



PERFORIC _ IVOD – USER MANUAL

Version 1.2 Date- 1/19/2023

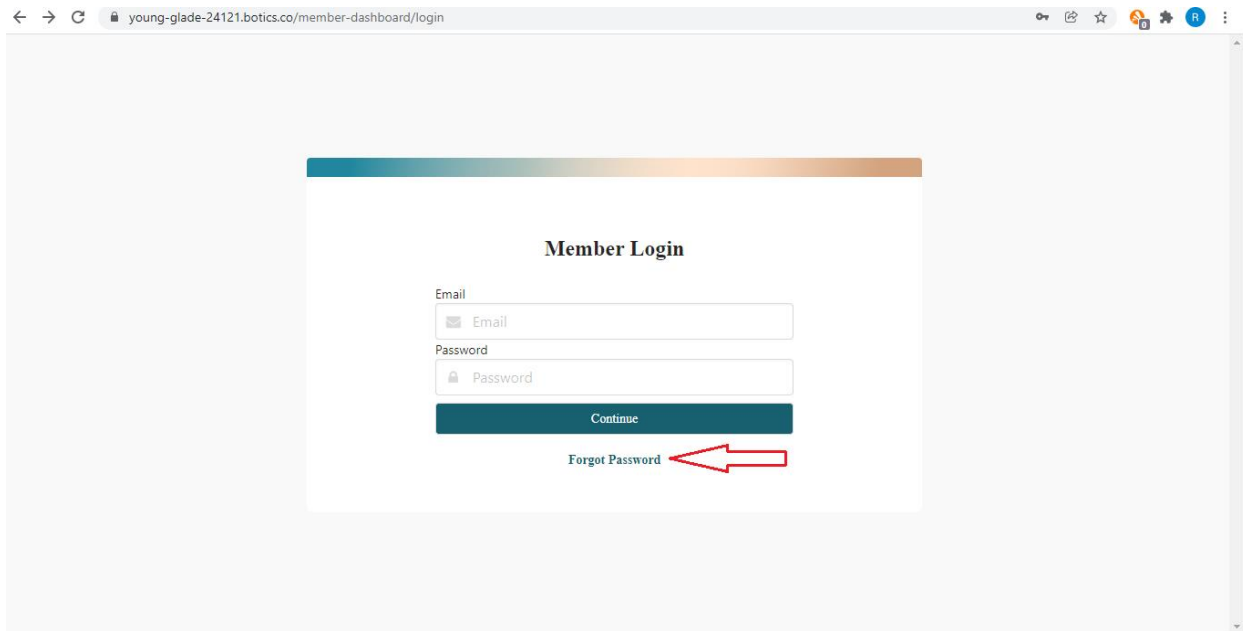
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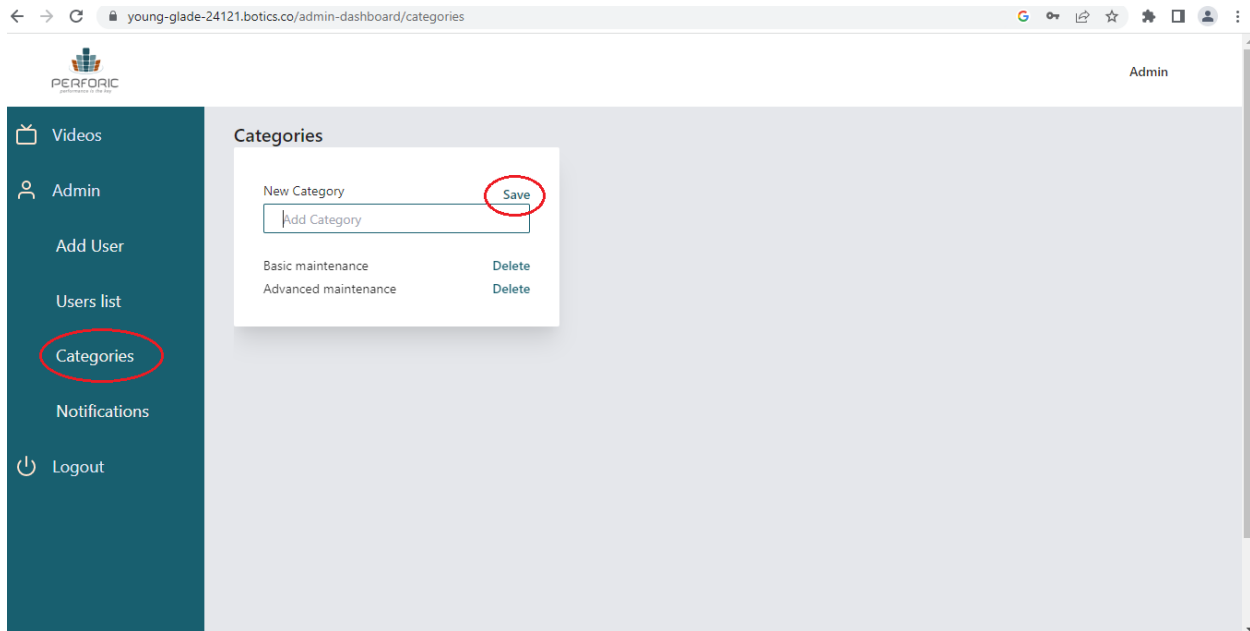
Admin User Creation Flow

The Admin will have been provided credentials by their IVOD contact. If desired, the Admin can reset her password by clicking on the 'Forgot Password' link. The reset password email will go to the registered email for the Admin

Admin URL: <https://young-glade-24121.botics.co/member-dashboard/login>

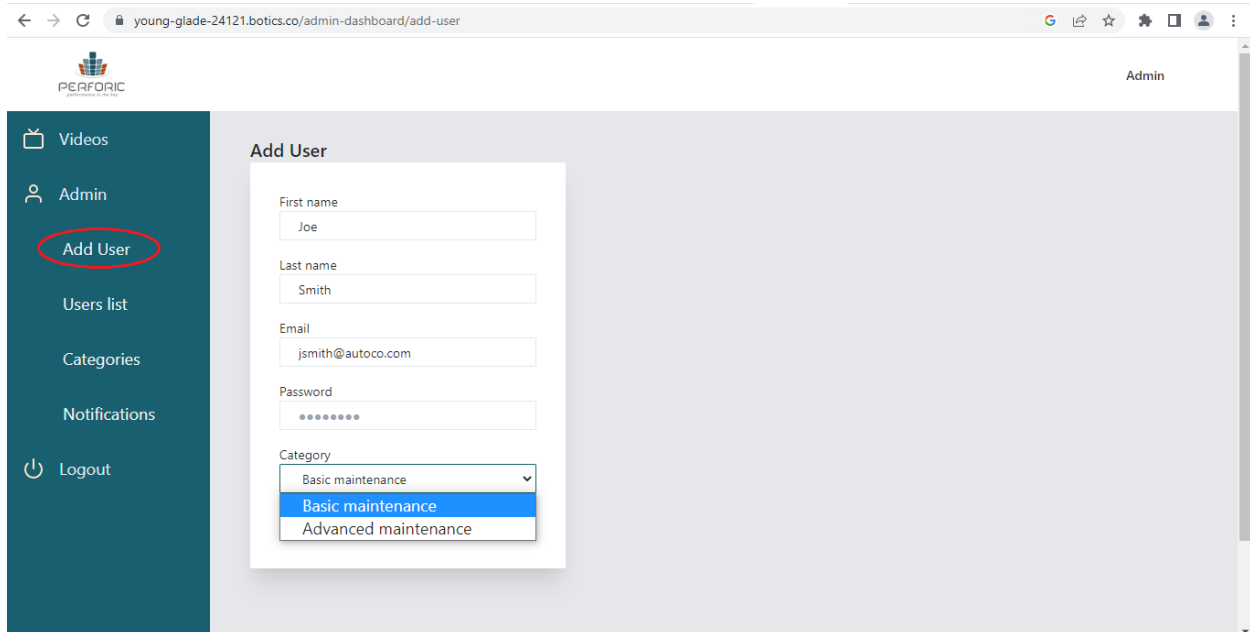


The Admin should first create a category to associate a user with. A category allows users to share content. Users belonging to the same category can view each other's videos. *Note that a new user cannot be created unless at least one category is created first.*



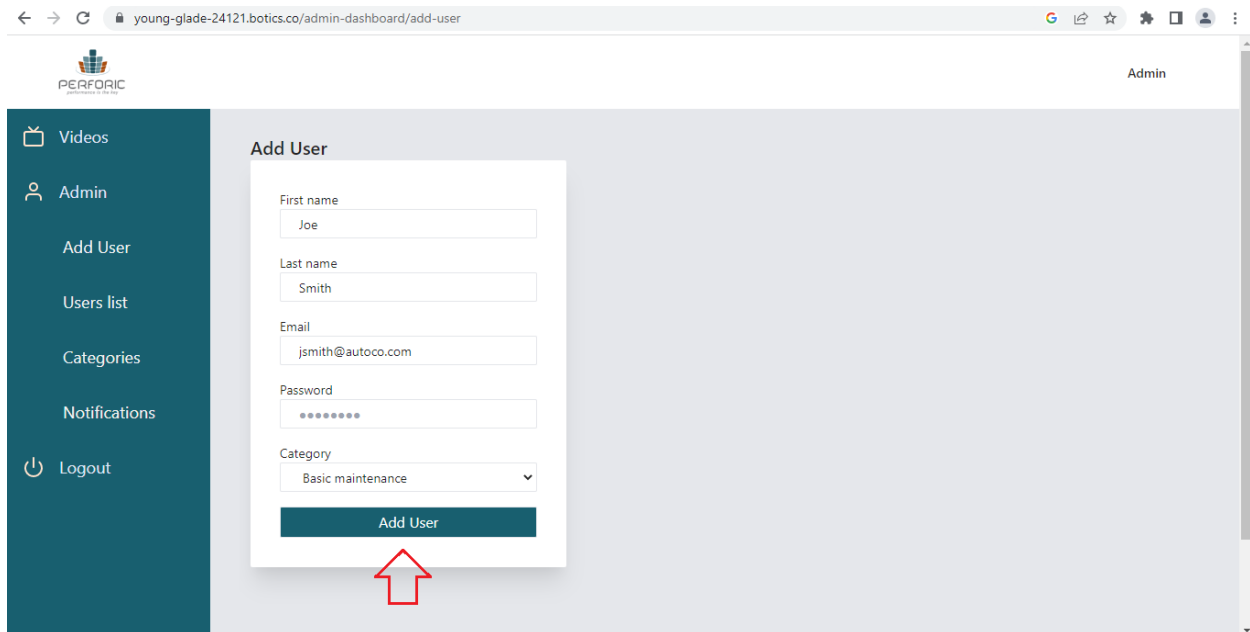
The screenshot shows the admin dashboard at the URL `young-glade-24121.botics.co/admin-dashboard/categories`. The left sidebar contains navigation items: Videos, Admin, Add User, Users list, Categories (circled in red), Notifications, and Logout. The main content area is titled "Categories" and features a "New Category" form with a text input field containing "Add Category" and a "Save" button (circled in red). Below the form, there is a table with two rows: "Basic maintenance" and "Advanced maintenance", each with a "Delete" button.

Now the Admin can add users to the system and assign them to a category



The screenshot shows the admin dashboard at the URL `young-glade-24121.botics.co/admin-dashboard/add-user`. The left sidebar contains navigation items: Videos, Admin, Add User (circled in red), Users list, Categories, Notifications, and Logout. The main content area is titled "Add User" and features a form with the following fields: "First name" (Joe), "Last name" (Smith), "Email" (jsmith@autoco.com), "Password" (masked with dots), and "Category" (a dropdown menu with "Basic maintenance" selected and highlighted in blue). The dropdown menu also shows "Advanced maintenance" as an option.

Click on Add User



young-glade-24121.botics.co/admin-dashboard/add-user

Admin

Videos

Admin

Add User

Users list

Categories

Notifications

Logout

Add User

First name
Joe

Last name
Smith

Email
jsmith@autoco.com

Password
••••••••

Category
Basic maintenance

Add User

User Recording Flow

<https://young-glade-24121.botics.co/member-dashboard/login>

The USER (Member) must have an e-mail account that has been added by an Admin to the database. When logging in please use assigned Email address and password.

Forgot Password can be used by a USER to re-set password provided the correct e-mail address is entered and accessible. Password must be at least 8 characters long.

Member Login

Email

Password

Continue

[Forgot Password](#)

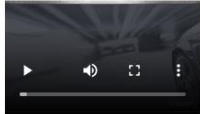
← → ↻ young-glade-24121.botics.co/member-dashboard

PERFORIC Member

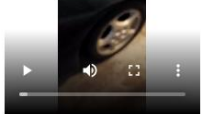
- Videos
- Profile
- Logout

Videos


Category: Basic maintenance [Add video](#)



Third brake light replacement
11 days ago
Chevy Cruze 2006-11



Tire pressure check
11 days ago
Standard automobile

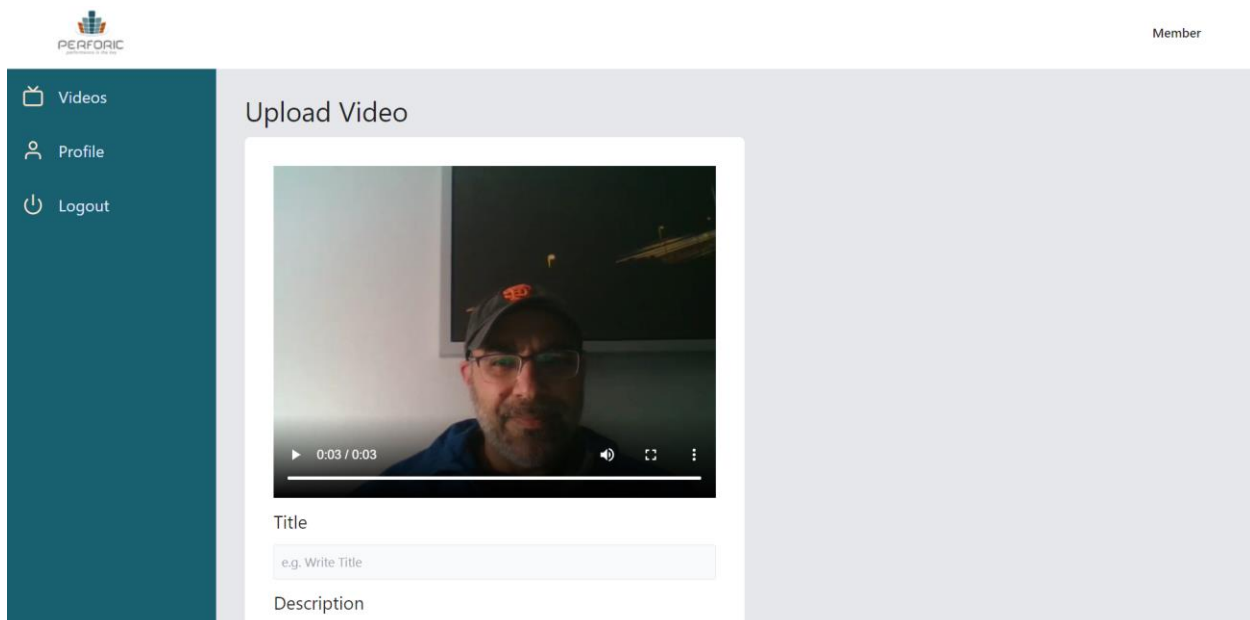


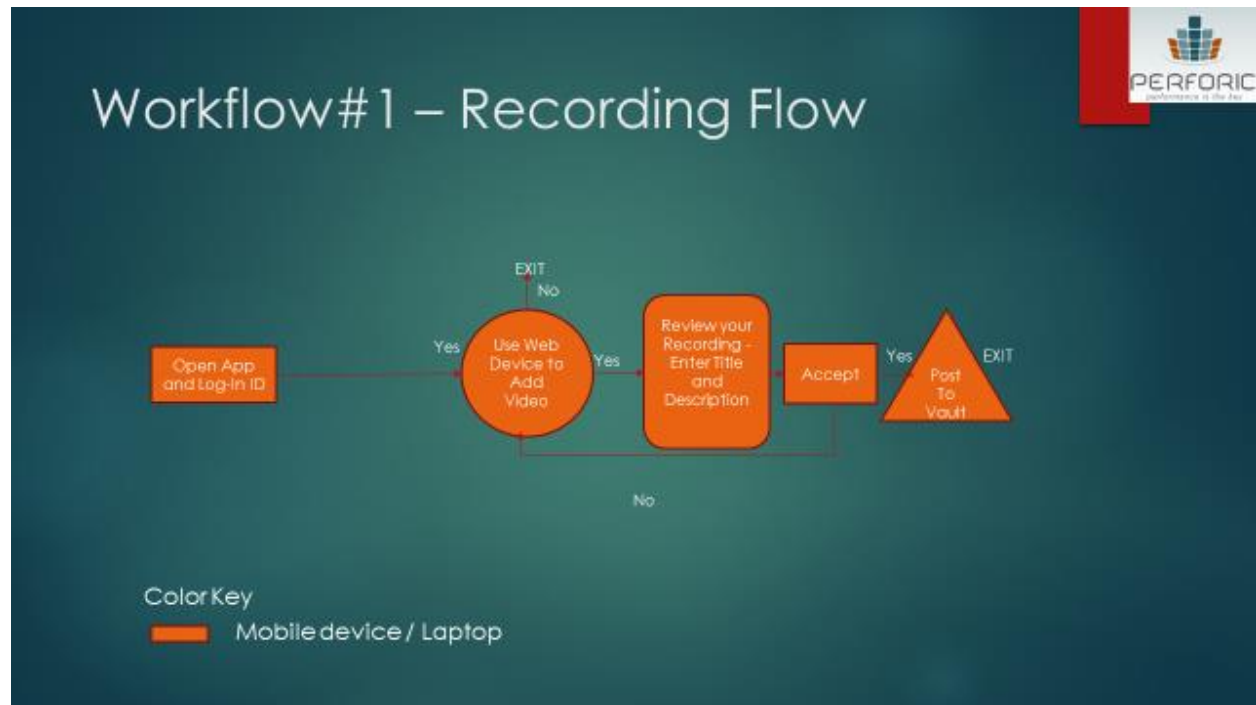
Oil change
11 days ago
Using STP filter

No more videos available

Once logged in, User can click on 'Add video' button in top right to start recording. Microphone and camera access on the device needs to be allowed for recording to work. The recording should be kept fairly short (< 3 mins) and to the point.

After recording, the user has the option to either Post or Delete the video. Post will make the video available for a supervisor to approve. Delete will remove the recorded video. During posting, the user can add a title and description. Any useful hints for other viewers can be added to the description section.






Admin Approval Flow

The USER (Admin) must have an e-mail account that has been set up as part of account creation. When logging in please use assigned Email address and password. The Forgot password feature is available to reset passwords (needs to be at least 8 characters).

<https://young-glade-24121.botics.co/member-dashboard/login>

Member Login

Email

 ela@perforic.com

Password



Continue

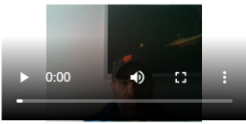
[Forgot Password](#)

On log-in you will see that you are an Admin based on your credentials (Admin) in the top right (users/non-admins will see 'Member'). You will also see an "Approve video request" provided one of your company users has posted any videos to the Vault. You have the option to review (play) the video and then Approve or Reject.

Browser address bar: <https://young-glade-24121.botics.co/admin-dashboard>

PERFORIC Admin

Approve video request



Name: June Andaya
 Category: G1
 Created At: 07-01-2022
 Description: Front Camera 010722

1-1 of 1 items

You as Admin also have the ability to Add User to a specific Category. Note – Category must be in place or new one created prior to an assignment to a User/Member. Each Member can only have a single category assigned to them at this time. All user that share a Category will see all videos approved.

Browser address bar: <https://young-glade-24121.botics.co/admin-dashboard/users-list>

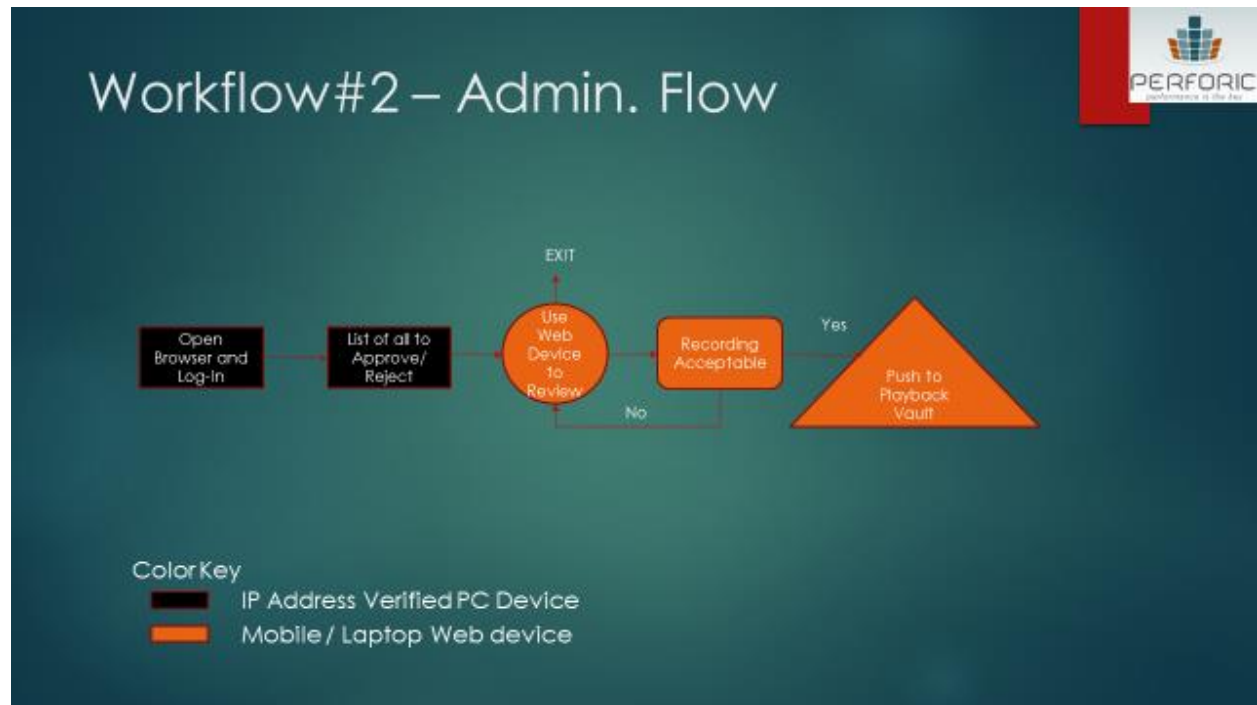
PERFORIC Admin

Users List

Search

Name	Email	Category	Action
U1 L1C1	U1L1C1@perforic.com	L1	Remove User
U2 L1C1	U2L1C1@perforic.com	L1	Remove User
U1 L2C1	U1L2C1@perforic.com	L2	Remove User
June Andaya	JAG1@perforic.com	G1	Remove User

5 rows | 1-4 of 4



User Playback Flow

The USER (Member) can log-in to check the approved videos by Admin. When logging in please use assigned Email address and password.

<https://young-glade-24121.botics.co/member-dashboard/login>

Member Login

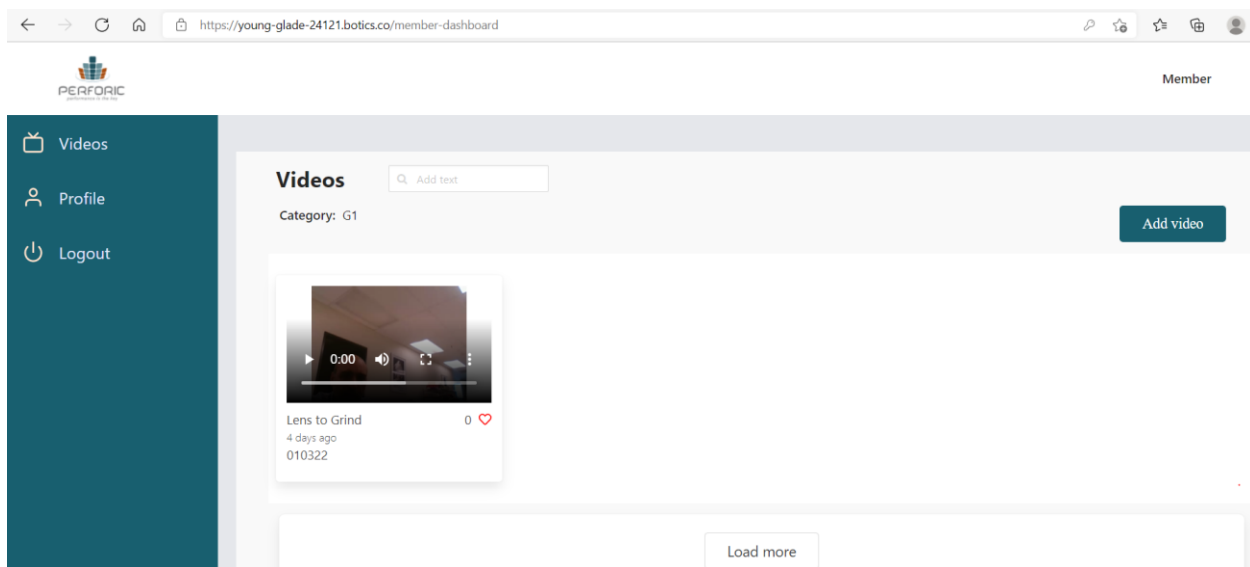
Email

Password

[Continue](#)

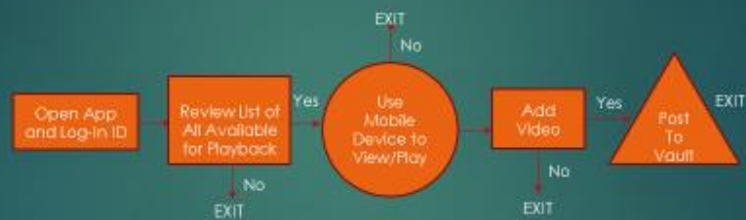
[Forgot Password](#)

All approved videos uploaded by users belonging to the same category are available to all members of that category to view.



The screenshot shows a web browser window with the URL <https://young-glade-24121.botics.co/member-dashboard>. The page features the PERFORIC logo and a "Member" label in the top right. A dark teal sidebar on the left contains navigation links: "Videos", "Profile", and "Logout". The main content area is titled "Videos" and includes a search bar with the placeholder "Add text". Below the search bar, the category is set to "G1". A prominent "Add video" button is located in the top right of the main area. A video player is displayed, showing a video titled "Lens to Grind" with a duration of 0:00, uploaded 4 days ago, and having 0 likes. The video ID is 010322. A "Load more" button is positioned at the bottom of the video list.

Workflow#3 – User Playback



Color Key
Mobile device



Glossary

User: An employee who belongs to a category

Category: A grouping of employees who share similar tasks. Categories allow for easy knowledge-sharing

Admin: A supervisor who oversees the work of the users

Vault: Secure location for video storage

Workflow: A normal workflow is for a user to record a video, post it for approval by an admin, have the video approved by the admin and then have it be shared among all users who belong to the same category

About Us

We are Industry leaders with extensive global experience in manufacturing, retail, digital and technology helping companies understand how technology can help simplify business processes leading to efficiencies and cost savings. IVOD is a product that has evolved out of this collective experience focusing on: Ease of Use, Security, Content Management and a Global scalable solution.



Case study: Automotive Chain

Problem:

NAB Inc is a large chain of repair shops with over 500 locations in 30 states. They have had a spate of complaints about service at a certain set of stores. The complaints have a pattern with repairs involving oxygen sensors and timing belts.

Personas :

Paul : Customer service head at NAB and IVOD Admin

Aaron : Timing belt replacement expert at store 34 which has an excellent reputation

Bill : Mechanic at store 50 known for poor timing belt work

Kate : Oxygen sensor replacement expert at store 28 known for good work

William : Mechanic at store 109 which has received complaints regarding oxygen sensors

Description:

Paul creates two categories in IVOD called “Timing belt” and “Oxygen sensor”. He assigns Aaron and Bill to the former and Kate and William to the latter. He instructs each mechanic to shoot a few videos of their work and call out any special steps in the text instructions section. He approves all videos and has Aaron and Bill review each other’s work via IVOD and the same for Kate and William. It turns out that Bill was using an improper technique for aligning the timing belt which Aaron was able to pinpoint. It also turned out that William was overtightening the oxygen sensor nut which was causing the threads to wear out and cause a check engine light to be triggered, which Kate was able to spot.



Benefit:

This is an example of IVOD being used for root cause analysis as well as training. It helped improve customer satisfaction scores at NAB by shining a light on individual practices and habits.