



ARCOS Application Changes - Production 26.20

May 28, 2026

Changes will be deployed to QA on Tuesday, April 28, 2026, and Production on Thursday, May 28, 2026

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Platform Enhancements



Configurable Schedule Views

What is changing:

Arcos web users can now customize which columns are visible in their Schedule Day and Week Views. Users can select from a set of available data points (like Site/Service Center, Classification, VRU ID, Web ID, etc.), and their selections will persist across sessions and views. This enhancement helps users tailor their schedule views to display the most relevant information for their workflow, improving efficiency and usability.

Select	Name	VRU ID	Classification	OpCenter	Supervisor	Shift	Thu 4/23	Fri 4/24	Sat
<input type="checkbox"/>	Ballstaedt, Dan	6143965139	Line Mechanic-A	McLeod OpCenter	Barr, Testing	KF SHIFT	Sh 06:00-14:00	Sh 06:00-14:00	
<input type="checkbox"/>	Barr, Test	225225	Executive	McLeod OpCenter	Bellala, Ashok				

Users can toggle on/off columns by clicking the respective column button in the Columns section at the top of the page.

Notes:

- The order of columns cannot be changed by users.
- On the initial load of the pages, if the user has not defined fields, default to showing the fields that are visible in each view today.
- On each page, the column order will be
 - Select
 - Name
 - VRU ID
 - Web ID
 - Class
 - Location
 - Supervisor
 - Vehicle
 - Radio
 - Shift
 - Shift Band



- Permanent Shift
- (the schedule views days or weeks)
- Only fields that are available on the Employee Modify page will be available for users to select.
- The available columns are consistent and shared across all Schedule Day and Week Views.
- Users will not be able to disable the Select, Name or any of the day/week columns.

Who is involved:

All ARCOS web users, especially those who rely on Schedule Day and Week Views for daily operations.

What you need to do:

- Inform users about the new customization options and how to use them.
- No configuration is required, but users should review their current views and adjust column visibility as needed.



Crew Manager Enhancements



2 Way SMS Usage Report

What is changing:

A new “2 Way SMS Usage Report” is available under Crew Manager > 2 Way SMS Reports for customers with 2 Way SMS enabled. This report helps administrators track usage trends against contracted limits by providing stats like the number of devices contacted, back office users, messages sent, and messages received. Access is permission-controlled, and the report is exported as a CSV file for further analysis.

Access to this report is controlled by the new permission “Crew Mgr - 2WaySms Usage Report” located within the Crew Manager section of permissions.

The following columns are included in the report:

- Number of devices - the count of unique phone numbers contacted within the date range
- Number of back-office users - the count of unique contact ids that sent messages from the back office
- Number of messages sent - the count of messages sent from the 2 Way SMS number from the web app within the date range
- Number of messages received - the count of messages that the 2 Way SMS number received from field users within the date range

Who is involved:

Customer administrators and anyone responsible for monitoring SMS usage or managing communication limits.

What you need to do:

- Make sure that users who need access to the report have the new permission added to their security group assignment.
- Train relevant staff on how to generate and interpret the report.
- Use the report to monitor usage and avoid exceeding contracted SMS limits.