Guidance – What3Words Service Property

DOCUMENT CLASSIFICATION: CONFIDENTIAL

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Guidance – What3Words Service Property

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1. Amendment History

Date	Version	Author	Changes Made
24/03/2023	0.1	SS	Draft document
04/07/2023	1.0	DP	Minor revisions - Published

2. Introduction

This document guides Whitespace users through new What3Words functionality that will be introduced to Whitespace from Version 11.2.

This functionality is an enhancement request to introduce a new worksheet service property that integrates with the What3Words solution. To find out more about What3Words, please visit: https://what3words.com/about

The service property will update the worksheet location based on the What3Words value supplied to within 3 metres square.

The most common use case would be a worksheet such as a Fly Tip raised on a street record, although it can be applied to any worksheet type where you want to trap a more accurate work location. Either the worksheet can be raised with the What3Words value supplied, OR the device user can update the worksheet with the What3Words value when they attend the job.

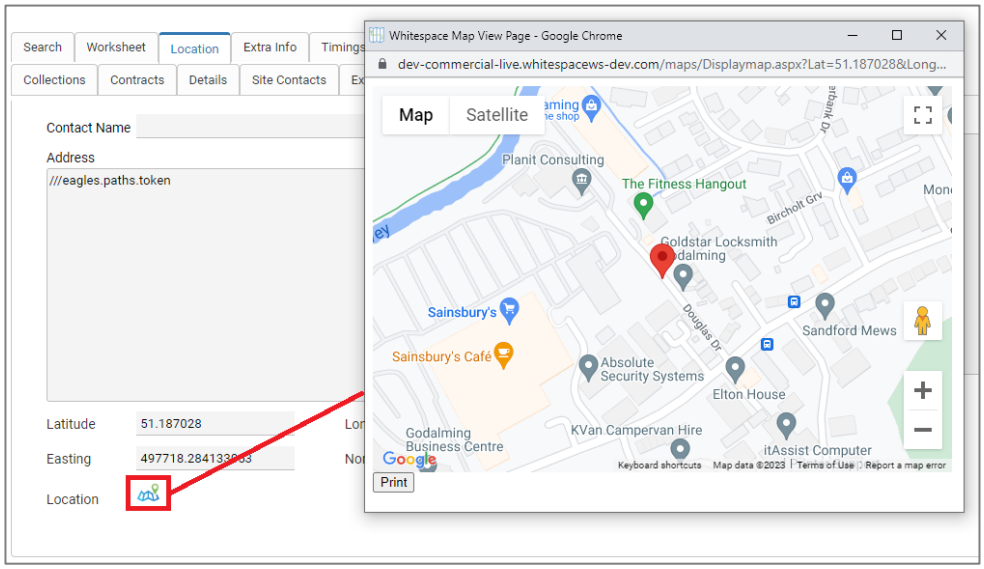
It ensures the worksheet location can be pinpointed to within 3 metres square.

3. How it works

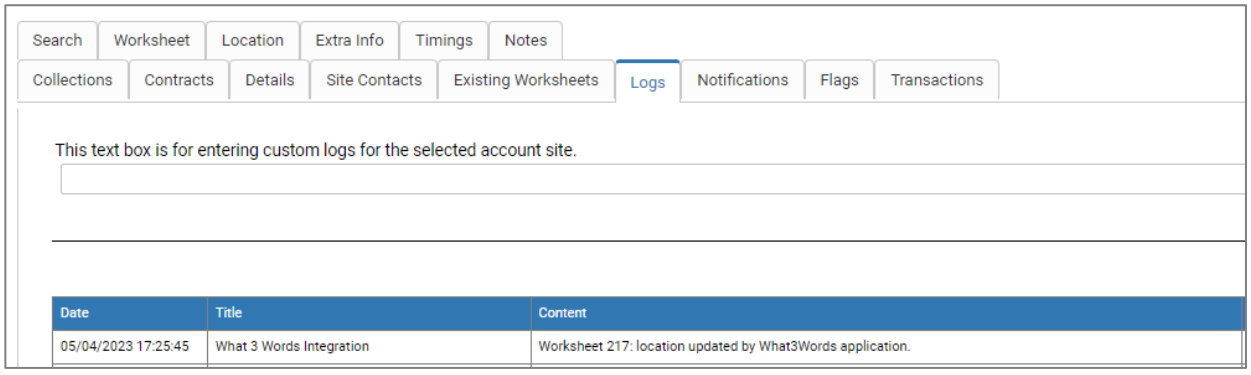
There are 3 ways that a What3Words value can be supplied.

1. Directly in Whitespace
2. By an API call (CRM or 3rd party system)
3. By the device user

As soon as Whitespace registers a change, it "pings" the What3Words solution and the Worksheet Location will be updated to reflect the latest value.



A log is created against the account site to indicate whether the Location Update via What3Words has been successful.



The value in a What3Words-type service property can be updated at any time while the worksheet is in an open state.

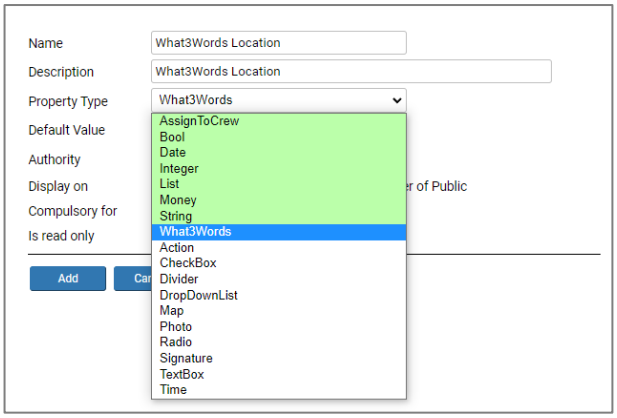
Note that the location change is not updated in Job Progress or on the device if the Worksheet has already been sent. You will need to resend the Worksheet to reflect the new location.

4. Configuring What3Words on a Worksheet

4.1. Define What3Words Service Property

A new Service Property Type called What3Words has been introduced.

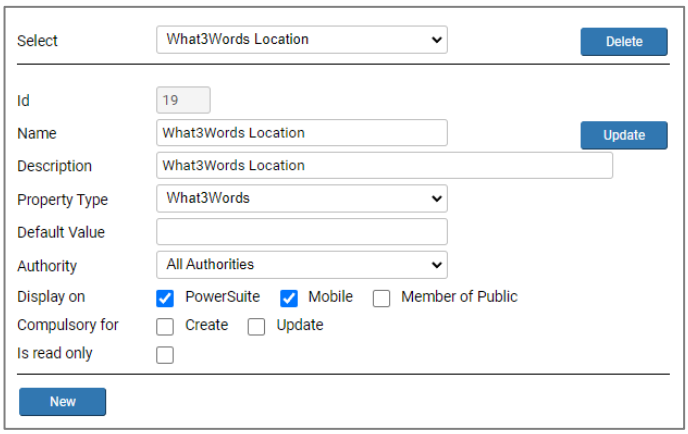
Navigate to Management > Services > Service Properties. You can create a new Service Property associated with the What3Words service property type. Or it can also be applied to an existing service property (like Fly Tip Location) to take on this attribute via Update.



Select the New button to create a new service property.

- You can give it any name and description you would like.
- Select the What3Words Property Type from the drop-down list.
- You can make the service property available to the mobile device, as well as compulsory for Create and Update according to your preference.

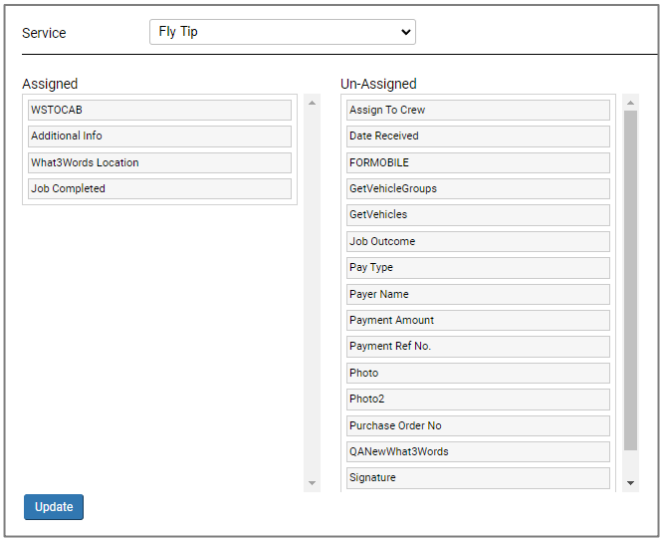
On save, the service property is given a Service Property ID.



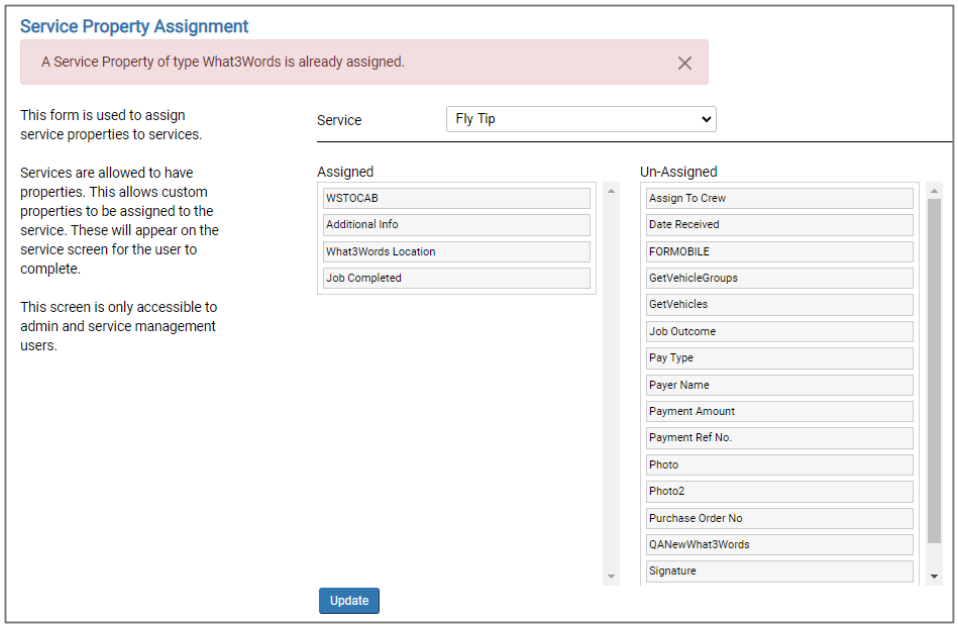
4.2. Assign What3Words service property to a Worksheet Service

Navigate to the Management > Services > Service Property Assignment page.

Select the Worksheet Service you want to associate the newly created What3Words-type service property.



Please note, you cannot assign more than one What3Words-type service property to a single worksheet.



You can, however, assign the service property to as many different worksheets as you like.

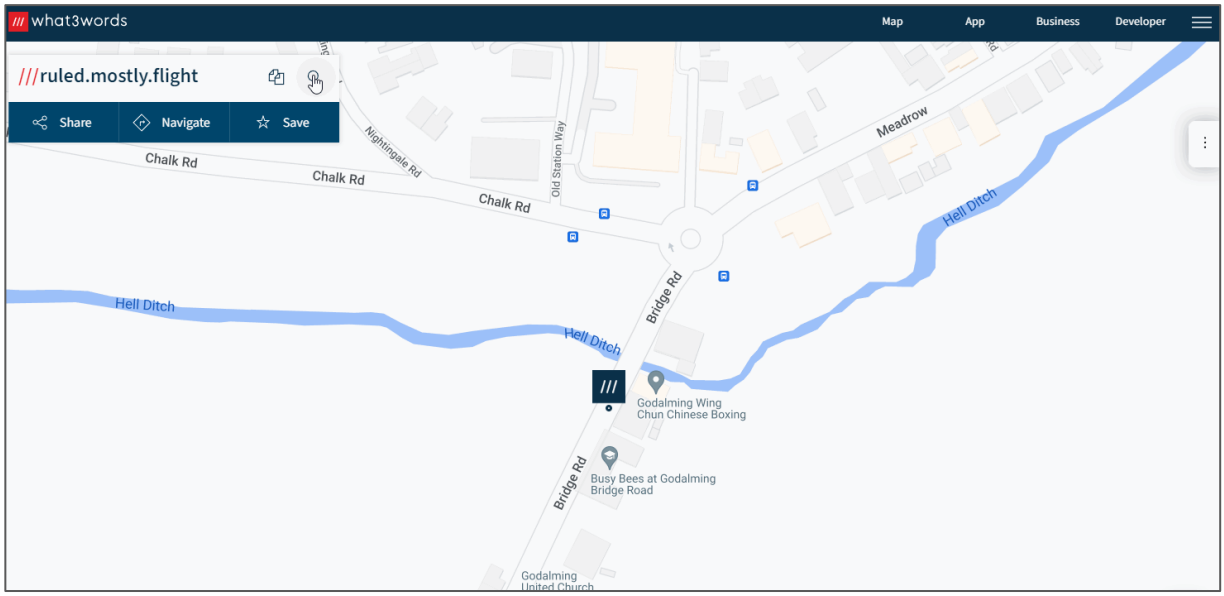
5. Try it Out

Once your configuration is complete, give it a go!

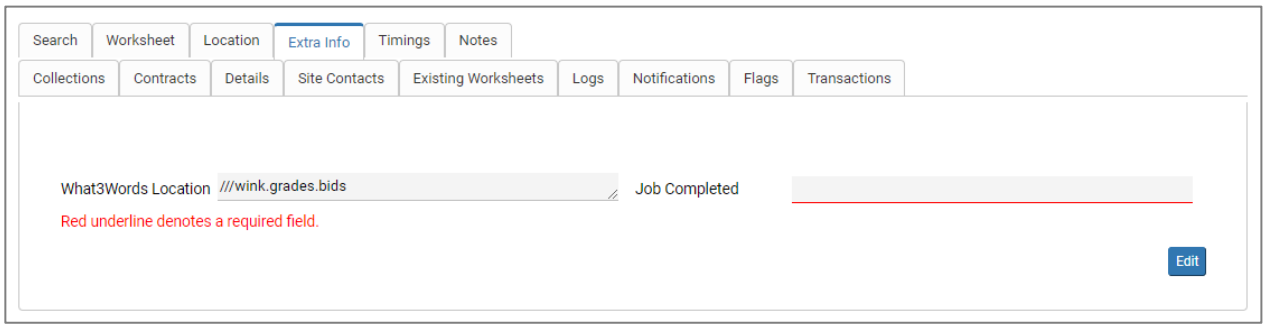
5.1. Directly in Whitespace

- Create a new worksheet containing the What3Words-type service property.

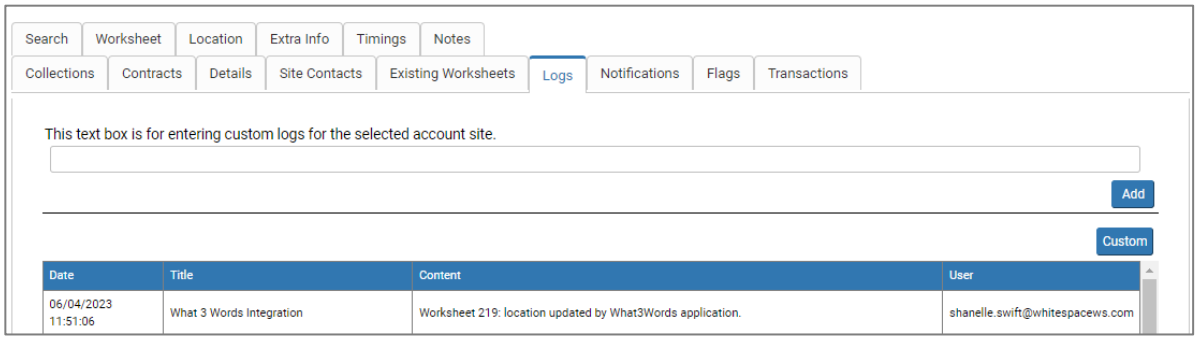
- Visit https://what3words.com/ to find a location pin. Just type the address into the search bar and select the most appropriate pin you are aiming for.



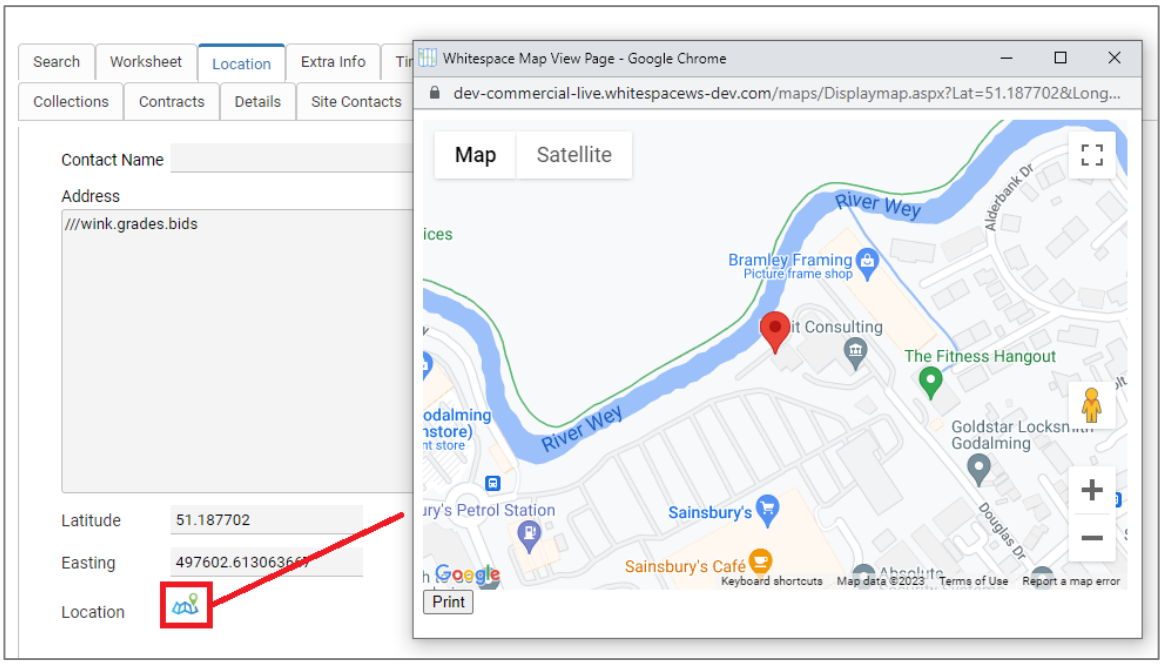
- Navigate to the Extra Info tab and enter the 3-word value separated by full stops into the Service Property field. *Or ///word1.word2.word3 format is also allowed.



- A log is created when the worksheet location has successfully been updated.



- Navigate to the Location tab and select the Location button to see where your device user will be directed to when you send the worksheet to the device.



You can update the value at any time and the worksheet is updated. **NB – this will NOT update the location on the device or Job Progress view if the Job has already been sent. You will need to resend the worksheet for the device Job location to be updated.**

If the update value supplied is blank in What3Words, then the location defaults back to the account site location and an error log is produced.

If an invalid update value is supplied to replace a valid What3Words location, then the previous valid location is retained.

5.2. Via API Call (CRM or 3rd party)

The assumption is that your CRM system and/or a 3rd party application creating or updating worksheets in Whitespace (like the Cloud9 Resident App or Love Your Neighbourhood) has a mechanism to capture a What3Words value.

You will need to provide the API developers with the Service Property ID for the What3Words-type service property, and very likely the Service IDs for the worksheet(s) you have applied the service property to.

They can then update their processes for Creating or Updating the specified worksheets to supply a What3Words value. Or possibly just to capture it for reporting purposes.

The API Usage guide has been updated with further guidance for developers. Please request the latest version from your account manager if this is of interest to you.

A non-technical summary of the guidance is that if they are already supplying a Worksheet Location that deviates from the account site location (Latitude and Longitude) and, also supply a What3Words value moving forward, then What3Words will "win".

Also, if they supply a "duff" value on worksheet creation then the response is still successful (we will not prevent the worksheet from being created) but the value may not have updated the Worksheet Location and the response call will not reflect this.

> **It's more important to us to successfully create the worksheet than to wait for a response from What3Words.*

If a valid What3Words Service Property ID is supplied in an API call, and the Worksheet Service is NOT configured to have this service property, then the management configuration is updated in Management > Services > Service Property Assignment and all future Worksheets of this type will have the What3Words Service Property (aka Extra Info field) available to it.

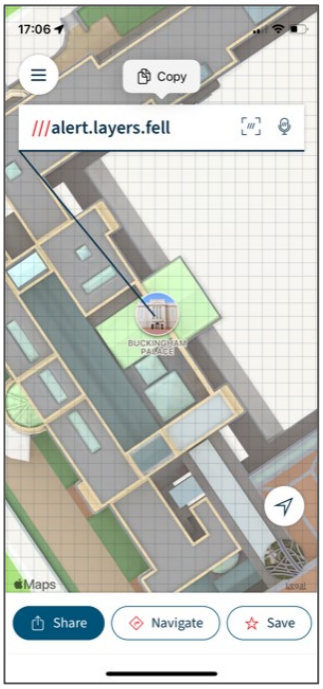
5.3. By the device user

If your service property has been configured to appear on Mobile then the device user has the ability to update this themselves.

They will need to have the What3Words app installed on the device. This is available from the Play Store or can be added to your device MDM (Mobile Device Manager) if users are prohibited from adding their own apps to the device.

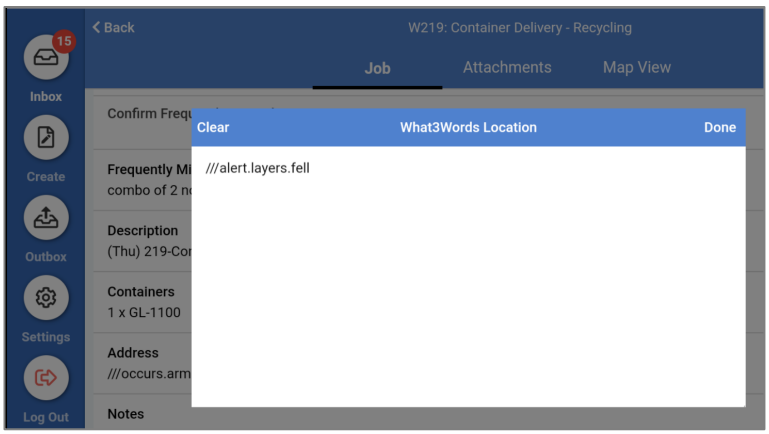
NB – the user MUST allow the What3Words app to access the device location. Otherwise, they will have to hunt for the right pin.

The What3Words app opens up on the device's exact location. They can also select a nearby square if they aren't on top of the pin. All the user needs to do is press down on the text to copy it.

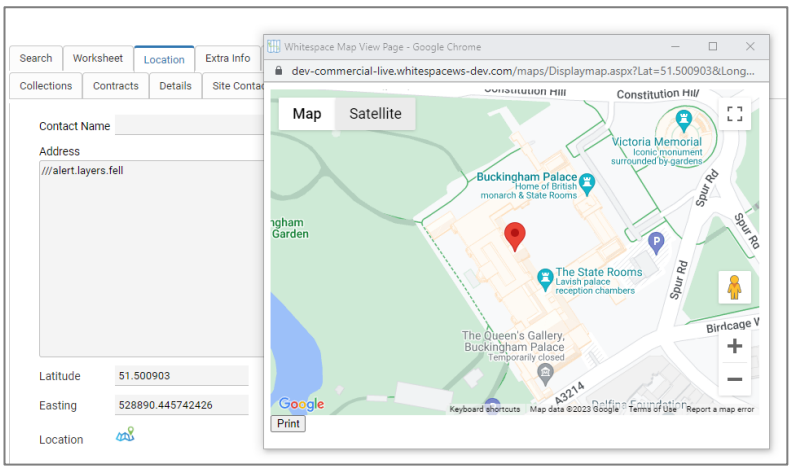


They can then paste it into the job on the AOM / WSM app. The copied text may have additional "bumpff" and this can vary by device. It can appear as ///alert.layers.fell or what3words///alert.layers.fell.

Not to worry though because Whitespace will strip out any peripherals when the job is submitted so there is no need for the device user to edit the text any further once it has been pasted in.



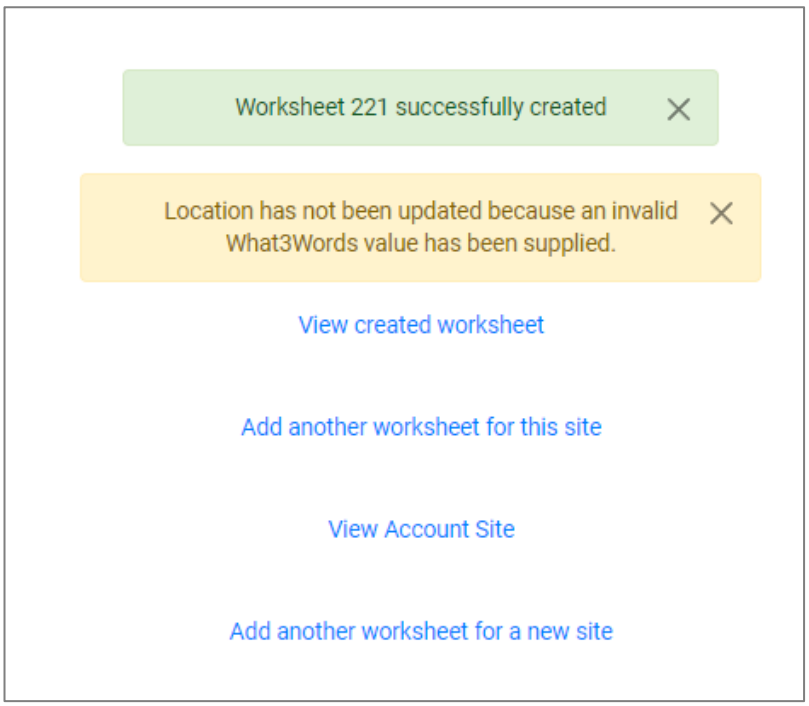
Once the job is received back into Whitespace, the Worksheet Location is updated. **Note that a device supplied location is not shown in the Job Progress map view.**



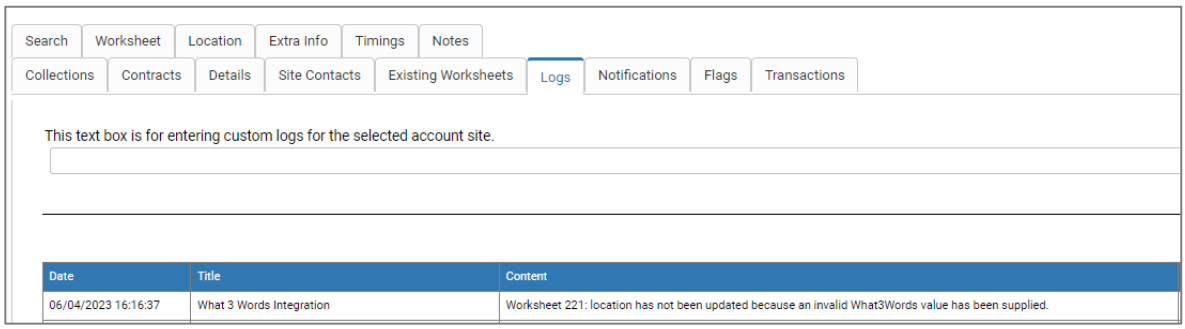
6. Troubleshooting

6.1. Invalid What3Words value supplied on Create

If a What3Words value is supplied when the worksheet is created in Whitespace, a Warning message is displayed to advise that it has not been possible to update the worksheet location due to an invalid What3Words value being supplied.



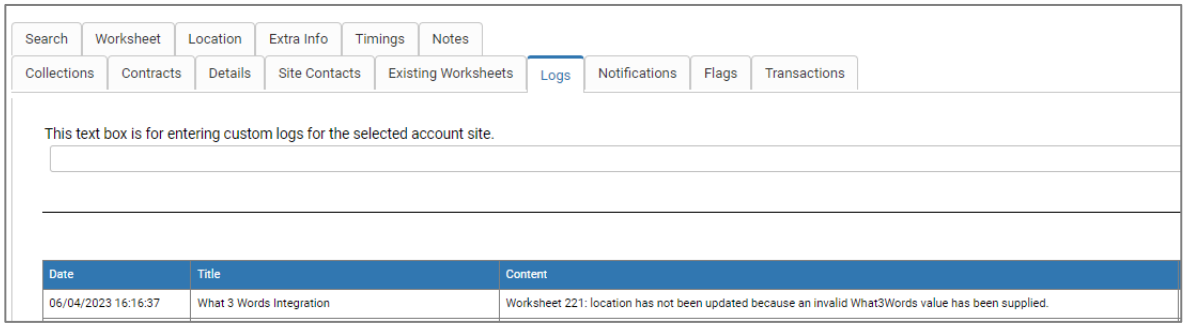
An Account Site Log is also created with the following text: "location has not been updated because an invalid What3Words value has been supplied". The Worksheet Location reverts to the default Account Site location.



6.2. Invalid What3Words value supplied on Update

If a What3Words value is updated on an open Worksheet, and the value supplied is not valid, then the Worksheet will retain the previous location details. This could be the Account Site Location OR if a valid What3Words value was previously supplied, it retains this as the Worksheet Location.

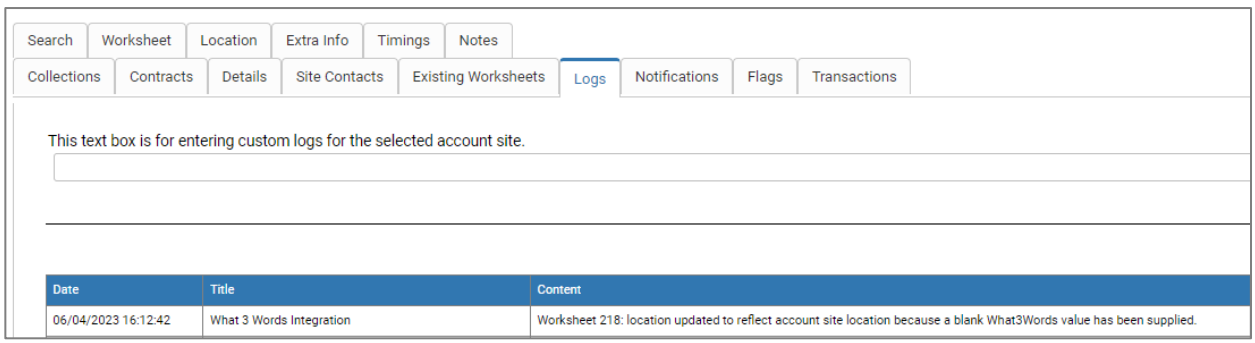
An Account Site Log is generated which reads as follows: "location has not been updated because an invalid What3Words value has been supplied." As shown below:



6.3. Blank What3Words value supplied on Create

If a blank / empty What3Words value is supplied when the Worksheet is created, a log is created with the following text: "location updated to reflect the account site location because a blank What3Words value has been supplied.". The Worksheet Location reverts to the default Account Site location.

You will not get a warning message when creating the Worksheet directly in Whitespace. This is because the extra info field could be waiting for the device user to populate it.



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