

Guidance – What3Words Service Property

DOCUMENT CLASSIFICATION: CONFIDENTIAL

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Guidance – What3Words Service Property

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Table of Contents

Tab	le of	Contents	3
1.	Ame	ndment History	4
2.	Intro	oduction	5
3.	How	it works	6
4.	Conf	figuring What3Words on a Worksheet	. 7
4	.1.	Define What3Words Service Property	. 7
4	.2.	Assign What3Words service property to a Worksheet Service	8
5.	Try i	it Out	9
5	.1.	Directly in Whitespace	9
5	.2.	Via API Call (CRM or 3 rd party)	11
5	.3.	By the device user	12

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: <u>https://what3words.com/about</u>

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.

	200
Search Worksheet Location Extra Info Timings	🔛 Whitespace Map View Page - Google Chrome — 🗆 🗙
Collections Contracts Datalla City Contracts 5	dev-commercial-live.whitespacews-dev.com/maps/Displaymap.aspx?Lat=51.187028&Long
Collections Contracts Details Site Contacts Ex	
Contact Name	Map Satellite
Address	Planit Consulting
///eagles.paths.token	The Fitness Hangout
	eventual and a second a
	ex Coldstar Locksmith
	dalming
	Sainsbury's 🗣 🧣 🧣
	Sandford Mews
	Sainsbury's Café
	Elton House
Latitude 51,187028	
	Godalming Kvan campervan Hire itAssist Computer
Easting 497718.284133053 No	Keyboard shortcuts Map data @2023 Terms of Use) Report a map error
Location 🔊	Print
_	

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

earch	Worksheet	Location	Extra Info	Timings	Notes					
ollection	ns Contract	s Details	Site Contac	ts Existin	g Worksheets	Logs	Notifications	Flags	Transactions	
This te	ext box is for e	ntering custo	m logs for the	e selected ac	count site.					
Date		Title			Content					

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.

d	19	
Name	What3Words Location	Undate
Description	What3Words Location	Opuare
Property Type	What3Words	
Default Value		
Authority	All Authorities	
Display on	✓ PowerSuite ✓ Mobile	
Compulsory for	Create Update	
Is read only	\square	

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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.

ssigned		Un-Assigned	
WSTOCAB	^	Assign To Crew	
Additional Info		Date Received	
What3Words Location		FORMOBILE	
Job Completed		GetVehicleGroups	
		GetVehicles	
		Job Outcome	
		Pay Type	
		Payer Name	
		Payment Amount	
		Payment Ref No.	
		Photo	
		Photo2	
		Purchase Order No	
		QANewWhat3Words	
	_	Signature	

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

Service Property Assignment					
A Service Property of type What3Words	s is already assigned.			×	
This form is used to assign service properties to services.	Service	Fly Tip		~	
Services are allowed to have	Assigned			Un-Assigned	
properties. This allows custom	WSTOCAB		^	Assign To Crew	*
service. These will appear on the	Additional Info			Date Received	
service screen for the user to	What3Words Location			FORMOBILE	
complete.	Job Completed			GetVehicleGroups	
This screen is only accessible to				GetVehicles	
admin and service management				Job Outcome	
users.				Рау Туре	
				Payer Name	
				Payment Amount	
				Payment Ref No.	
				Photo	
				Photo2	
				Purchase Order No	
				QANewWhat3Words	
			-	Signature	-
	Update				

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

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

/// what3words				Мар	Арр	Business	Developer	≡
///ruled.mostly.flight	4							
😪 Share 🔗 Navigate	☆ Save	Way		Meadrow				C .
Chalk Rd	Chalk Rd	Station						Ľ
		Chalk Rd			Hell Ditch			
			705					
Hell Ditch			204 B					
Ditti		Hell Ditch	E.					
			0					
		•	Godalming Wing Chun Chinese Boxing					
		Q Id						
		Busy Bees Bridge Ro	s at Godalming ad					
		Godalming United Church						

 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.

Search	Worksheet	Location	Extra Info T	imings Notes				
Collections	Contracts	Details	Site Contacts	Existing Worksheets	Logs	Notifications	Flags	Transactions
What3	Words Locatio	n ///wink.g	rades.bids		/	Job Complete	ed	
Red un	iderline denote	s a require	d field.					
								Edit

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

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Sea	rch V	Worksheet	Location	Extra Info 1	Fimings	Notes							
Col	lections	Contract	s Details	Site Contacts	Exist	ing Works	heets	Logs	Notifications	Flags	Transactions		
	This text	box is for e	ntering custo	m logs for the s	elected a	account sit	e.						Add
-													Custom
	Date	١	ïtle			Content						User	A
	06/04/202 11:51:06	23	Vhat 3 Words Int	egration		Worksheet 2	:19: loca	tion update	d by What3Words ap	plication.		shanelle.swift@white	spacews.com

• 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.

earch	Worksheet	Location	Extra Info	Tir UB Whitespace	e Map View Page - 0	Google Chrome	-	
ollection	ns Contract	s Details	Site Contac	ts 🔒 dev-con	nmercial-live.whi	tespacews-dev.com/maps/Displ	aymap.aspx?Lat=51.187	702&Long
Cont	act Name			Мар	Satellite		, Di	::
Addr	ess					Rik	er was	
///wi	nk.grades.bids			ices			i vvey	
						Bramley Framing Picture frame shop		
						it Concult	ing	
							The Fitness Hang	out
							Q	A R
				odalming nstore)	piver Wey		Goldstar Lo	cksn
				nt store	RI.		Outaining	
	udo 51	197702		Jry's Petrol S	Station	Sainsbury's 🕞	00	+
Latit	uue 31.	107702					Contraction of the second	7/-
Latit						Sainsbury's Café 😑	Abaaluta	
Latiti Easti	ing 497	7602.613063		h 🕝 🛛 🔤	La	Keyboard shortcuts Map	data ©2023 Terms of Use Re	port a map erro

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.





info@whitespacews.com | www.whitespacews.com | 01483 231 650 The Recipient undertakes to not to disclose information in this document to any third party. 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.

Sea	arch	Worksheet	Location	Extra Info	Timings	Notes									
Col	lection	S Contract	s Details	Details Site Contacts		Existing Workshee		Logs	Notifications	Flags	Transactions				
	This te:	xt box is for e	ntering custo	ne selected	account si	te.									
-															
	Date		Title				Co	ntent							
	06/04/2	5/04/2023 16:16:37 What 3 Words Integration					Wo	Worksheet 221: location has not been updated because an invalid What3Words value has been supplied.							

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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:

Searc	h Worksheet	Location	Extra Info	Timings	Notes							
Collec	tions Contra	cts Details	Site Contac	ts Exist	ing Worksheets	Logs	Notifications	Flags	Transactions			
Th	is text box is fo	entering cust	om logs for the	selected a	account site.							
Da	ite	Title			Co	ntent						
06	/04/2023 16:16:37	What 3 Wo		Wo	Worksheet 221: location has not been updated because an invalid What3Words value has been supplied.							

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.

Sea	rch W	/orksheet	Location	Extra Info	Timings	Notes									
Col	ections	Contracts	Details	Site Conta	cts Exi	sting Works	heets	Logs	Notifications	Flags	Transactions				
-	his text	box is for er	tering custo	m logs for th	e selectec	account si	te.								
-															
	Date		Title				Co	ntent							
	06/04/202	3 16:12:42	2:42 What 3 Words Integration					Worksheet 218: location updated to reflect account site location because a blank What3Words value has been supplied.							

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