

# 3rd Eye Integration and Setup

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This article outlines the three types of integrations available between Navusoft and 3rd Eye.

## Server to Server

### Features

- **Service Verification & Exceptions Sync**
  - Marks a WO with the resulting 3rd Eye Status - Either "Completed" or "Exception."
  - Attaches photo(s) to the WO captured by the 3rd Eye cameras.
  - Exception are limited to those reported by the 3rd Eye "Red button."
- **Review Sync (via 3rd Eye Service Bureau)**
  - 3rd Eye has a product/feature where they will review the photos associated with a completed event and can flag it with an additional exception (i.e. Overloaded or Contaminated).
  - WO will be updated with an associated Exception Reason Code.
  - Reviewer information will be appended to the WO Completion Note.

### Required Setup

#### Navusoft

##### Setup: Reason Code

- Set up reason codes with an external ID that matches the 3rd Eye reason code.
- Suggestion: Use separate reason codes for 3rd Eye that are different from the standard reason codes

EDIT REASON CODE	
TYPE	Service Exception
ID	ROBLOCKED
NAME	3rd Eye Blocked
EXTERNAL ID	Blocked
DISPLAY IN MOBILE	Yes
LINE OF BUSINESS	Roll Off
WO NEW STATUS	Not Serviced
ACTIVE	Yes

Saved.

## Setup: Truck

- Setup trucks with a **VIN** that matches the 3<sup>rd</sup> Eye truck's VIN

**EDIT TRUCK**

NAME	2000	TRUCK TYPE	
DIVISION	HOUSTON	FUEL TYPE	Other
LINE OF BUSINESS	Commercial	VEHICLE INSPECTION TYPE	DVIR
OWNERSHIP	Internal	LICENSE PLATE	XYZ123
ODOMETER UOM		RFID	
SPEED UOM		<b>VIN</b>	1HUU12937PJL87653
		EXTERNAL ID	

Capacity Onboard Maintenance Plan Permits Attributes Tare History

Scale

SYSTEM	None
SCALE ID	
SCALE UOM	

Camera System

SYSTEM	3rd Eye
CAMERA COUNT	0
EXTERNAL ID	

MARK INACTIVE

## Setup: Work Type

- Create One Service Record Per Quantity must be set to **Yes**.

**UPDATE WORK TYPE**

Details NavuNav Settings Add/Remove Default Charge Code

ID FL\_DELIVER

NAME FL Delivery TRANSLATE 1

SELF-SERVICE LABEL

LINE OF BUSINESS Commercial

INVENTORY MOVE TYPE Delivery

ACTION CATEGORY Delivery

MANIFEST NOTIFICATION TEMPLATE

**CREATE ONE SERVICE RECORD PER QUANTITY** Yes

ENABLE DISPOSAL ENTRY Yes

## Setup: Account Class

- Verify the **Geocoding Type** is set to **Street-Side** (or cleanup pin locations manually).
- Verify the **Geofence Radius** is set to expected/reasonable values.

### 3<sup>rd</sup> Eye

- Provide 3rd Eye with the following “callback” URLs
- Replace {companyname} with the appropriate name of your Navusoft environment
  - Status Callback - <https://{companyname}.navusoft.net/rest/thirdeye/status>
  - Reviewer Callback - <https://{companyname}.navusoft.net/rest/thirdeye/review>

## Sync Process (Status)

As the service events are recorded in 3rd Eye (via lift arm connection, “red button”, or other custom 3rd eye event sources), a web service call is made to Navusoft with the truck’s VIN, latitude/longitude, type of event, date/time, and URLs to the associated photos.

Navusoft then processes each of those events:

1. It records a copy of the event in the `thirdeye_request` table (for auditing / future usage)
2. Looks up the WO via the truck, latitude / longitude, and the account class geofence radius
  - If found, we mark the WO’s 3rd Eye Status, Collection Date, & Photos
  - If not found, we don’t mark the WO

**Note:** We do NOT change the WO status based on 3rd Eye. That is completely controlled by NavuNav.

## Sync Process (Reviews)

As past service events are reviewed by the 3rd Eye team, a web service call is made to Navusoft with the Truck’s VIN, the Latitude/Longitude, a review status code, Reviewer name, and Review description.

Navusoft then processes each of those events:

1. It records a copy of the event in the `thirdeye_request` table (for auditing / future usage).
2. Looks up the WO via the truck, latitude / longitude, and the account class geofence radius.
  - If found, we update the exception reason and append reviewer information to the WO’s completion note.

## Navusoft Important Screens

### Edit Service Record

- From here, users can view each work order’s 3rd Eye status, collection date, exception details, and

associated photos.

Example of a completed WO, but reviewed as overloaded.

## Dispatch

- A new view named “3rd Eye Integration” is made available, allowing users to quickly see the number of 3rd Eye Verified and Exception records for each route.

ROUTE	TRUCK	DRIVER	VERIFIED	EXCEPTIONS
- Charleston > YARD: Cap Waste-Charleston > Front End Load > Thursday Aug 28, 2025				
FEL201	FEL_2206	Bobby	85	0
FEL206	FEL_2206	Gary	73	0
- Coastal Hauling > YARD: Coastal - Sandlands C&D > Front End Load > Thursday Aug 28, 2025				
CDFL1		Chris	2	0
FEL_231	FEL_1221	Briar	108	0
FEL_232	FEL_16127	Ryan	80	0
FEL_HELP	FEL_16127	Roderick	38	0
- Lowcountry > YARD: Lowcountry > Front End Load > Thursday Aug 28, 2025				
FEL201	FEL_3500	Eugene	71	31
FEL202	FEL_1259	Abraham	97	0
FEL299			4	0

## Sales - Exception Analysis

- Exceptions (included 3rd Eye exceptions) will appear on this screen.
- A sales rep can quickly identify problem sites and review their exception history. For example, a site that is frequently overloaded can be upsold to a larger container or more frequent service.

EXCEPTION ANALYSIS						SALES > EXCEPTION ANALYSIS		
DIVISION	All	PERIOD	Last 30 Days	SALES REP	All	LOAD		
SITE	SALES REP					EXCEPTION COUNT	OPEN LEADS	OPEN PROPOSAL
Murphy's Auto Glass (120639001)	Alyssa - Office Manager (Administrative)					6	0	0
STATUS	REASON	DATE	WORK ORDER #	QTY	SERVICE CODE	PHOTOS		
Completed	Container Blocked	08/04/2025	29571488	1	4 Yard Trash Service	5 <a href="#">View</a>		
Completed	3rd Eye Overloaded Container	08/11/2025	31351178	1	4 Yard Trash Service	2 <a href="#">View</a>		
Completed	3rd Eye Overloaded Container	08/14/2025	31351939	1	4 Yard Trash Service	5 <a href="#">View</a>		
Completed	Container Blocked	08/18/2025	31351179	1	4 Yard Trash Service	3 <a href="#">View</a>		
Completed	3rd Eye Overloaded Container	08/21/2025	31351940	1	4 Yard Trash Service	2 <a href="#">View</a>		
Completed	Overloaded Container	08/28/2025	31351941	1	4 Yard Trash Service	3 <a href="#">View</a>		
Ruth's House Florist (127689001)	Jessica (Sales)					4	0	0
Edisto Elementary (120556027)	Alyssa - Office Manager (Administrative)					4	0	0
Hollings Cancer Center (120641005)	Alyssa - Office Manager (Administrative)					4	0	0
HKTK K-12 (120656003)	Navusoft System (Accounting)					4	0	0
Murphy U.S.A (120640001)	Navusoft System (Accounting)					4	0	0
STEPHANIE FREEMAN (148233001)	House Account (Accounting)					3	0	0

## Road Usage (Certif-Eye Module) Sync

### Features

#### Vehicle Chassis sync from J1939 connection

- Copies available information on odometer, engine hours, pto hours, and fuel usage from the trucks onboard computer into Navusoft's `truck_road_usage` table.
- **Note:**
  - **Does NOT** currently update Navusoft productivity information, this information is still driven by NavuNav.
  - We do not currently have any built-in functionality for the `truck_road_usage` data, the current intent is to use it on custom reports.

### Required Setup

#### Navusoft

##### Setup: Truck

- To configure trucks with Camera System set the **System** field to **3rd Eye** and set the Camera ID to the 3rd Eye Vehicle ID.
  - Note: The VIN can't be used for this sync.

### 3rd Eye

- Invite a generic email address (don't use your personal address) to be added with access to 3rd Eye's "Road Usage" web services

### Sync Process

A job runs nightly which takes all vehicles marked with the 3rd Eye Camera system and attempts to get road usage since the last synchronization.

## 3rd Eye OBC (Onboard Computer) USB Integration from NavuNav



#### ⚠ Important Note:

This feature is Android only (not compatible with iOS). This is not a well-tested or fully established interface.

### Features

- More accurate association of a stop to the service event from the vehicle. The driver is notified of which stop is being completed (similar to Auto Complete) and can confirm/correct if the latitude/longitude match wasn't correct.
- Ability to capture photos from the 3rd Eye cameras without activating the lift arm or pressing the Red button – typically used when you went to record an exception in Navusoft but have a more specific reason code.

### Required Setup

Navusoft

## Setup: Truck

- Set up trucks with Camera System set to 3rd Eye

The screenshot shows the 'ADD TRUCK' configuration page. The 'Onboard' tab is highlighted with a red box. The 'Camera System' dropdown menu is set to '3rd Eye' and is highlighted in yellow. Other fields include NAME, DIVISION, LINE OF BUSINESS, OWNERSHIP, ODOMETER UOM, SPEED UOM, TRUCK TYPE, FUEL TYPE, VEHICLE INSPECTION TYPE, LICENSE PLATE, VIN, and EXTERNAL ID. A 'SAVE' button is located at the bottom center.

### 3rd Eye

- Truck requires a USB cable routed between the 3rd Eye OBC unit and the dock for the NavuNav tablet.

## Sync Process

NavuNav communicates directly with 3rd Eye OBC so we get real-time information on whatever it is doing and can provide real-time information back to it.