
Improving Refrigeration Maintenance with Tech Assist PDF Reports

What are Tech Assist PDF Reports?

Tech Assist PDF Reports are PDFs attached to ServiceChannel Work Orders that Refrigeration Technicians can access from their phones, tablets, or laptops. Report types include:

- **Store Report** – overview of the entire refrigeration status for the store, including an overview of all racks, work order history, and underperforming cases.
- **Rack Reports** – rack detail and telemetry information for each rack identified within the Work Order including an overview of each circuit and the health of corresponding cases.
- **Case Reports** - case detail for each case identified in the Work Order, including telemetry information for the case and its circuit siblings, settings, and parameter information.

Where does the data come from?

The underlying data for Tech Assist Reports comes from IOT and IMS, the Walmart systems that pull refrigeration data from store controllers throughout each day. Tech Assist receives, analyzes, and formats this data for reporting daily. Tech Assist also receives Work Order updates throughout the day. As Work Orders are created, Tech Assist PDF Reports are attached to the Work Order and made available from within Service Channel. As Work Orders are updated to include a new rack or case, a Tech Assist Report for the new rack or case will be added within 30 minutes. Note that Tech Assist Reports are a “snapshot” at the time the Work Order was created or updated.

How do I access the Tech Assist Reports?

A link to the Tech Assist PDF Reports is included within the mobile and desktop versions of ServiceChannel as an attachment on the Notes page of each Work Order. You will see an attached document labeled “Tech Assist Snapshot Reports”. Simply click on the attachment to be taken to a list of the Tech Assist Reports for that Work Order. Click on the specific report to view the PDF.

How do Tech Assist Reports Improve Refrigeration Maintenance?

Tech Assist Reports help technicians resolve Work Orders faster and with more confidence.

- Eliminate Data Collection Time – the data has already been collected for you.
- Fast Start – initial observations of abnormal conditions are provided.
- Faster Analysis – visualizations help speed analysis (e.g. are all cases on a circuit unhealthy?)
- Find Data Quickly – reports are organized with increasing detail to find data quickly.

How can I provide feedback and request new capabilities?

If you have questions, problems or suggestions, email us at feedback@tech-assist.com.

Tech Assist PDF Report Screenshots

Service Channel Link

RESOLUTION CODES & ROOT CAUSE

ATTACHMENTS & NOTES STATUS HISTORY CHECK IN / OUT CHECKLIST

+ Add Attachment + Add Note / Update Schedule Date

Download 1 Attachments

Tech_Assist_Snapshot_Reports.pdf
Sep 22 2020 15:01 PST

14 Sep 25 2020 21:23 PST Created
Provider order ha

13 Sep 22 2020 19:38 PST Created
Provider

To access Tech Assist Reports, open this attachment from the Work Order Notes tab in Service Channel

Report Summary

tech assist Work Order Refrigeration Reports

These are beta pre-release versions of reports and are provided for your review and feedback. It is possible that certain information contained within these analyses may be incorrect or missing. If you discover information that you believe is incorrect, or if you have general feedback on the design of these reports, we would like to hear from you at: support@techassist.app. Thank you.

Work Order: **147866476** Store Number: **2552**
Work Order Creation Date: **9/14/2020**

The following snapshot reports were created when the above work order was submitted and show the most recently available technical details and telemetry data for the associated refrigeration systems at that time:

Description	Asset	Report Link
Case Telemetry Snapshot 9/22/2020 <small>Case details, parameters and circuit telemetry</small>	Case b11a	Click to view the PDF report
Rack Telemetry Snapshot 9/22/2020 <small>Rack details, parameters and telemetry</small>	Rack Itb	Click to view the PDF report
Store Refrigeration Overview 9/22/2020 <small>High level technical summary of the store's refrigeration systems</small>	Store 2552	Click to view the PDF report

On the Tech Assist Summary Page, you will have links to a store report and rack & case reports for each rack & case in the Work Order.

Store Summary

tech assist Store Refrigeration Performance Report IOT

Store: **2613** Bucyrus, OH **Supercenter**
Region: West and Central Ohio(21)
Market: 213
Business Model: Insource

Analysis date: **Mon Sep 21 2020**

64%	2.04°	23	0	2
Percentage of cases operating within 2.5° of target temperature	Average case temperature offset from set point target	Number of cases with avg temps > 2.5° above target	Number of compressors in lockout status	Number of open work orders

The Store Report overview data and Work Order Summary (see next page) help you quickly understand overall refrigeration status for the store that may be relevant to resolving your current Work Order.

Work Order Summary

Rack Work Order Summary (For all assets on rack: mtc as of: 09/19/2020 - past 30 days)

Date Created	Work Order ID	Status	Problem	Description	Assets Referenced
09/19/2020	148666510	IN PROGRESS <small>Dispatch Confirmed 1 day old</small>	P1-Onsite W/1 24 Hours	-- / FM - REFRIGERATION / Case - Automation Single / High Temperature / AUTOMATED WORK ORDER. Job Type: refrigeration Assigned To: 10101 Units Affected: 1 Problem Type: High Temperature Systems Affected: C01a DELI ISL 45.0° Manual Comment: N/A	c01a
09/17/2020	148546627	COMPLETED <small>09/17/2020</small>	P1-Onsite W/1 24 Hours	REFRIGERATION (FROZEN, COOLERS, DAIRY ETC...) / Refrigeration / Case - Multi Deck / High Temperature / Please provide the case label number: C01a / Ha ...	c01a
09/12/2020	148208265	COMPLETED <small>09/12/2020</small>	Pe-Emergency-Onsite W/1 4 Hours	REFRIGERATION (FROZEN, COOLERS, DAIRY ETC...) / Refrigeration / Case - Multi Deck / High Temperature / Please provide the case label number: MTC-1a / ...	mtc c01a
09/12/2020	148205403	COMPLETED <small>09/12/2020</small>	P1-Onsite W/1 24 Hours	Refrigeration (Frozen, Coolers, Dairy etc...) / Refrigeration / Refrigerated Case / High Temperature / Name: Cary Hornbeck - cwhornb.s00024 / Tag ID: ...	mtc c01a c11a c11b c11c c11d c11e

Store Work Order History for the past 30 days including date created, ID, status, priority, description, and rack and case IDs referenced in the Work Order

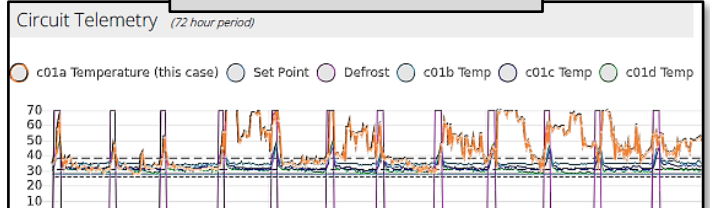
Case Observations

Tech Assist Observations

- ▶ CASE IS OPERATING ABOVE AVERAGE TEMPERATURE FOR THIS CASE CLASS.
- ▶ AVERAGE CASE TEMPERATURE IS WELL OUTSIDE TARGET BAND (HIGH).
- ▶ HIGH FREQUENCY TEMPERATURE VARIATIONS MAY INDICATE MECHANICAL CYCLING.
- ▶ TEMPERATURE VARIATION IS WELL ABOVE THE NORM FOR THIS CASE CLASS.

Case Observations provide a head start for problem resolution

Circuit Telemetry



Circuit Telemetry including Set Point, Defrost Cycles, and Temperatures for Cases on the Circuit for the last 72 hours

Rack and Circuit Summary

Rack: **mtb**

32 Cases **41%** **3.35°**

% cases in target Average case offset

Compressors:

Id	Run Time	Lockout Status	Avg Output
1	100%	-	3.77A
2	5.98%	-	4.98A
3	43.66%	-	8.94A
4	51.09%	-	11.32A
5	0%	-	-

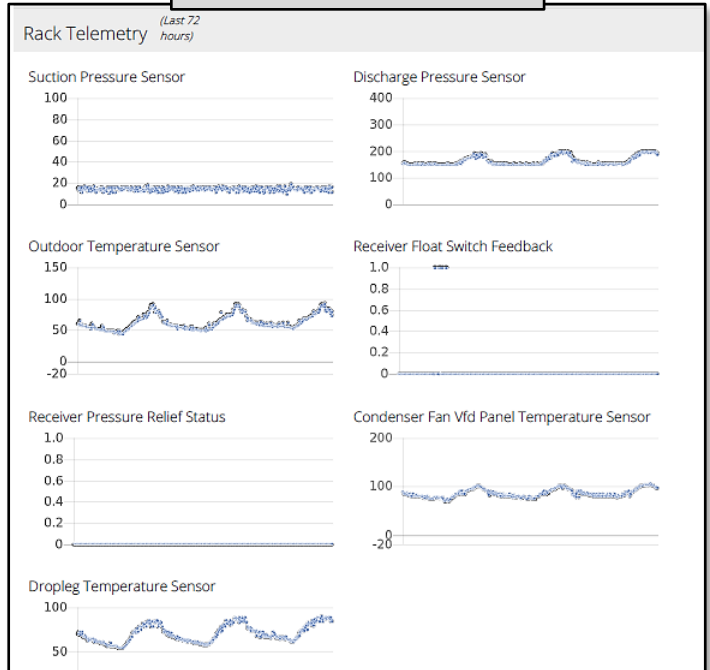
Rack Pressures:

Circuits:

Circuit	Num Cases	# In Target	Avg Offset*	Case Performance
b7	2	0	6.03	● b7a ● b7b
b8	5	0	5.77	● b8a ● b8b ● b8c ● b8d ● b8e
b2	2	0	5.54	● b2a ● b2b
bs1	2	0	3.25	● bs01a ● bs01b
bs3	2	0	3.18	● bs03a ● bs03b
bs4	3	1	2.79	● bs04a ● bs04b ● bs04c
b3	2	1	2.65	● b03a ● b03b
b4	3	2	2.43	● b04a ● b04b ● b04c
b5	4	3	2.42	● b05a ● b05b ● b05c ● b05d
bs2	2	1	2.1	● bs02a ● bs02b
bs6	1	1	1.96	● bs06
bs5	1	1	1.75	● bs05

Circuits on this Rack including # of cases, # in target, avg offset and case performance. Possible bad circuit if all cases red / yellow

Rack Telemetry



Rack Telemetry for the last 72 hours