Customer Engagement

Welcome to Foresight Intelligence!

Your Client Care team looks forward to working with you in implementing Fleet Intelligence. To ensure your system is configured and operating timely for you, there are a few items your Implementation Coordinator will ask for your assistance with.

1. Username and Passwords. Please provide a list of users (names and email addresses) who will need access to Fleet Intelligence (5 max). Passwords will be emailed directly to each user once account is created.

2. TV Monitor, if purchased. Your implementation Coordinator will contact you to confirm delivery and install location for TV Monitor. Your WiFI credentials will be needed for our Field Technician to login during installation.

3. Telematic Devices, if purchased. Your implementation Coordinator will contact you to confirm delivery and installation location(s) for telematic devices. Target installation date is about 2-3 weeks for order date.

4. Equipment List. Please provide a full equipment list to which includes machine name, make, model, VIN/Serial # and machine type, service schedules and inspection requirements. The more information you can provide, the better Fleet Intelligence will work for you.

5. AEMP API Credentials. The user name and password will be needed for each manufacturer's API feed to pull your machines into Fleet Intelligence (this is different than your general logon). We have attached instructions on how to gather the information for each manufacturer which can be as simple as sending an email request.

6. DTC Codes. During your training session, we will discuss how to forward your DTC code emails to Fleetsupport@foresightintelligence.com or we can change the email address in the OEM portal(s).

7. Training. There will be 2 sessions to get you up and running, and 3 sessions check-in to see how things are going. Please consider which date/times work best for you.
   a. Session 1 Overview – 1.5 hours
   b. Session 2 Review/Questions & Answers – one hour
   c. Session 3 Review/Q&A – 30 minutes
   d. Session 4 Health Check – one hour
   e. Session 5 Health Check – 30 minutes