

Watchman 360

Release Note: Bad Actors & Blind Spots Widgets

July 7th, 2023

Overview

The most common purpose of deploying our condition monitoring system is to improve the reliability of your assets with predictive maintenance. To support this goal, we are releasing two new dashboard widgets.

- **Bad Actors:** Know the levels (plant, area, asset) with the most frequent fault occurrences.
- **Blind Spots:** Keep an eye for those assets which are slipping through your attention.

What's New

- **Bad Actors** widget:
 - For the business group, plant and area level, view the list of child nodes ranked by the greatest number of unique faults.
 - For the asset level, view the split of all faults identified.
 - An inner page to view the details that define the Bad Actors.
- **Blind Spots** widget:
 - Those assets with an unknown health due to several factors and are a risk to production, such as time since last known diagnostic result [age] and the last known severity of the plant.
 - For the asset level, widget provides indication if the asset is past due, along with last collection and compliance periodicity, thus indicating if the asset has an unknown health status.
 - An inner page at the business group, plant, and area levels provides details that define the Blind Spots.

How It Works

- Log in to the portal using your URL and credentials.
- From your asset hierarchy, select any level you wish to view.
- On the dashboard, you will see the *Bad Actors* as well as the *Blind Spots* widget with the relevant information.
- On most levels of the hierarchy you can *View Details* for additional information.

Contact Us!

Additional documentation, software downloads, and other helpful and supporting information for the products may be found at the SymphonyAI Industrial Resource Center at <https://knowledge.symphonyindustrial.ai>.

If you do not have a login to the Resource Center, you can create one at <https://knowledge.symphonyindustrial.ai>. Once your login is confirmed, you will have access to all of the information and files to which you are entitled.

If you have problems with or questions about an SAI product, or you need additional assistance, customer support may be reached in any of the following ways. Chat sessions and telephone support require you have an active Service and Support Agreement (SSA).

- **E-mail** support@symphonyindustrial.ai. Be sure to include a detailed description of the issue, including what lead up to the trouble and any error messages or codes you encountered.
- **Launch a Chat Session with a SymphonyAI Industrial support expert.** Live chat is available Monday through Friday between 9am and 7pm EST from our Web site: www.SymphonyIndustrial.ai.
- **Call the SymphonyAI Industrial Customer Support Hotline.** (+1) 206-316-8918, option 2 for technical support between 9am and 7pm EST, Monday through Friday.

Thank you for using Watchman 360!

SymphonyAI Industrial

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