
<td>BSP stands for Board Support Package and generally refers to the software image that is currently on the device. The BSP Version is also referred to by the EMC team (and Zebra.com) as the Baseline. Any SW image (aka BSP) is uniquely identified by the tuple of Baseline and Update Level.</td>
</tr>
<tr>
<td></td>
<td>Lifeguard Update Level</td>
<td>The Update level is the “patch” version of a given BSP. For example, you may have BSP Version 01.03.39 and then you can modify that package with an Update. Updates start at level 0 to indicate no changes and are sequentially incremented (1, 2, 3...). Patches are cumulative meaning if you have update level 5 then you have all the fixes from 1-4 as well. You do not need to install updates sequentially but can skip around going from 1 to 5 to 3 if you so desire.</td>
</tr>
<tr>
<td></td>
<td>Android Security Patch Level</td>
<td>This is a date that indicates how many fixes or vulnerabilities have been repaired in a given BSP. The dates and required fixes are given by Google as part of Android Security Bulletins</td>
</tr>
<tr>
<td>On Time Delivery</td>
<td>On Time %</td>
<td>For all repair that were due to ship in a given month, how many were actually shipped on time.</td>
</tr>
<tr>
<td>Repair Return Rate</td>
<td>NTF</td>
<td>No Trouble Found: Devices returned for repair, per reported time period, with no hardware malfunction found or problem and any requirement for preventive maintenance.</td>
</tr>
<tr>
<td>Damage</td>
<td>Physically damaged units.</td>
<td></td>
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<tr>
<td>-------------</td>
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<td></td>
</tr>
<tr>
<td>Failure</td>
<td>Devices returned for repair, per reported time period, with material/component malfunction.</td>
<td></td>
</tr>
<tr>
<td>Repair Repeat Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Net</td>
<td>Units returned for repair within 30 days since its last repair; excluding physically damaged units and units with NTFF (No Trouble Found). Only genuine failures.</td>
<td></td>
</tr>
<tr>
<td>Repeat Gross</td>
<td>Units returned for repair within 30 days since its last repair; excluding physically damaged units</td>
<td></td>
</tr>
<tr>
<td>Top Repair Metrics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fault</td>
<td>Device defect determined by Zebra repair depot.</td>
<td></td>
</tr>
<tr>
<td>Problem</td>
<td>Device defect reported by the customer at the time the RMA was created.</td>
<td></td>
</tr>
</tbody>
</table>