What's New in Workforce for ArcGIS

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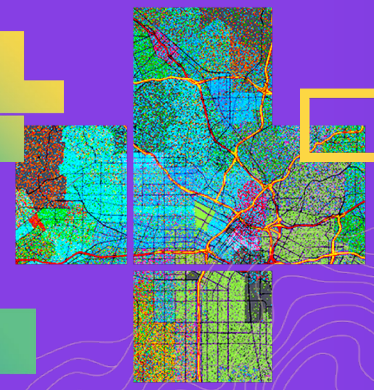
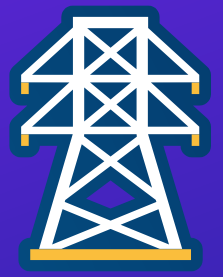
2020 ESRI DEVELOPER SUMMIT | Palm Springs, CA



Field Operations | Location-enable all phases of field work

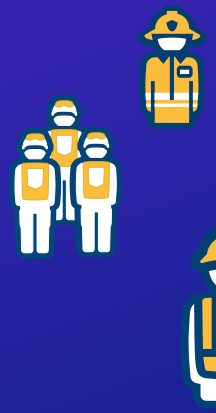
Plan
Use location to assign and coordinate field activities

Navigate
Route to your work using your roads, your GIS data – even while offline



Coordinate
Act on real-time conditions in the field to update worker tasks

Understand
See what's happening around you with maps



Monitor
Know where workers are and see the progress of work in real-time

Capture
Perform data collection and send it back to the office from anywhere

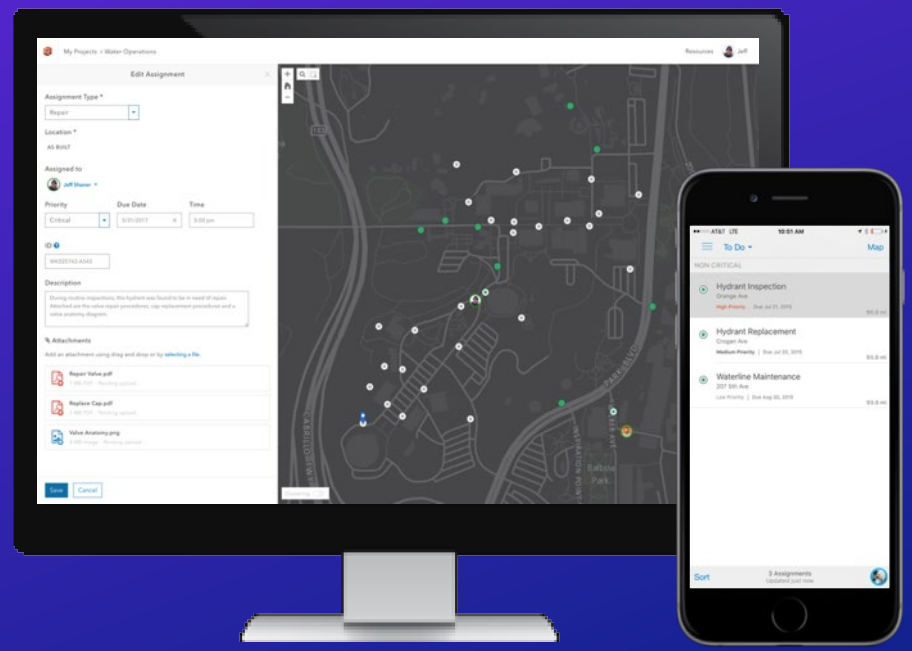
Workforce for ArcGIS

Coordinate field work

Plan, coordinate field work

Location Awareness

Optimize field operations



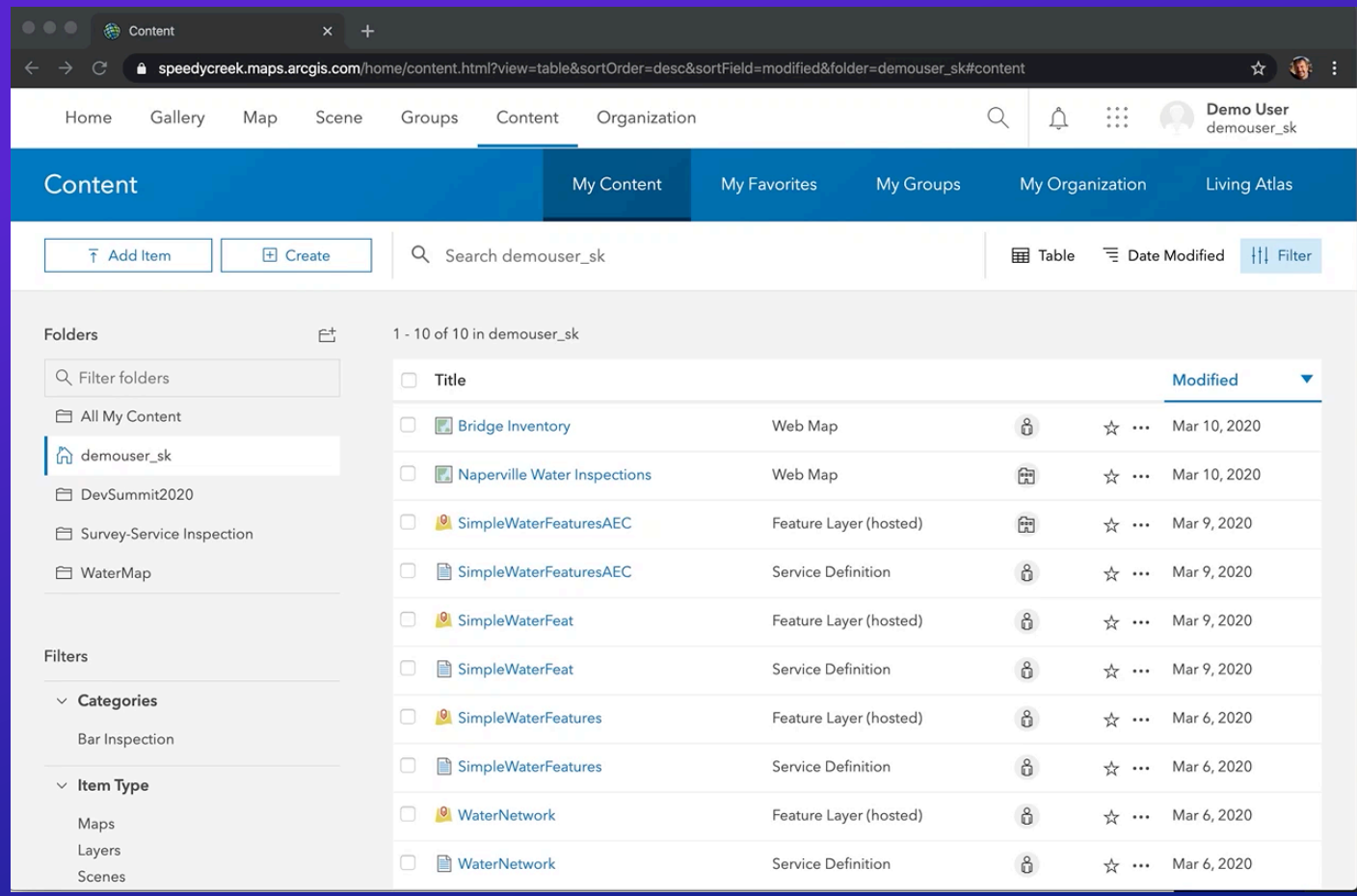
ANDROID APP ON Google play

Available on the App Store

Workforce | Create Workforce Project

Getting Started

- Open Workforce from App Switcher
- GIS Analyst
  - Create a new project
    - 2 web maps
    - 4 feature services
  - Add assignment types
  - Add users
    - Dispatchers
    - Mobile workers
    - From your organization or externally



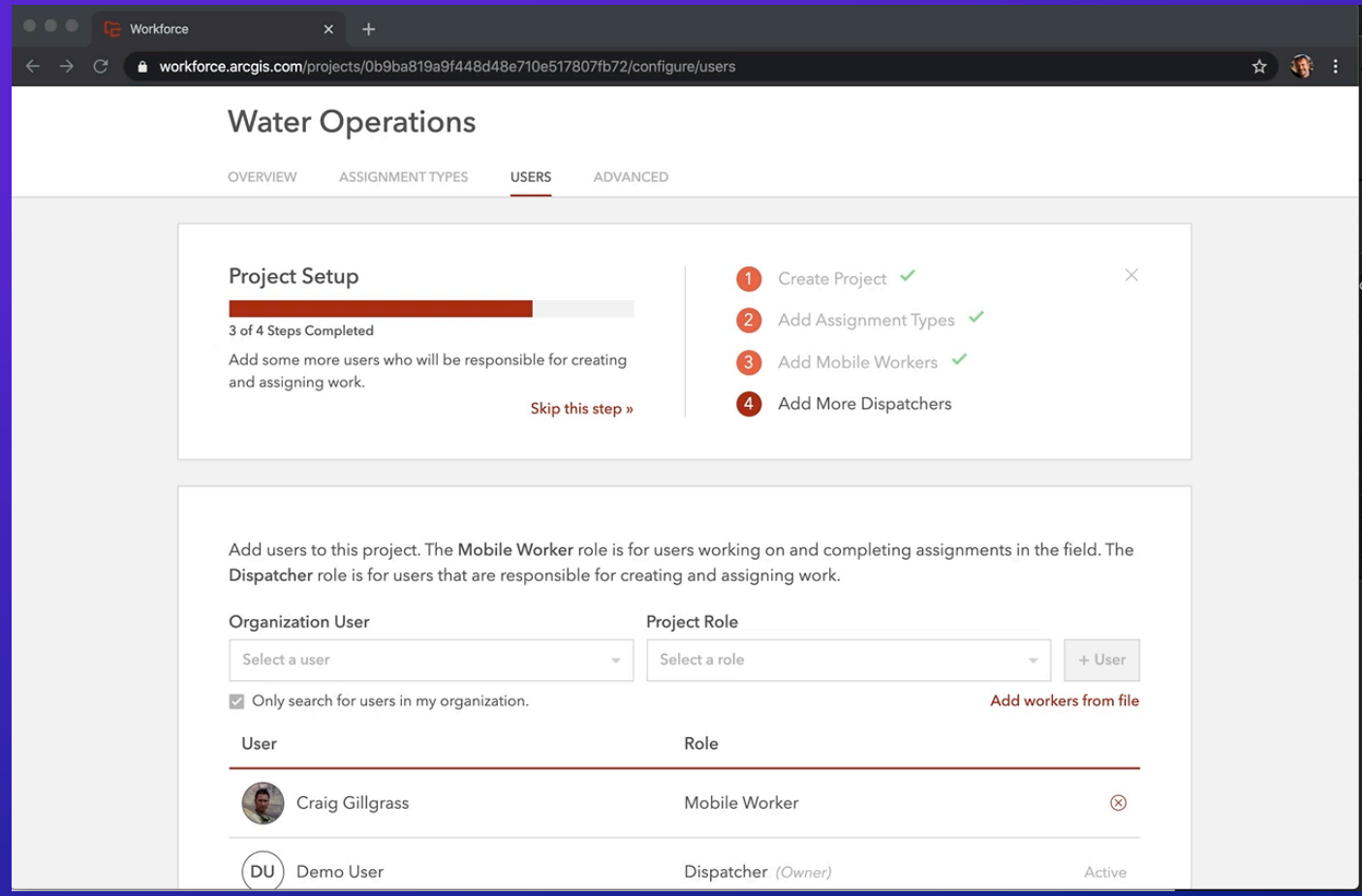
Workforce | Configure Maps

Configure the Dispatcher web map

- Click Overview tab to access
- Set map extent for the Dispatcher
- Add asset layers that you can create assignments from
- Reorder map layers, set layer refresh intervals

Configure the Worker web map

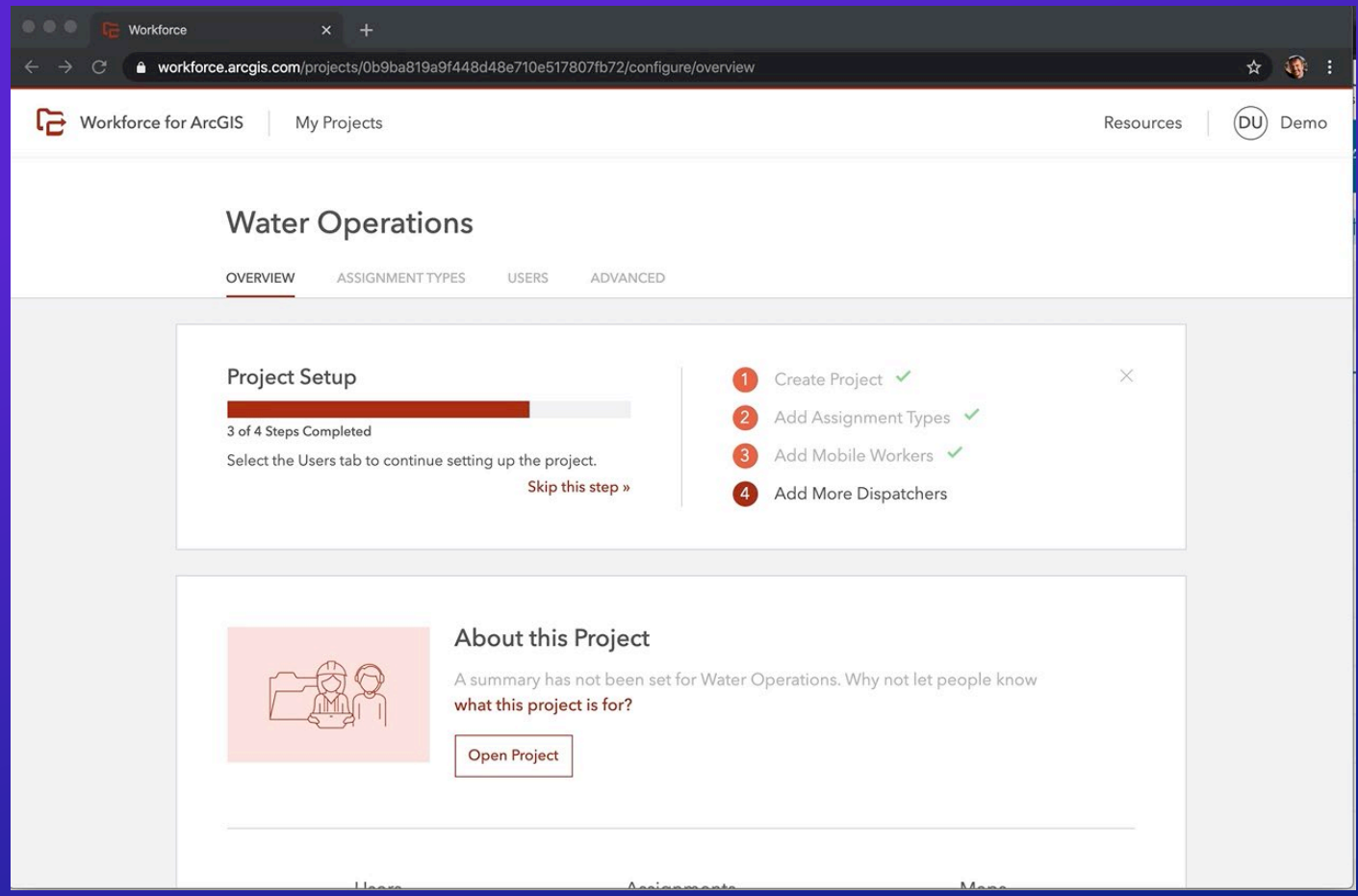
- Provide useful reference layers for the mobile worker.



Workforce | Configure App Integrations

Configure App Integrations

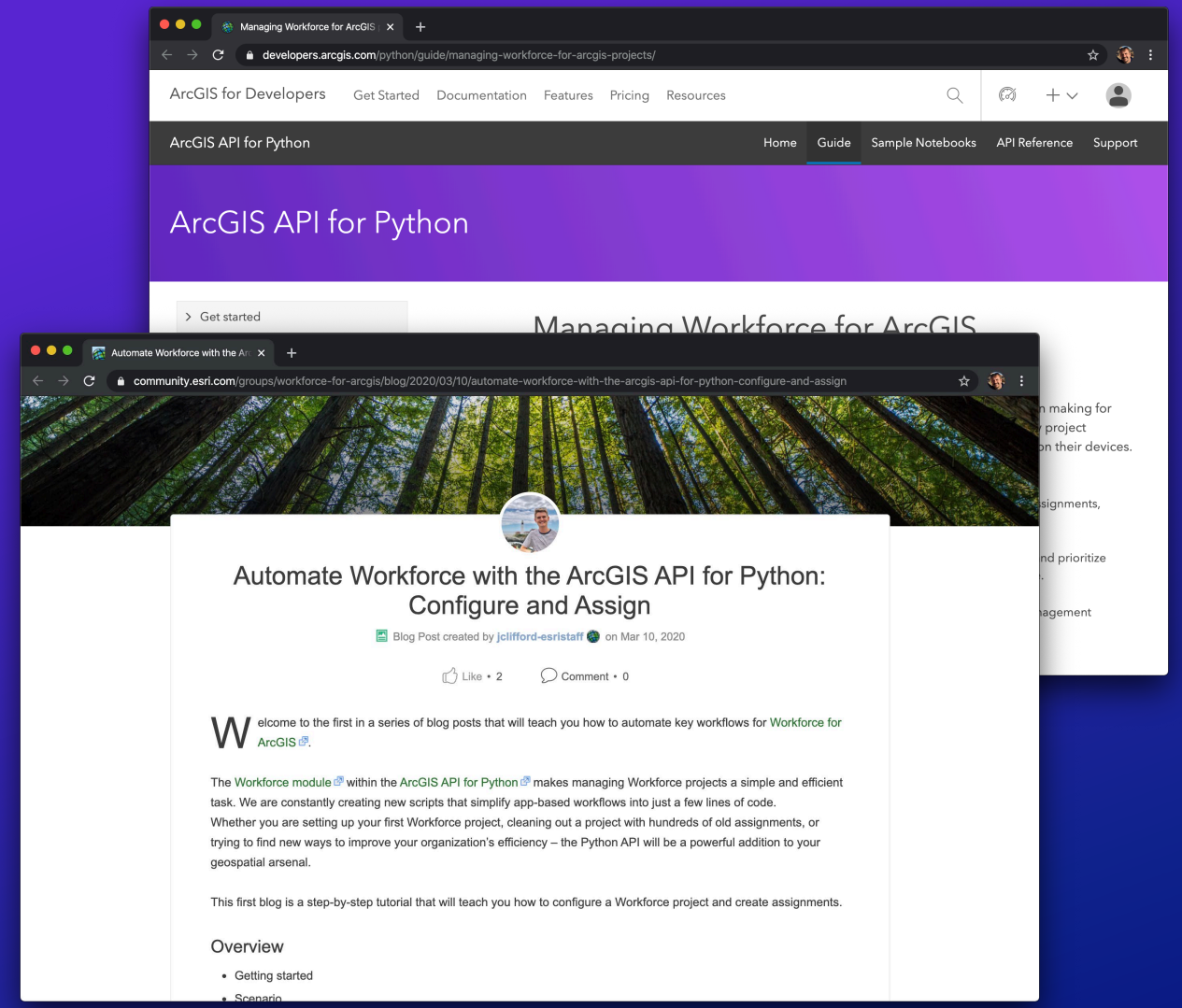
- Found on Advanced tab
- Collector, Explorer, Survey123 and Navigator
- Maps/Forms need to be shared with project group
- Pass assignment information to calling app
  - ID
  - GlobalID
  - Location Description



Workforce | Administer Workforce Projects

- Create new Workforce Projects
- Configure assignment types
- Add Dispatchers and Mobile Workers
  - Contact Number, Job Title, Notes
- Configure maps and layers
- Configure app integrations

Use the Python API to create and configure projects

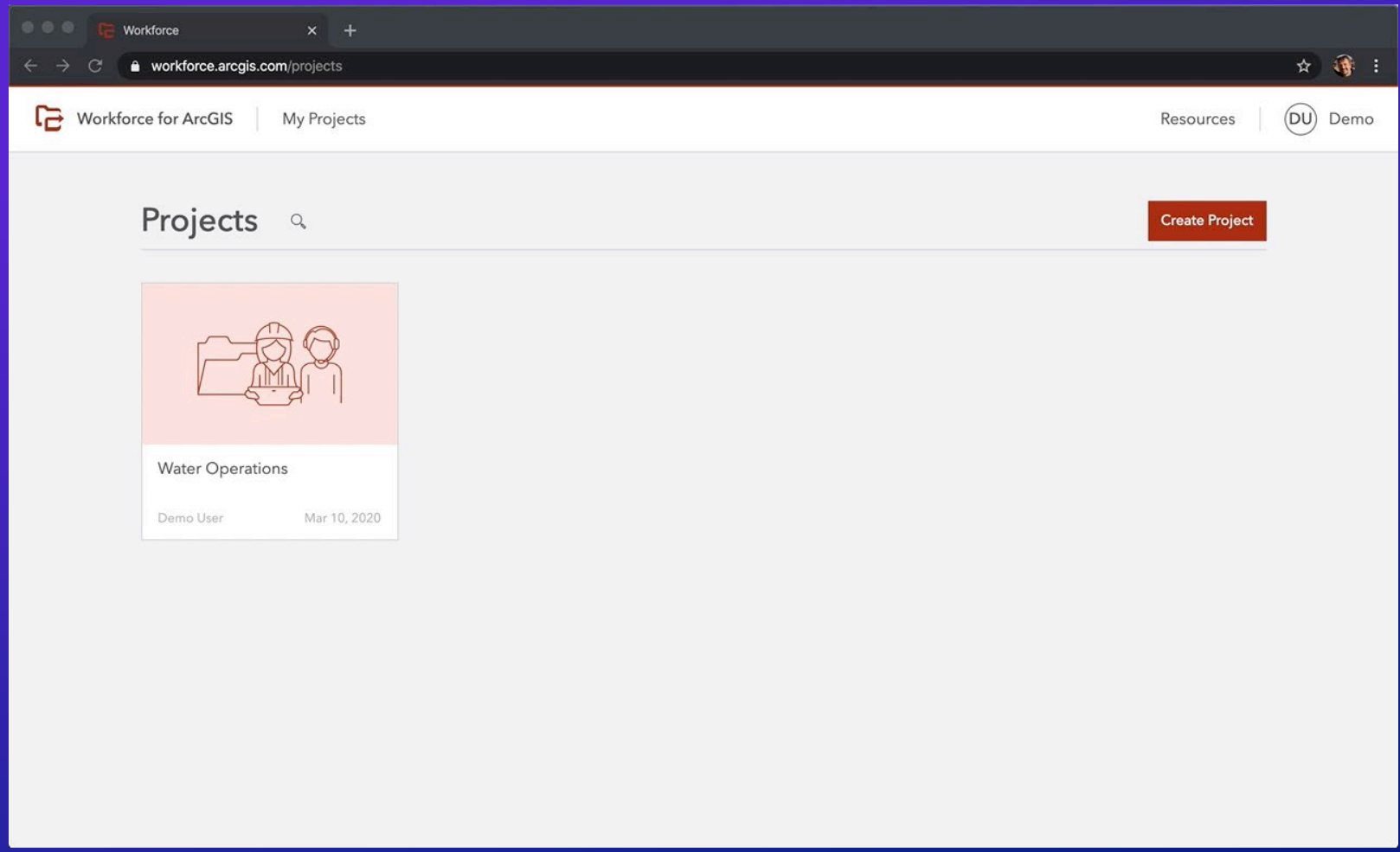


https://bit.ly/2W2gIDr

Workforce | Creating New Assignments

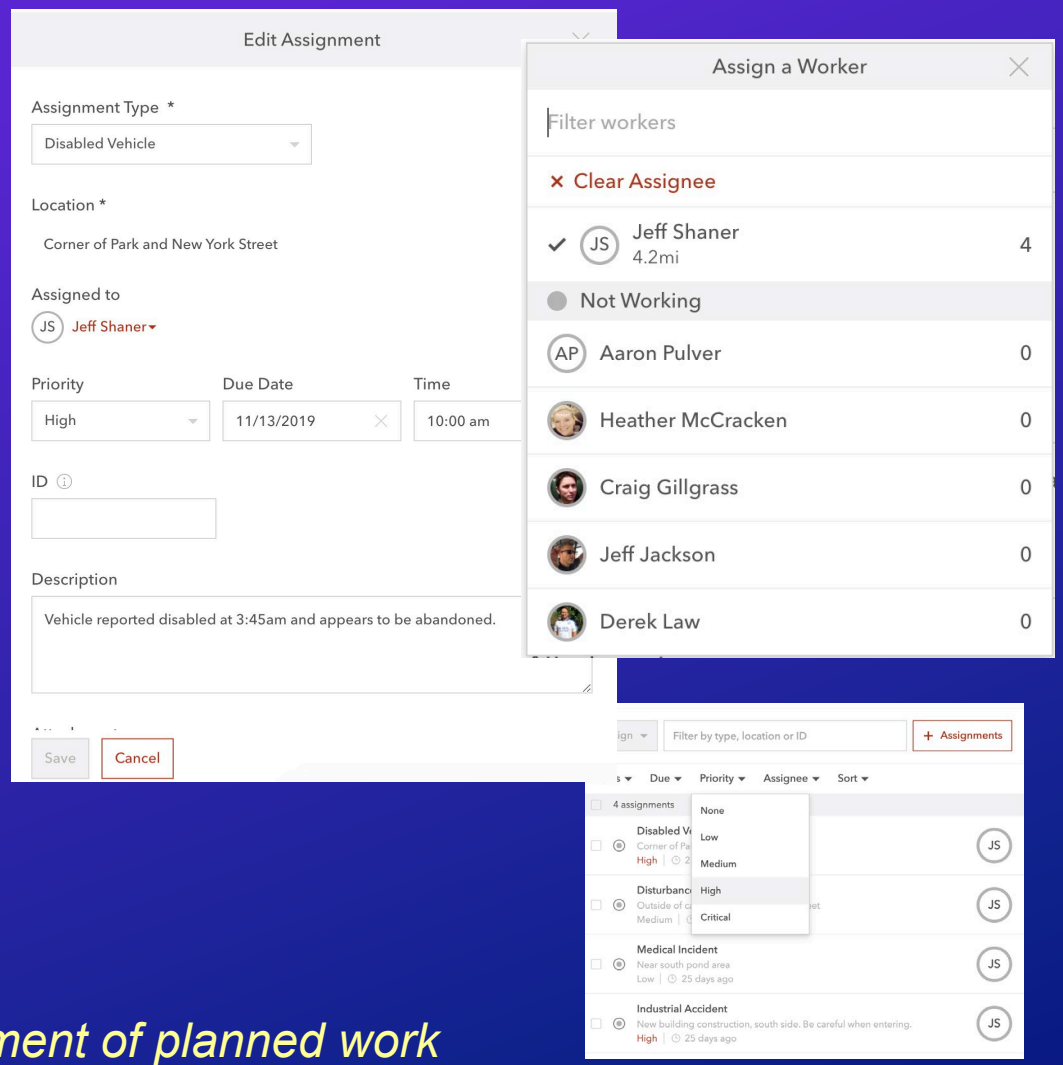
Open the Workforce Project

- Create a new assignment
  - Using the Assignments button
  - From an existing asset
- Assignments include:
  - Type, Location
  - Assignee, Priority
  - Due Date, Time
  - ID and Description
  - Attachments



Workforce | Using the Workforce Web App

- Create new work assignments
  - By geocode
  - Using the map
  - From features
- Assign, re-assign and cancel work
  - Individually
  - In bulk
- Filter and sort assignments
- View all mobile worker locations and work load
- Search the map

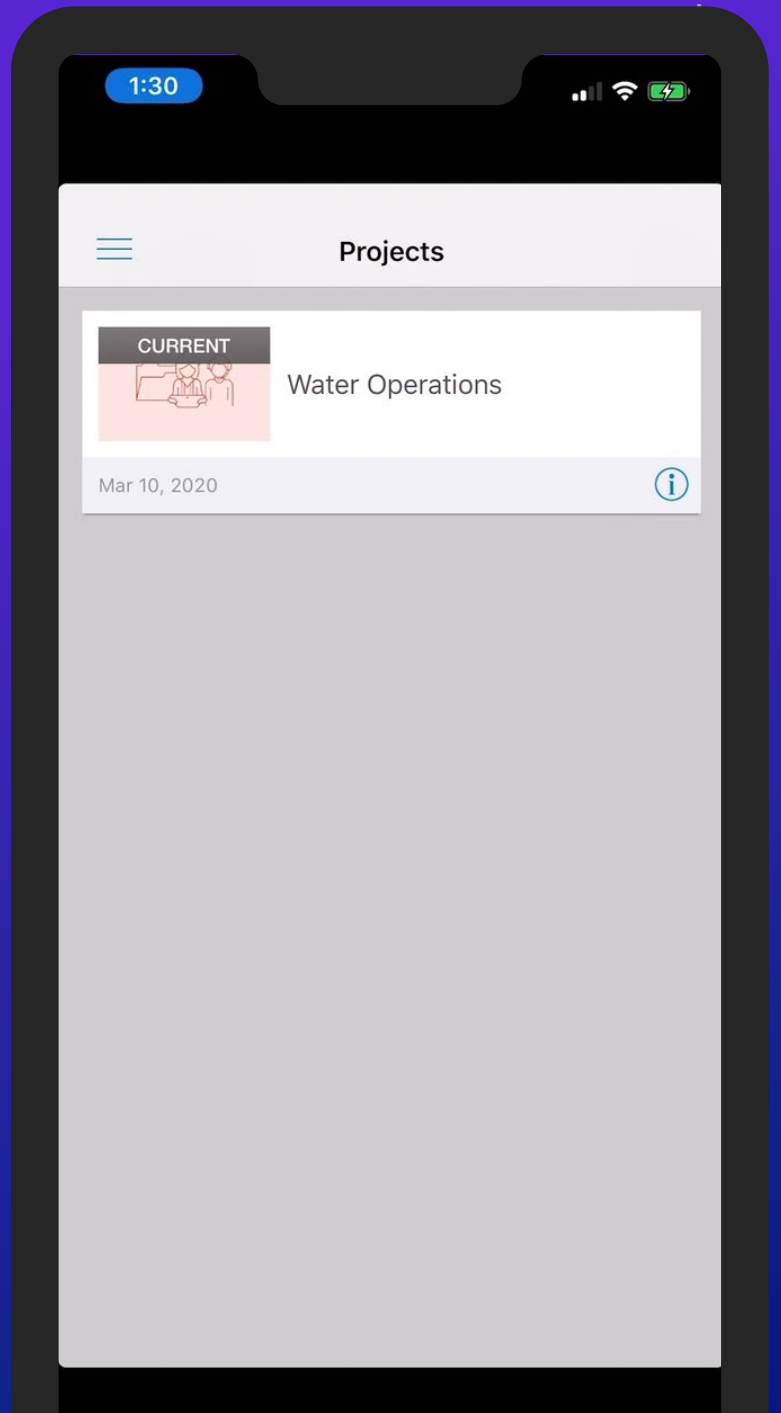


Use the Python API to automate creation and assignment of planned work

Workforce | Your ToDo List

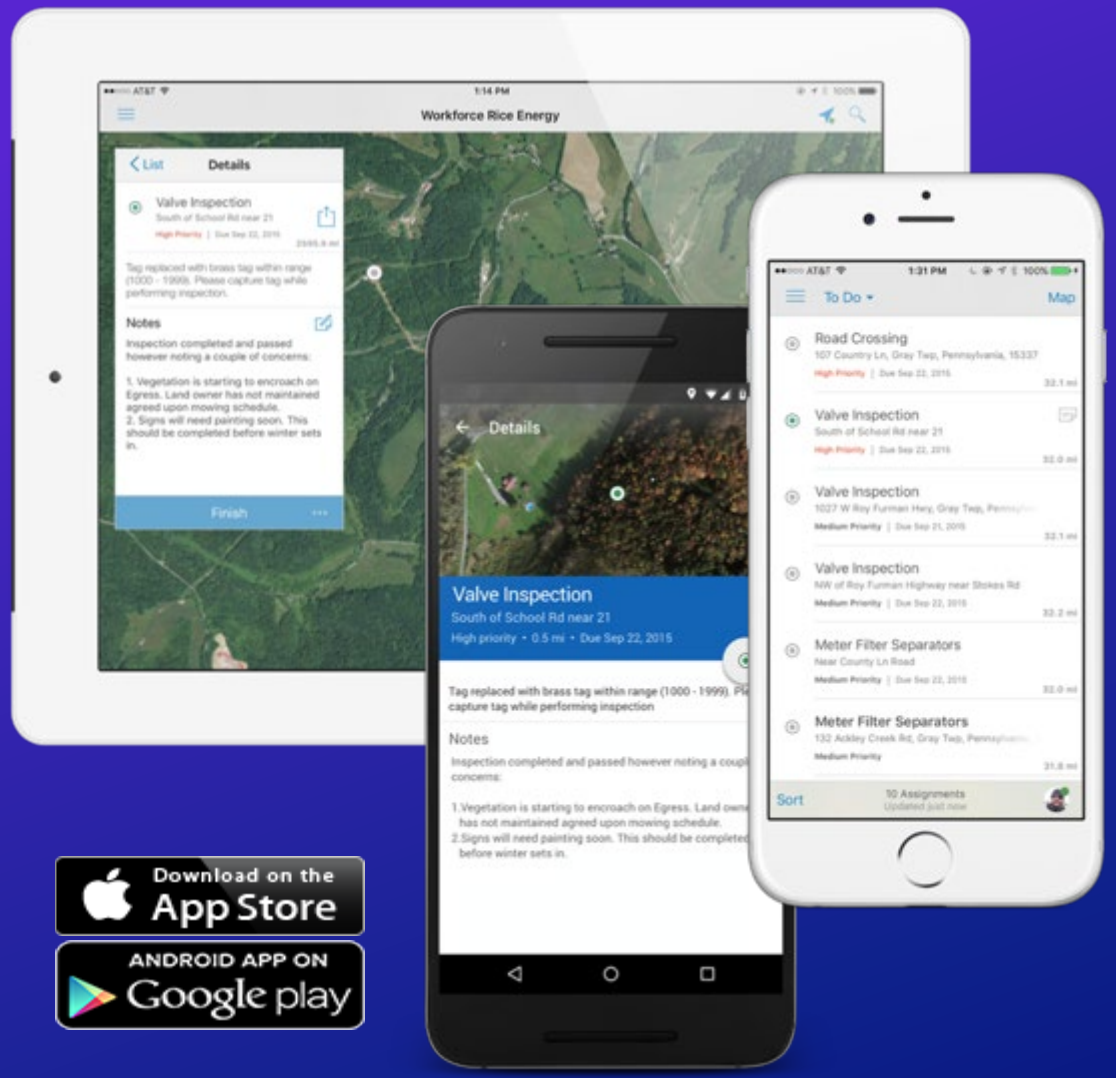
Open the Workforce Project

- View and sort your ToDo list
- View locations on the map
- Set your working status
- Receive new work assignments
- Work assignment lifecycle
  - Start work assignment (Logs date/time stamp)
  - Use Collector or Survey123 to complete work
  - Add notes
  - Take pictures to document completion of the work
  - Finish work assignment (logs date/time stamp)



Workforce | Mobile App

- Organize your work
- View details of assigned work
  - Location, details
  - PDFs, Photos
- Complete work assignments
  - Add and edit notes
  - Attach photos and videos
- Launch other ArcGIS Field Apps
  - Navigator, Collector, Survey123 Explorer
- Broadcast your working status



Download on the App Store

ANDROID APP ON Google play

Workforce | Current Status

Last Release

- Workforce web app refresh in October.
- Dropped IE11 support

Latest Administration Improvements

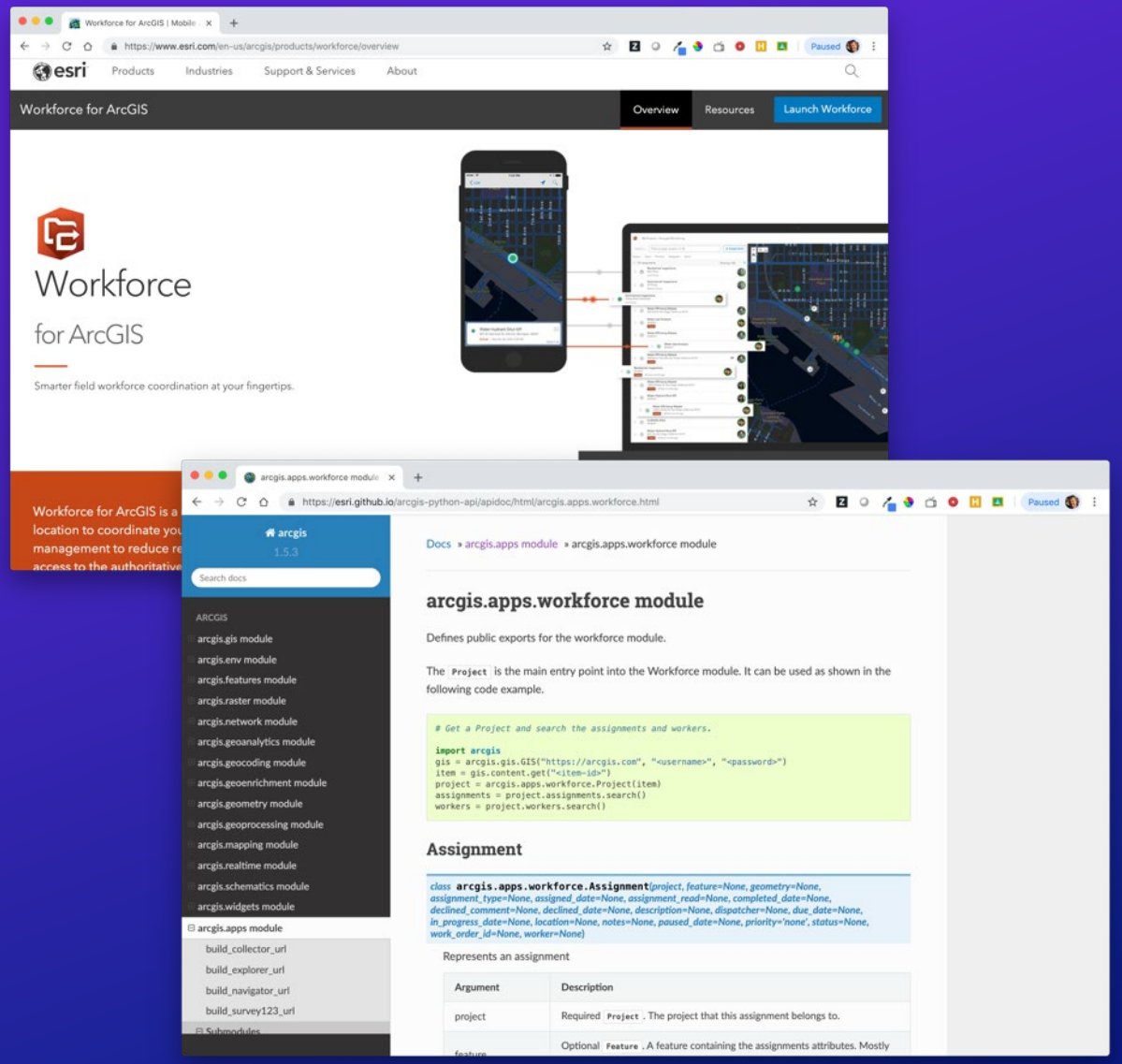
- App Integration with Explorer for ArcGIS
- Pass the GlobalID to Collector and Survey123
- Workforce module in **ArcGIS API for Python**

Latest Workforce Mobile app Improvements

- Attach photos and videos to assignments

Resources

- Product Page on esri.com
- New Resources Page
- Learn Lessons in the Learn Gallery



Workforce | What's Happening Next

Q2 2020 Big New Release

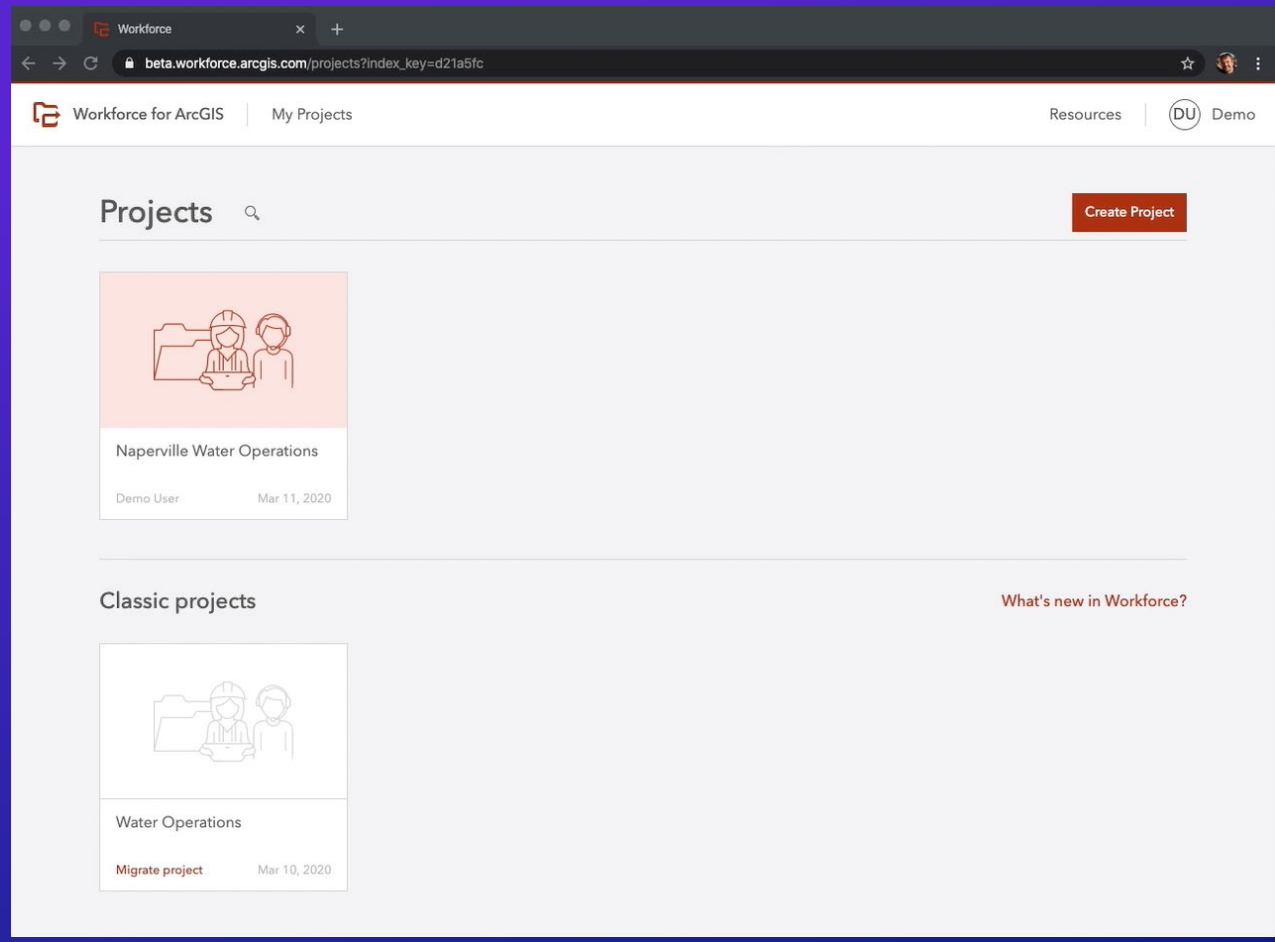
- Support for offline workflows
- New, improved Mobile UX
- New project schema
- New mapping capabilities in the web app
  - Switching basemaps, other minor improvements
- Ability to display tracks from Tracker for ArcGIS

https://earlyadopter.esri.com/key/WorkforceforArcGIS

Workforce | What's Happening Next

Projects

- New projects will have new schema and offline capabilities
- Existing projects will be listed as "Classic projects" and continue with the old schema
- You can only create new projects
- You can configure and dispatch **both** classic and new projects.



Migrate project schema from old to new

Workforce | What's Happening Next

Mobile Apps

- New listing for Workforce
  - Will open new, offline projects
- Existing listing will be renamed to "Workforce Classic"
  - Will open Classic, online projects

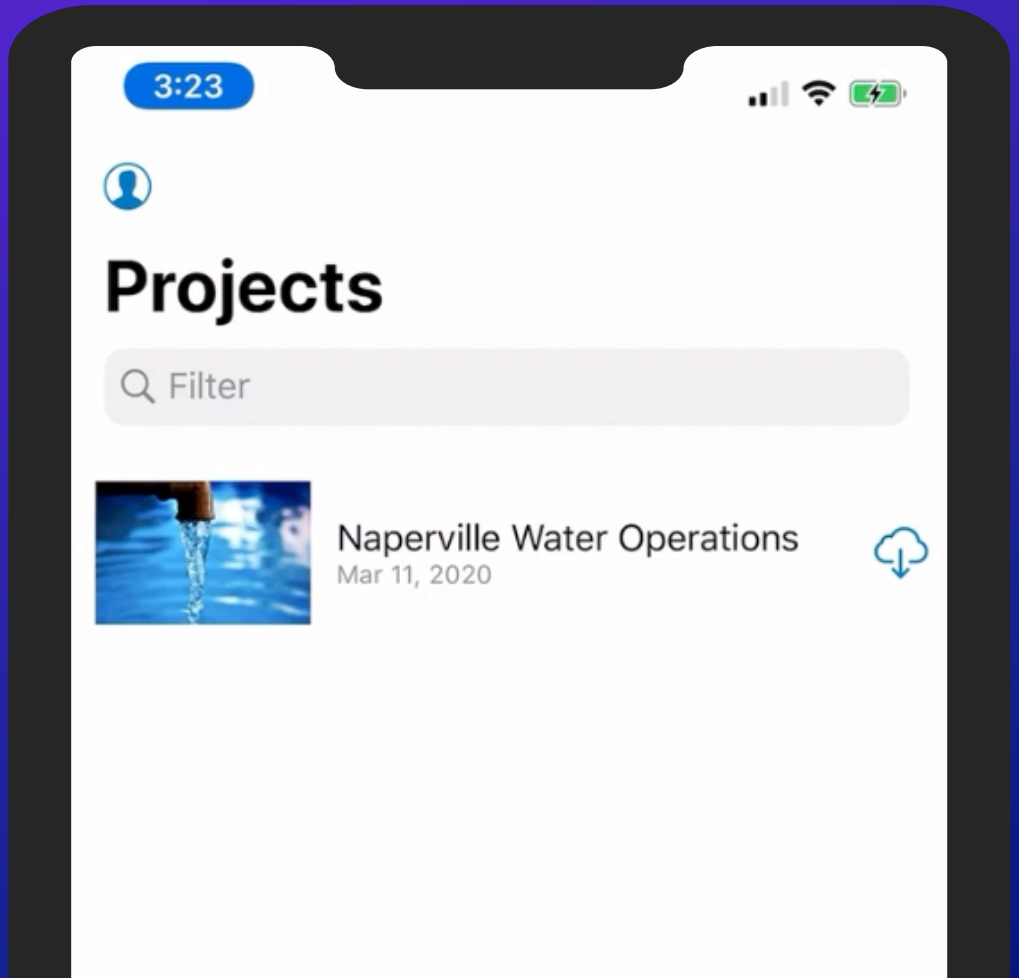
Workforce

Classic

Workforce | What's Happening Next

Offline Capabilities in New Projects

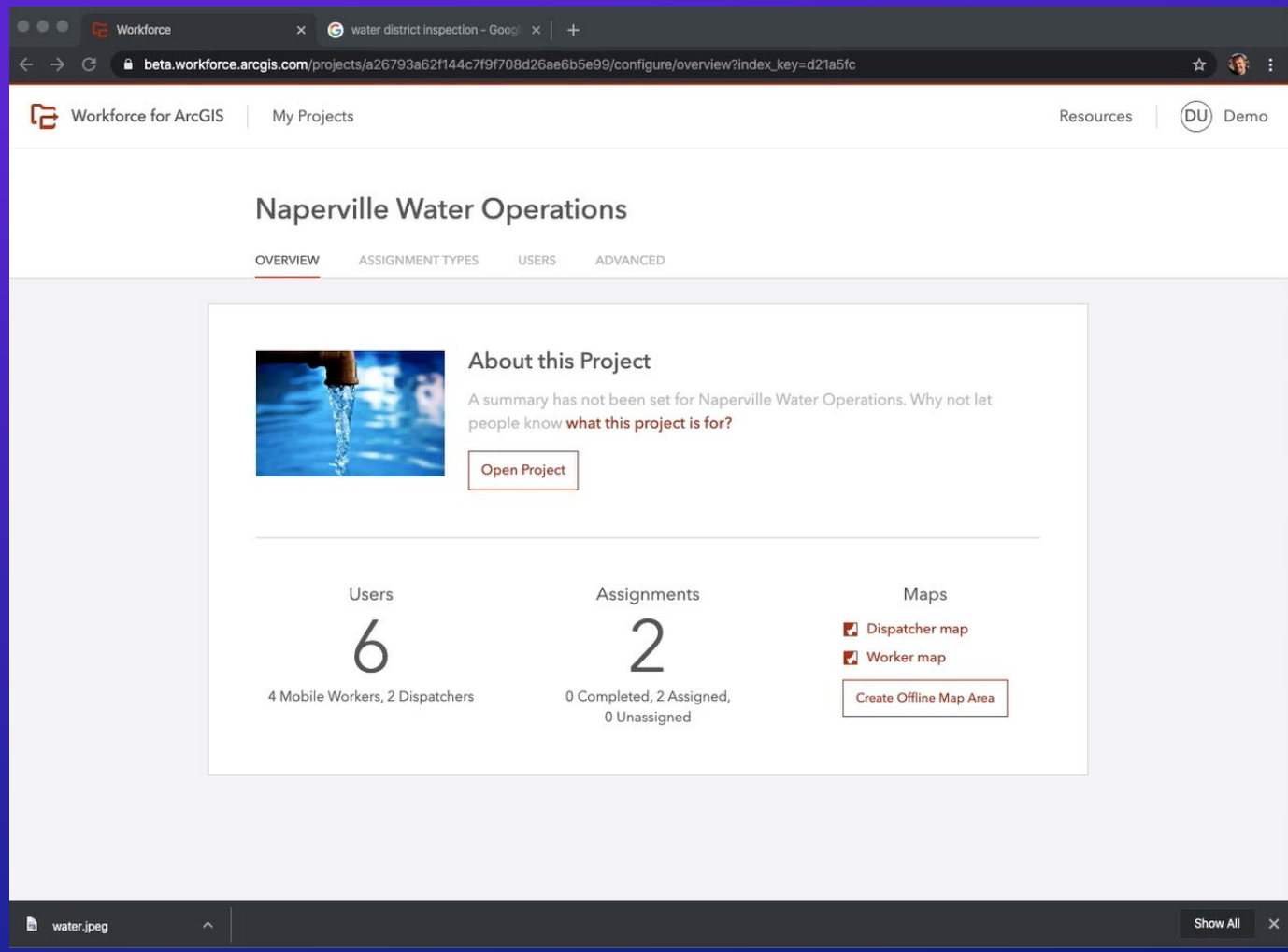
- New projects will have offline capabilities
  - Projects are downloaded before you open them
  - You are always working on device
  - Remove projects from your device when finished



Workforce | What's Happening Next

Offline Capabilities in New Projects

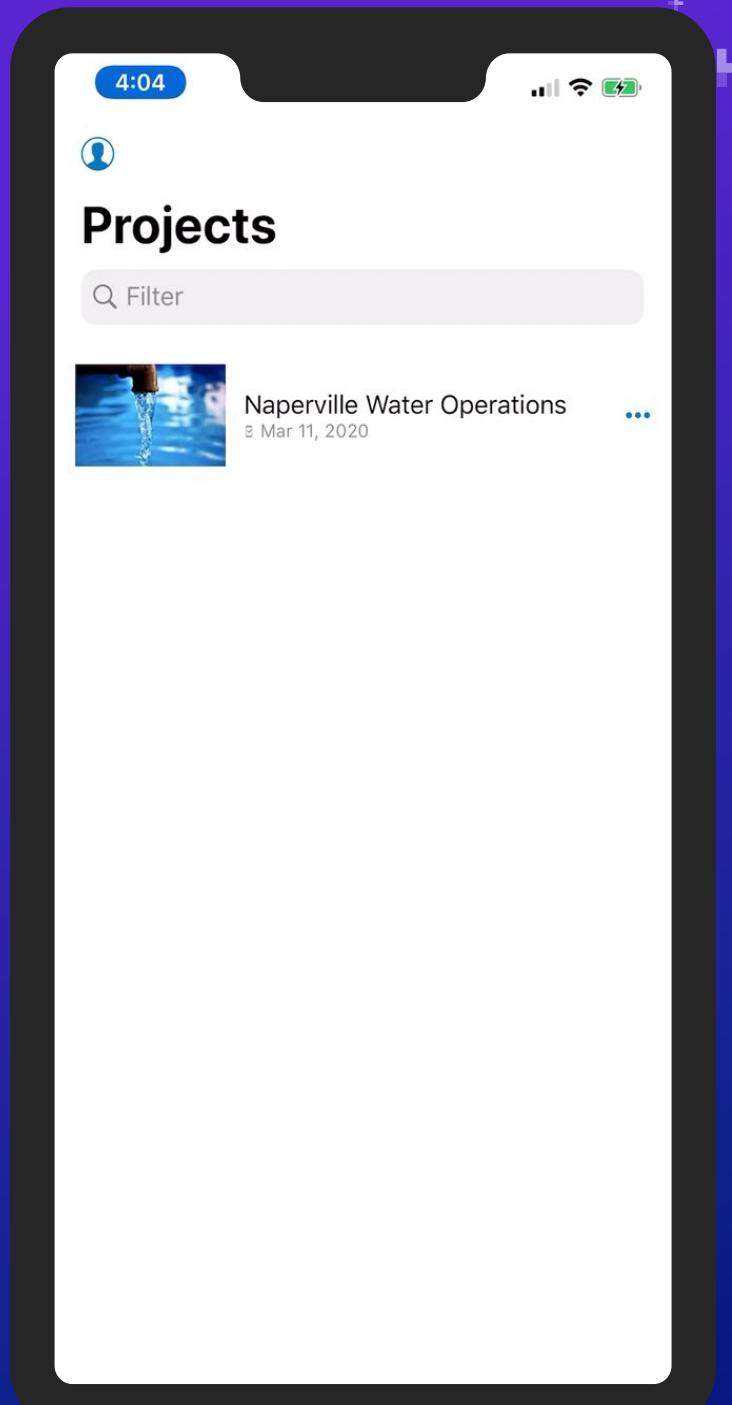
- New projects will have offline capabilities
  - Projects are downloaded before you open them
  - You are always working on device
  - Remove projects from your device when finished
  - Optimize the download process by creating an offline map area for your project



Workforce | What's Happening Next

New User Experience

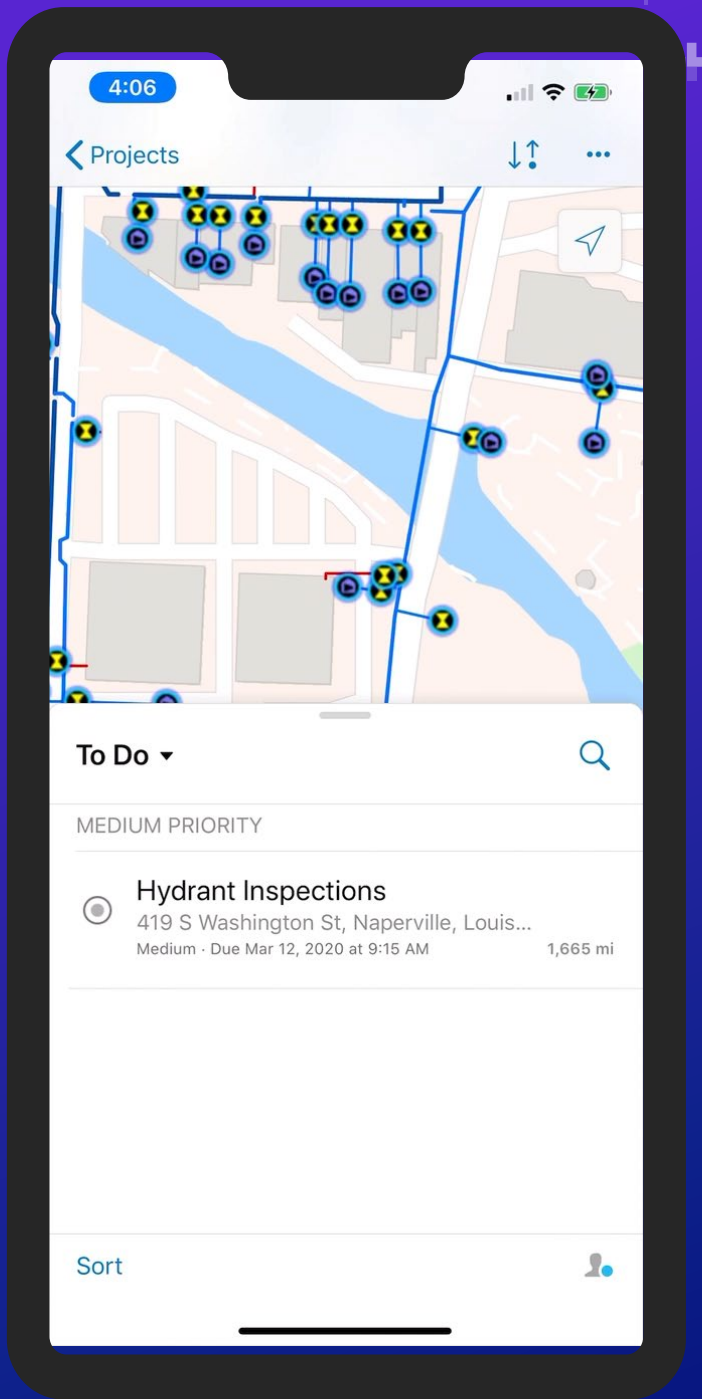
- Same UX pattern as Collector, Explorer Tracker and Navigator
  - Sliding panel
  - New Tools and capabilities
  - Better maps
- Simplified experience for:
  - Changing assignment status
  - Capturing photos and videos



Workforce | What's Happening Next

Synchronizing changes

- Adaptive auto-sync capability
  - Sync's automatically to keep worker status and assignment list updated
  - Sync worker status more frequently when assignments are in progress
- Manual sync capability
  - Turn off auto-sync
  - Mobile worker is in charge of when to sync
  - Review assignments before sync'ing



Workforce | What's Happening Next

Plans

- Open beta (iOS now, Android beta coming soon)
- ArcGIS Online release in June/July
- ArcGIS Enterprise 10.8.1 Workforce web setup available in June

After Next

- Pick up work
- Geofencing and notifications
- You tell us!!

https://earlyadopter.esri.com/key/WorkforceforArcGIS

Workforce | Thank You

Resources:

- Product Page - **https://www.esri.com/en-us/arcgis/products/workforce/overview**
- Documentation Website - **https://www.esri.com/en-us/arcgis/products/workforce/resources**
- GeoNet Community Group - **https://community.esri.com/groups/workforce-for-arcgis**
- GitHub Repository - **https://github.com/Esri/workforce-scripts**
- ArcGIS Ideas website - **https://community.esri.com/community/arcgis-ideas/**