

# Milestone Tracup Integration

## Introduction to Tracup

Tracup is a Cires Technologies solution that is designed to streamline the management of field agents. With its advanced features, Tracup enhances service quality, optimizes field interventions, and facilitates the efficient deployment of agents on the ground.

Key functionalities include real-time geolocation and tracking, intervention management and mission planning, work schedule creation and maintenance, instant communication and incident reporting via a mobile app, and automatic activity report generation.

## Integration Features

In this plugin, we included a few Tracup features within the Milestone XProtect Smart Client. Here's a list:

- Authenticate to TracUp via the settings panel.
- Track field agents on the map.
- Select / deselect agents.
- View info of selected agent.
- Track the latest open issues on the map.
- Send instructions to selected agent.
- Agents can report issues from the mobile app.
- Check agent location history.
- View surveillance cameras positions on the map.
- Select / deselect cameras on the map.
- Check live view of selected camera.

## Requirements

Before using the plugin, the customer needs a few things set up:

- An up-and-running XProtect instance.
- An up-and-running Tracup instance.
- Tracup base URL and an account with the admin role or with enough privileges.

For further information on acquiring Tracup, please contact Mrs. Iman Chaara, head of business development department at Cires Technologies via email

[i.chaara@cirestechnologies.ma](mailto:i.chaara@cirestechnologies.ma).

# Tracup

Tracup is a comprehensive solution for field workforce management, offering a centralized platform that enables real-time tracking and monitoring of field agents. This platform ensures the traceability of movements, enhancing the safety and efficiency of both field missions and patrol operations.

In the following paragraphs, we'll be exploring the tracup features that are relevant to the integration with XProtect.



### Authentication

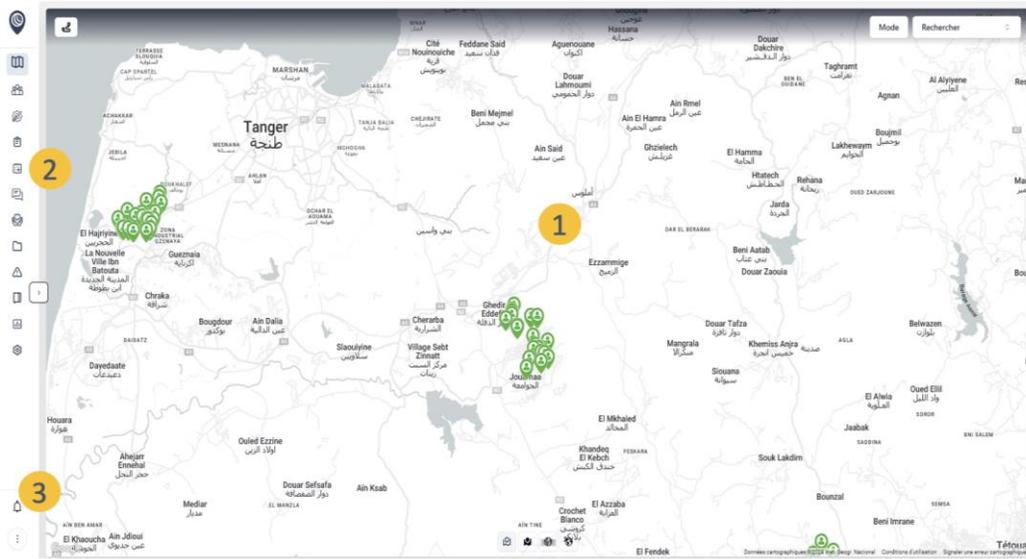
Enter your credentials

Username

Password [I forgot my password](#)

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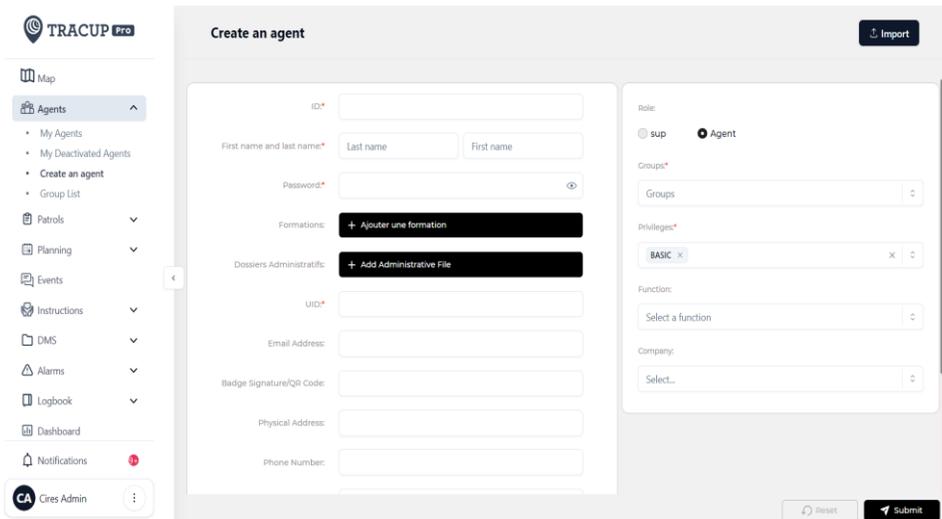
The login page is designed with security in mind, ensuring that only authorized users can access the app's features and data.



he first thing a user sees after logging in is a map overview of all active and offline field agents and service vehicles in real-time. This provides a quick and easy way for supervisors/managers to track the locations of their field agents/vehicles and monitor their progress.

avigation menu: This is where you find the application modules or sections. Some modules contain submenus for additional features.

otifications: displays alerts and notifications to the user. It provides real-time updates on new information or actions that require the user's attention (e.g. tasks, events, system updates...).



To track an agent in the XProtect plugin, you need to first add a user with agent role to the tracup system, that agent needs then to login to the tracup mobile app.

# Events module

| Type | Date                      | Status   | Zone         | Message        | Agent Post | Actions |
|------|---------------------------|----------|--------------|----------------|------------|---------|
|      | September 2, 2024 4:18 PM | Clôturée | Zone 1       | Test           | --         |         |
|      | June 25, 2024 3:22 PM     | Active   | --           | accident       | --         |         |
|      | June 21, 2024 10:09 AM    | Active   | --           | test email 2   | --         |         |
|      | June 21, 2024 10:05 AM    | Active   | --           | email test     | --         |         |
|      | June 20, 2024 4:18 PM     | Active   | --           | test           | --         |         |
|      | May 29, 2024 2:53 PM      | Active   | Test         | kjhg           | --         |         |
|      | May 29, 2024 2:28 PM      | Active   | Tanger ville | wdsdspd        | --         |         |
|      | May 29, 2024 10:47 AM     | Active   | Test         | camera failure | --         |         |
|      | May 29, 2024 10:47 AM     | Active   | --           | qsd            | --         |         |
|      | May 29, 2024 10:46 AM     | Active   | --           | sddids         | --         |         |

The Events Module facilitates communication between supervisors and agents by managing orders, comments, and alerts. Supervisors can issue orders to agents, provide comments for feedback and updates, and send alerts for urgent notifications. This menu ensures efficient communication and effective task management within the application.

The agent can also add events from the mobile application.

# Instructions module

The screenshot displays two views of the TRACUP Pro web interface. The top view, titled 'List of instructions', shows a table with columns for Message, Created at, Created by, and Actions. The table lists several instructions, including 'Instructions Test 1', 'message with attachments', 'deno message', 'test', 'instruction with attachments', 'demo message', 'Demo message', 'Test', 'hello from milestone', and 'test from milestone'. The bottom view, titled 'New instructions', shows a form for creating a new instruction. It includes fields for Recipients (By group), Message (message), Expiration date (Choose a date), and Attachments (Drag and drop). A 'BROADCAST' button is also visible.



The Instructions module allows supervisors to create, manage, and distribute detailed instructions to agents. Supervisors can draft instructions, which may include step-by-step procedures, guidelines, or specific tasks, and assign them to agents. The module organizes instructions by group, ensuring that agents receive clear and actionable guidance to perform their tasks effectively.



You have no shift

When an instruction is sent, the concerned agent receives a notification in the tracup mobile application.

# How to use Tracup plugin

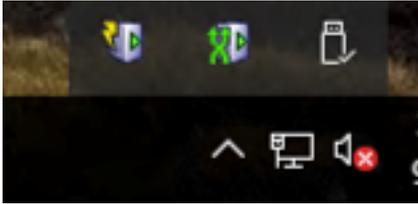
Below is a short guide on how the integration works with XProtect.

## Installation

The Tracup XProtect plugin is built for the XProtect Smart Client and therefore should be installed in all computers running the XProtect Smart Client.

The installation process is like that of a simple plugin, here are the necessary steps:

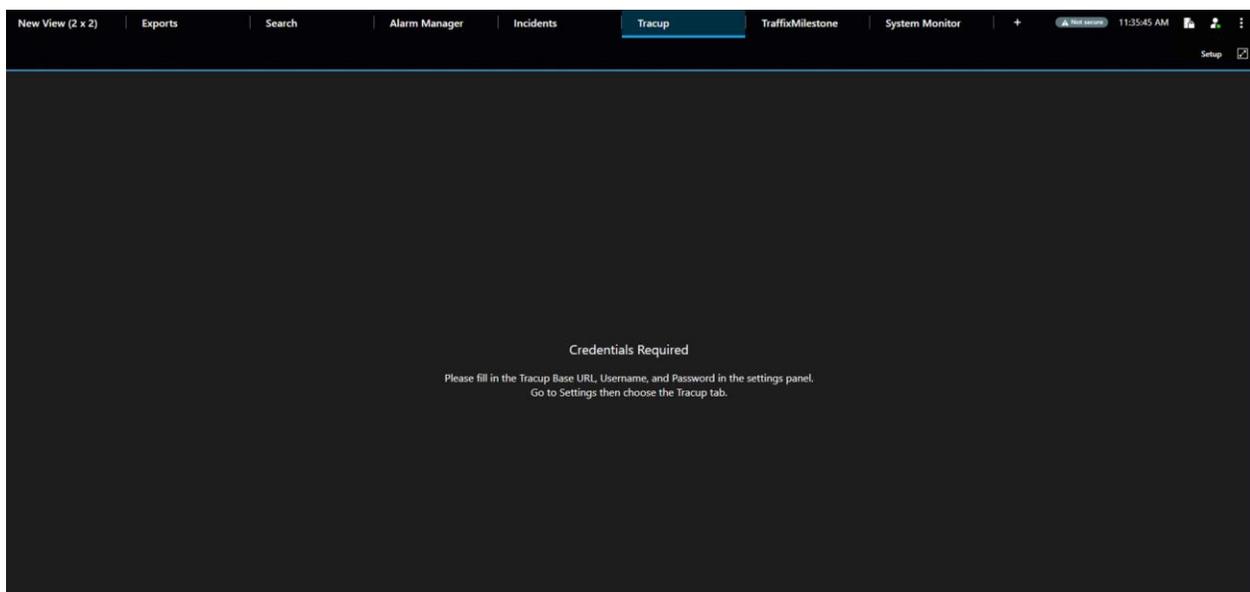
- 1- Stop XProtect services (i.e. Management server, event server, recording server, mobile server) from the windows tray (right-click → stop....)



- 2- Extract the plugin files.
- 3- Navigate to **C:\Program Files\Milestone\MIPPlugins** and create a new folder with the name **TracupMilestone**.
- 4- Copy the plugin files to the newly created folder.
- 5- Start all XProtect services.

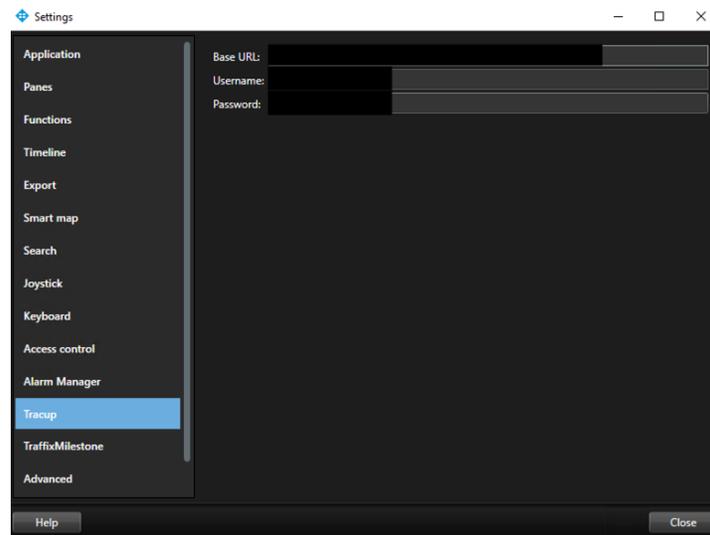
## Tracup workspace plugin – not configured

At first, when the user logs in to the XProtect Smart Client and tries to access the Tracup workspace plugin, they are required to include the credentials for the plugin to work properly.



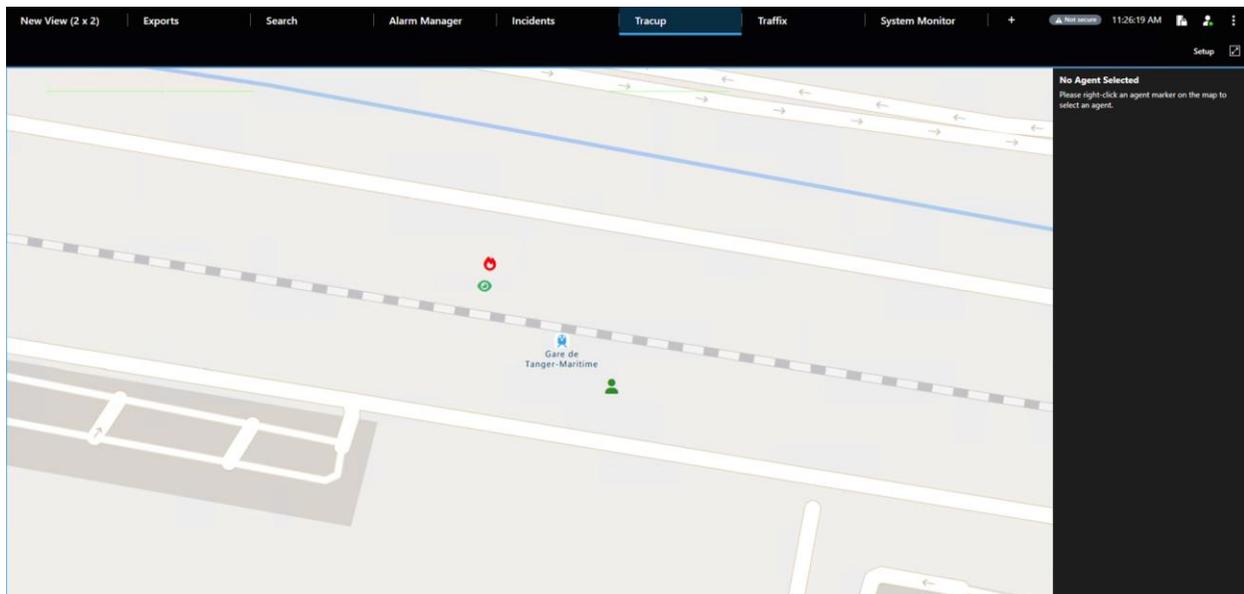
## Settings panel

Inside the settings panel → Tracup, the user can fill in the required info as shown in the screenshot below.



## Tracup workspace plugin – configured

Once configured, the map is displayed with real-time location of online agents and open issues, below is a screenshot displaying the location of an agent and 2 issues: one of type fire, and the other of type suspicious activity.



## Tracup mobile app

For the agent's location to be displayed in the Tracup plugin map, the agent needs to be logged in on the mobile app.

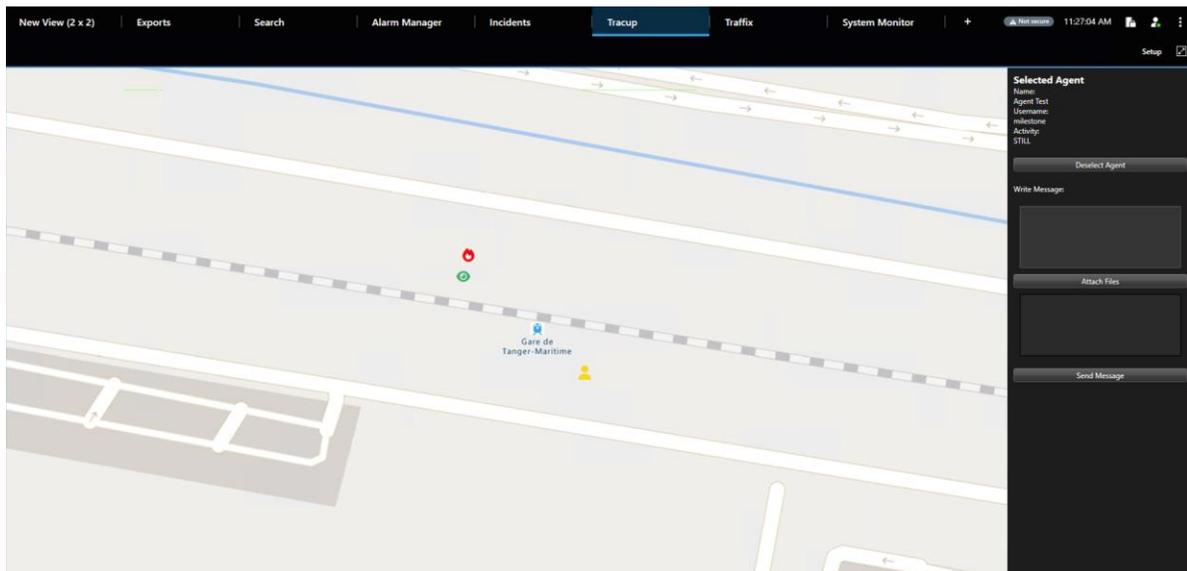


You have no shift!



## Selecting / deselecting an agent

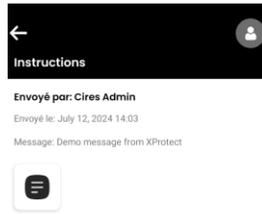
To select an agent, the user should right-click the agent's green marker. Once selected, the agent is highlighted in yellow and a panel is displayed, it includes general info and the instruction form. To deselect an agent, right-click the marker again or click the "Deselect Agent" button on the panel.



## Sending instructions to agent

To send an instruction to the selected agent, the user should fill the form and click the "Send Message" button, the user can choose to attach files or just send a simple message.

Once the message is sent, a dialog is displayed with the message “Message sent successfully!” and the agent receives the “New instruction” notification.

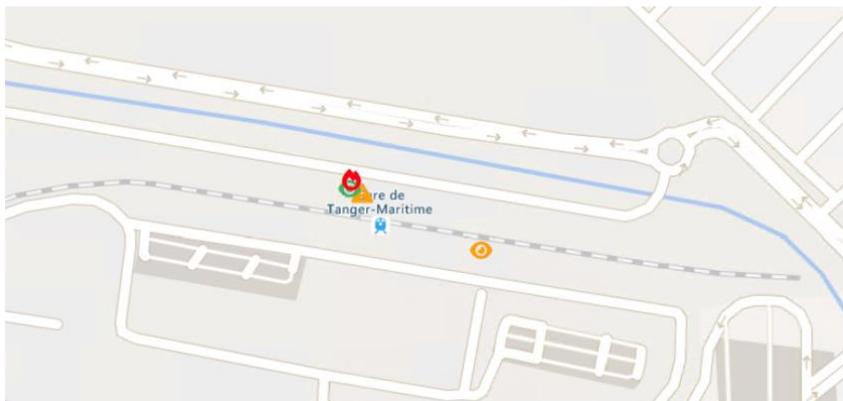
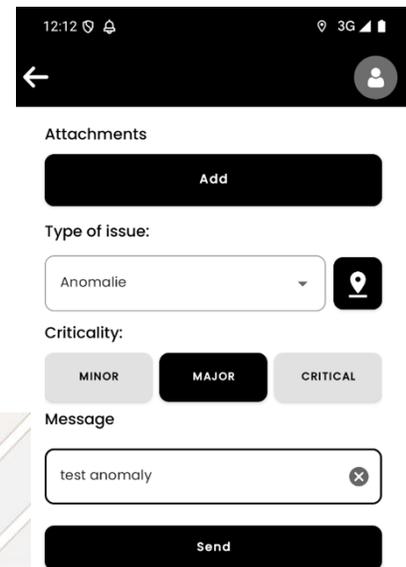


## Adding issue/event from agent side

As mentioned previously in the events module section, the agent can add events from the mobile app, the agent navigates to “**My events**” view and adds the event / issue.

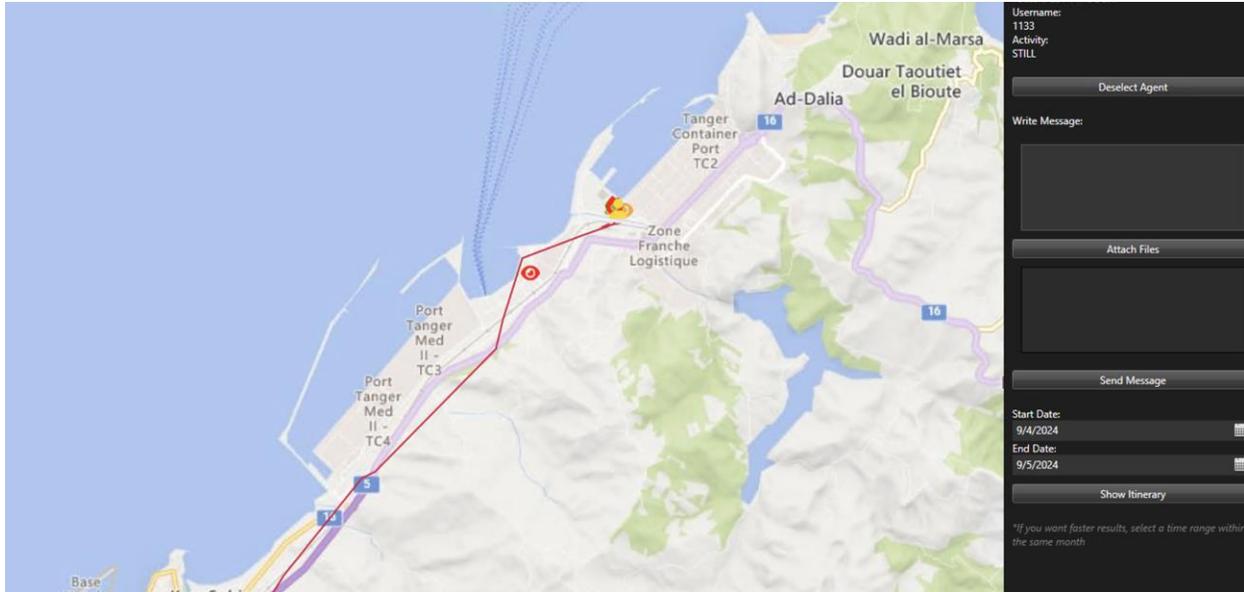
After selecting the location, the agent taps on “**Send**”.

The issue then appears in the Events module within Tracup’s web app and on the Tracup XProtect plugin’s map as displayed below.



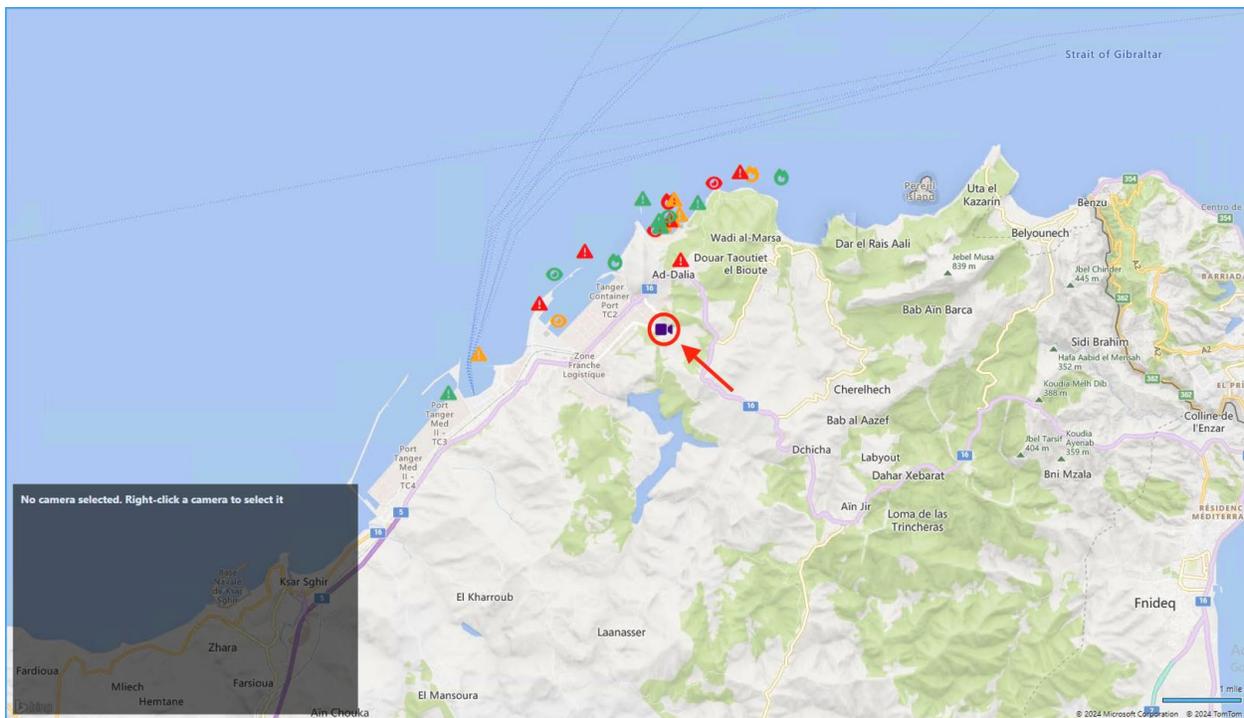
## Agent location history

When an agent is selected, we can check their location history in the form of an itinerary (red polyline), the user chooses a time range and then clicks the “Show itinerary” button, which is therefore displayed as shown in the screenshot below.

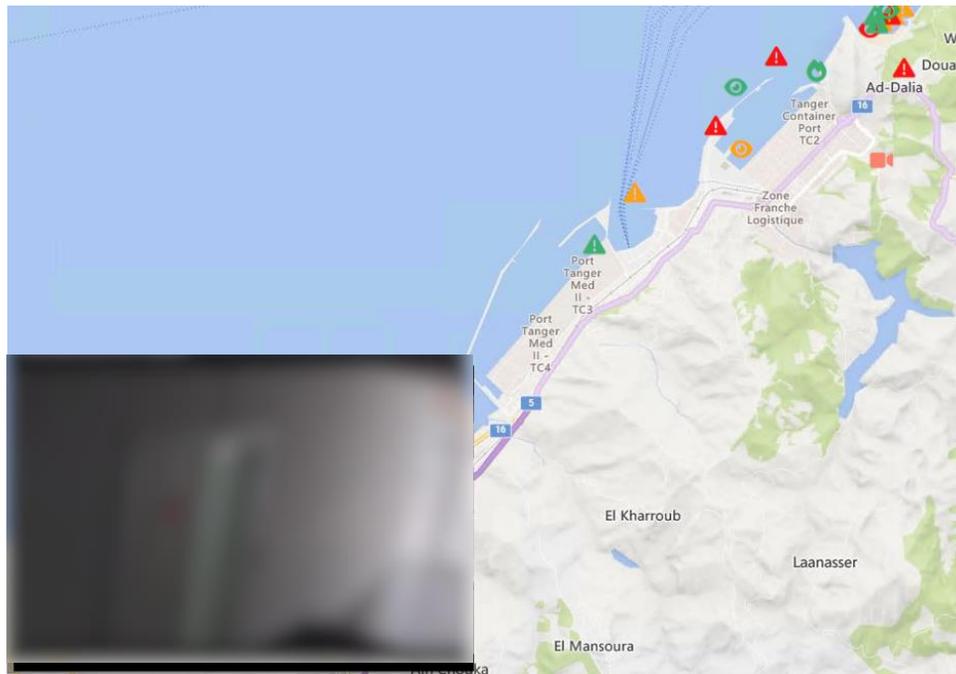


## Displaying cameras on the map

Camera coordinates can be set from the management client or from the smart client's smart map. Once they are set, the user can see and them displayed on the map from the Tracup workspace interface.



To check the live view of a camera, the user should right-click the camera's icon, then the live view will be displayed at the bottom left.



## Annex: icons and colors

The agent (👤) has 2 different states:

| State      | Color  |
|------------|--------|
| Deselected | Green  |
| Selected   | Yellow |

As for the issues, there are multiple types:

- Fire: 🔥
- Suspicious: 👁
- Flood: 🌊
- Accident: 🚗💥
- Other: ⚠

Each issue type has 3 states:

| State    | Color  |
|----------|--------|
| Minor    | Green  |
| High     | Orange |
| Critical | Red    |