



# ARCOS Application Changes - Production 26.20 and 26.22

**May 28, 2026**

Changes will be deployed to QA on Tuesday, May 12, 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	Bellaia, 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.



## 2 Way SMS Opt-In/Out Status Report

### *What is changing:*

We're adding a new "2 Way SMS Opt Status Report" under Crew Manager > 2 Way SMS Reports. This report allows admins to export a CSV showing which users are Opt-in, Opt-out, Company Controlled, or Unknown, so you can quickly troubleshoot messaging issues and follow up with users who opted out.

The report is only available to customers with 2-Way SMS enabled, and access is controlled by the "Crew Mgr - 2WaySms Opt Status Report" permissions within the Crew Manager section of security groups.

The following columns are included in the report:

- Phone number
- 2 Way SMS Status
- Contact Name
  - If the phone number is assigned to multiple contact records, a row will be included for each contact
  - Contacts that are in the inactive or deleted status will not be included in the report
- For each contact include the following columns
  - Web ID
  - VRU ID
  - Level 3 location
  - Level 4 location
  - Primary Class

### *Who is involved:*

- ARCOS/Platform Admins (security group managers)
- Operations / Dispatch supervisors who manage 2-Way SMS usage
- Support/Helpdesk teams who troubleshoot "not receiving texts" situations



*What you need to do:*

- Ensure the correct security groups have permission to access the report
- Communicate to users where to find the new report



## 2 Way SMS Message History Report

### *What is changing:*

We're adding a new report under Crew Manager > 2 Way SMS Reports called "2 Way SMS Message History". This allows authorized admins to export a CSV of 2-Way SMS conversation history for auditing purposes—especially helpful because the current UI only looks back 30 days.

- Date range can be up to 62 days
- Optional filters: Back Office User(s), Mobile User phone number (partial match supported), and Message Status

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:

- Message sent date/time - Timestamp of when the message event occurred. It's formatted the same as the SMS chat window and uses the same time zone logic as the chat window.
- Sender's Name - Sender name formatted as: LastName, FirstName MI. (Nickname) (with missing parts omitted)
- Sender's Web ID - Web ID of the sender (if available)
- Sender's VRU ID - VRU ID of the sender (if available)
- Sender's Type - Populated as either Back Office User or Mobile User
- Sender's Crew Name - The sender's crew assignment at the time the message was sent ("at time of" rule)
- Message Content - The text/body of the message
- Message Status - The message status value from the system's supported status: NEW, QUEUED, SENT, FAILED, RECEIVED, NOT\_SENT, FAILED\_TIMED\_OUT
- Sent to Phone Number - The destination phone number the message was sent to
- Matched mobile user's name - The mobile user contact name matched to the phone number (if a match is found)
  - Note: If multiple contacts match the same phone number, the export includes a row per matched person, even if it's the same message.
- Matched mobile user Web ID - Web ID for the matched mobile user contact



- Matched mobile user VRU ID - VRU ID for the matched mobile user contact
- Matched mobile user Level 4 / location - Level 4 / location for the matched mobile user contact
- Matched mobile user job class - Job/classification for the matched mobile user contact.

#### *Who is involved:*

- ARCOS/Platform Admins (who control security access)
- Compliance / audit stakeholders (who may request historical communication exports)
- Operations leadership / dispatch management who need visibility into back office/field messaging
- Support/Helpdesk for investigations and escalations.

#### *What you need to do:*

- Ensure your org has 2-Way SMS enabled (otherwise the report won't be available).
- Assign the correct users/security group with the required permission so they can access/download the export.
- Let report users know:
  - They must select a valid date range (max 62 days) to download
  - Phone number filter expects US 10-digit numeric input (no country code; validation will block longer values)