

IGEAR[®] INSIGHTS



**IGear Insights - Ignition Meets Microsoft Teams
Real-Time Collaboration Where You Work**



Welcome

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**Ignition Meets Microsoft Teams:
Real-Time Collaboration Where You Work**

Countless Systems Detect & Display Alarms



Alarm Detected

Machines & Automation Systems
Maintenance Systems
Visual & Audio Signals
People

Countless Systems Detect & Display Alarms



Alarm Detected

Machines & Automation Systems
Maintenance Systems
Visual & Audio Signals
People

The Problem: These Systems Detect & Display Events, But None Manage How Humans Respond

00:00:15
\$7,830.92

Time is money

People are spread thin

Countless Systems Detect & Display Alarms



Alarm Detected

Ignition!

The Problem: These Systems Detect & Display Events, But None Manage How Humans Respond

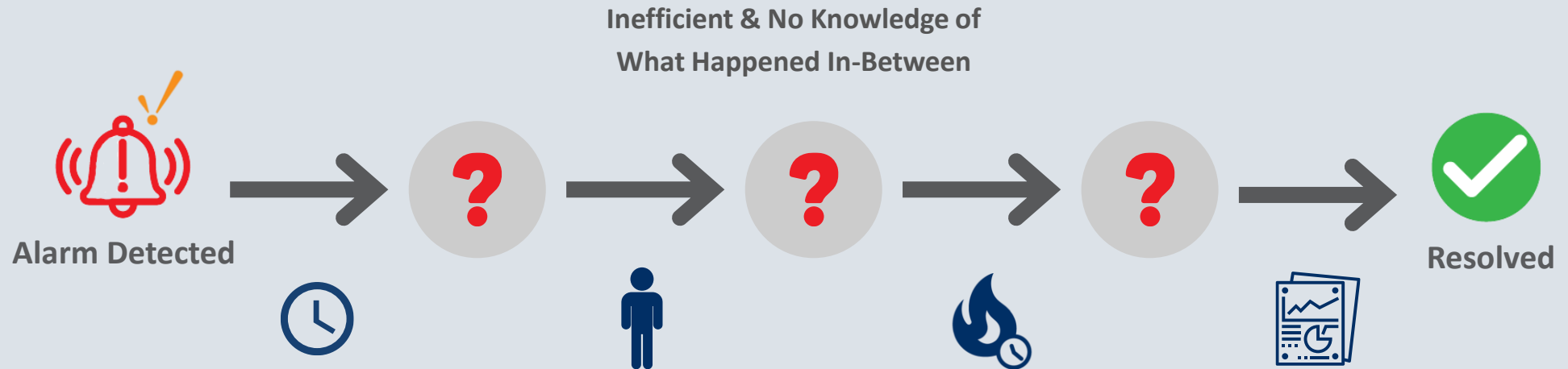
00:00:15

\$7,830.92

Time is money

People are spread thin

Human Response Management Today



- Who was notified?
- When did they respond?
- Who acknowledged the problem and took ownership?
- What steps were taken?
- What can be learned for the next time?

SQUEAKS Closes The Gap



RESPOND

Deliver targeted, context-driven alerts in real-time so teams can identify and act on issues the moment they happen.



RESOLVE

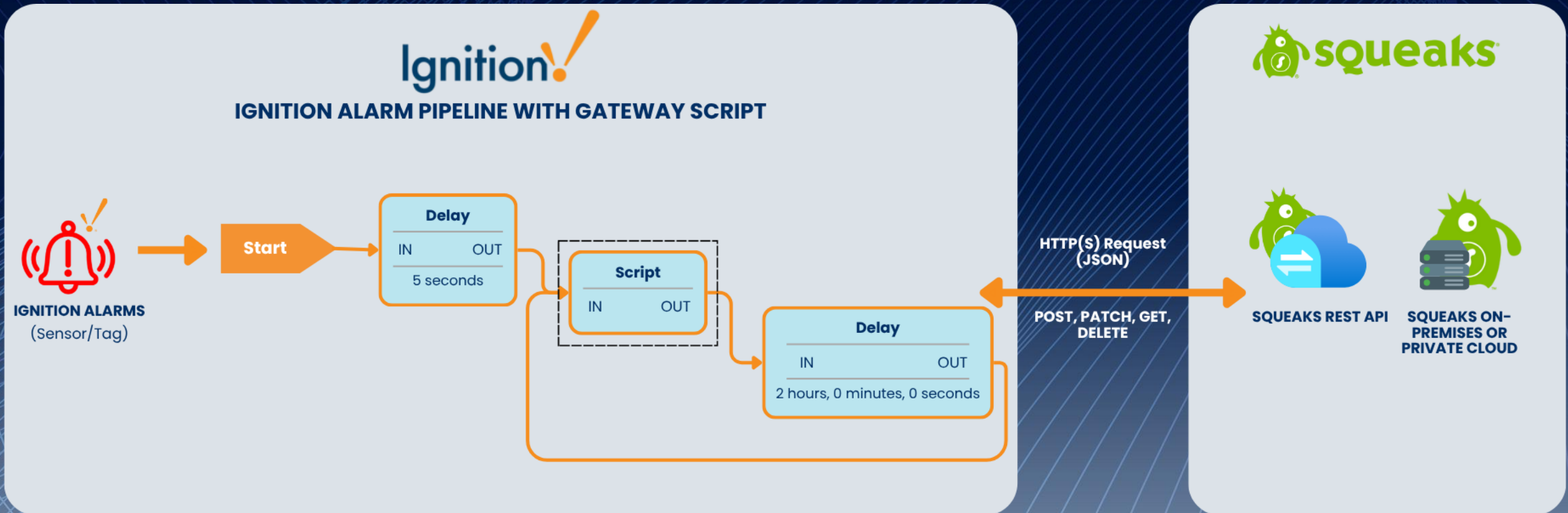
Support faster resolution through integrated documentation, automated workflow guidance, and rule-based escalations.



REVIEW

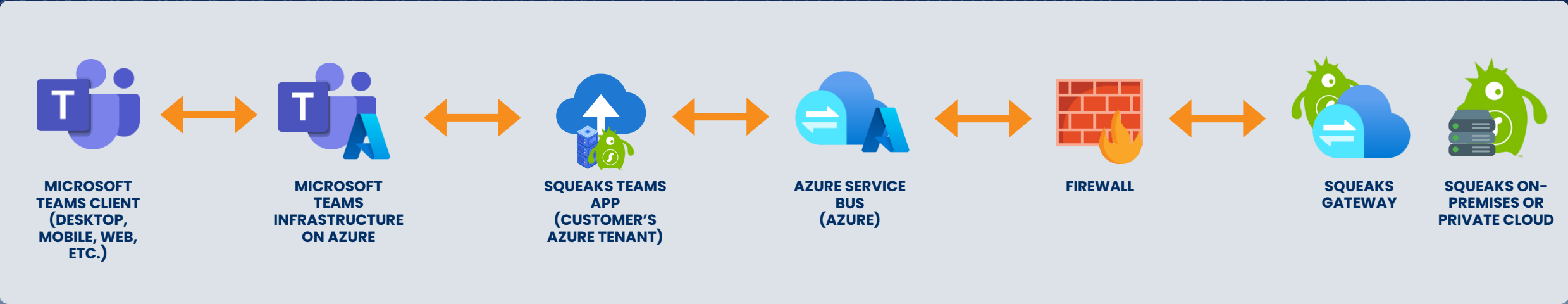
Create a digital thread that captures every action and builds a clear data set for reporting and continuous improvement.

SQUEAKS + Ignition Integration

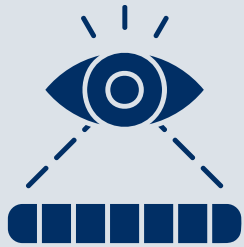


SQUEAKS + Teams Integration

Source	Destination	Method	Purpose
SQUEAKS Engine	SQUEAKS Teams App	Outbound TLS/SSL Connection	Push SQUEAKS messages and other SQUEAKS related content to the SQUEAKS Teams App.
SQUEAKS Teams App	SQUEAKS Engine	SQUEAKS Gateway	Send new or updated SQUEAK messages from the SQUEAKS Teams App to the SQUEAKS Engine.



Respond



Extending Alarm Visibility :

Automate notifications to mobile devices and Microsoft Teams



Target The Right People:

Ensure team members are only receiving notifications that are important to them

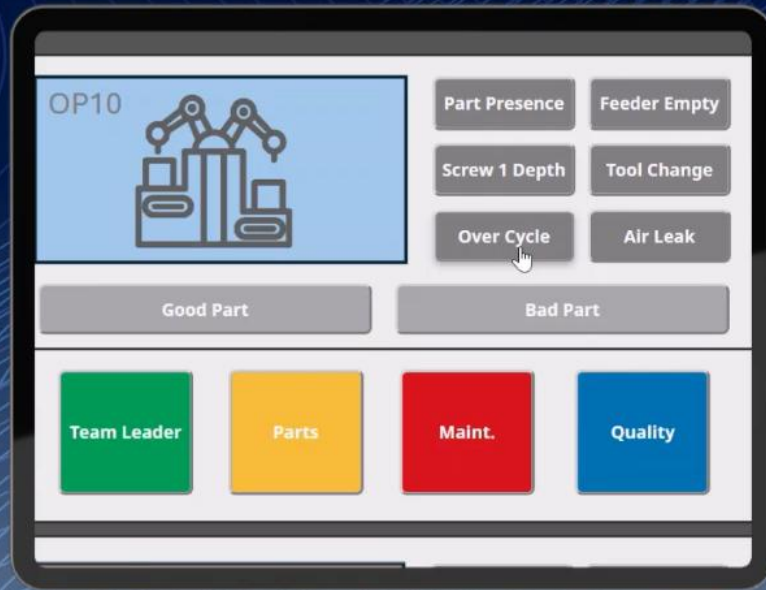


Accelerating Response Times:

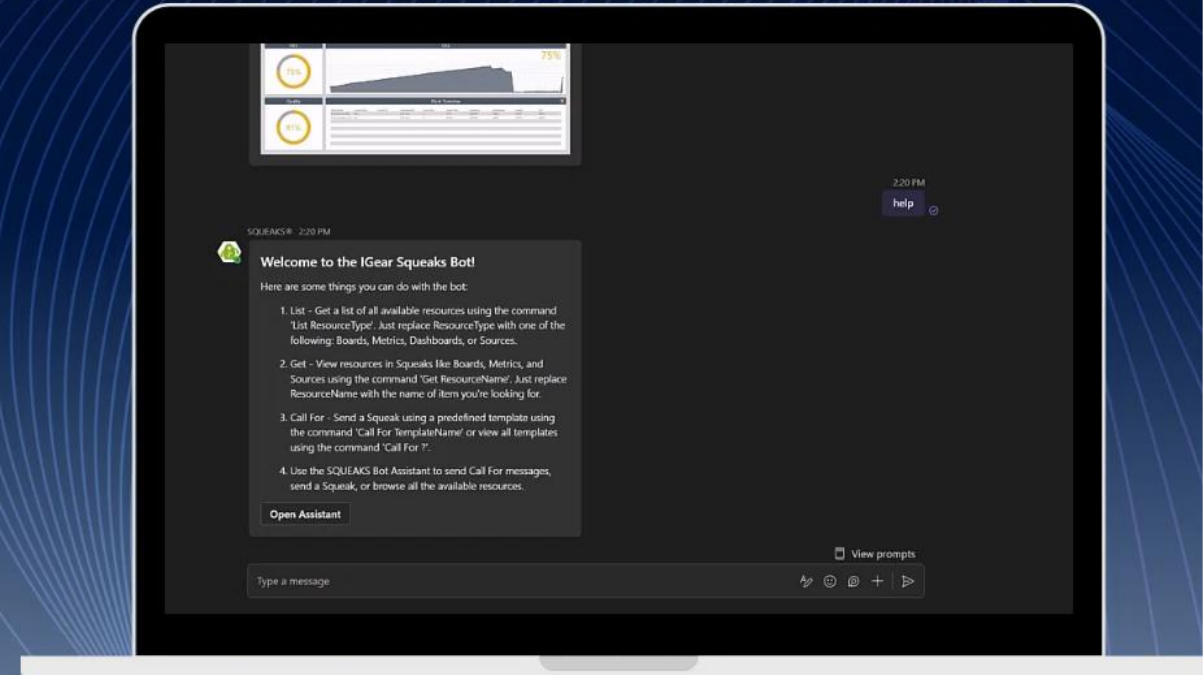
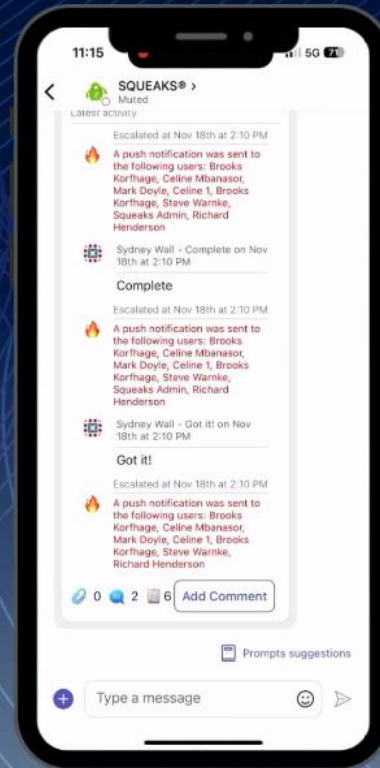
Use interactive workflows and escalation rules to resolve issues faster

Respond: Notify the Right People Instantly

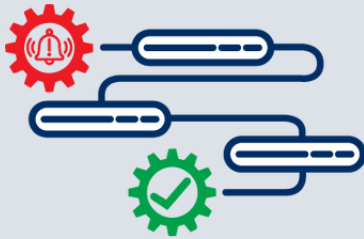
Ignition!



Teams + squeaks



Resolve



Structured Problem-Solving Workflows:

Provide team members with step-by-step guidance on how to resolve the alarm



Automatically Embed Media:

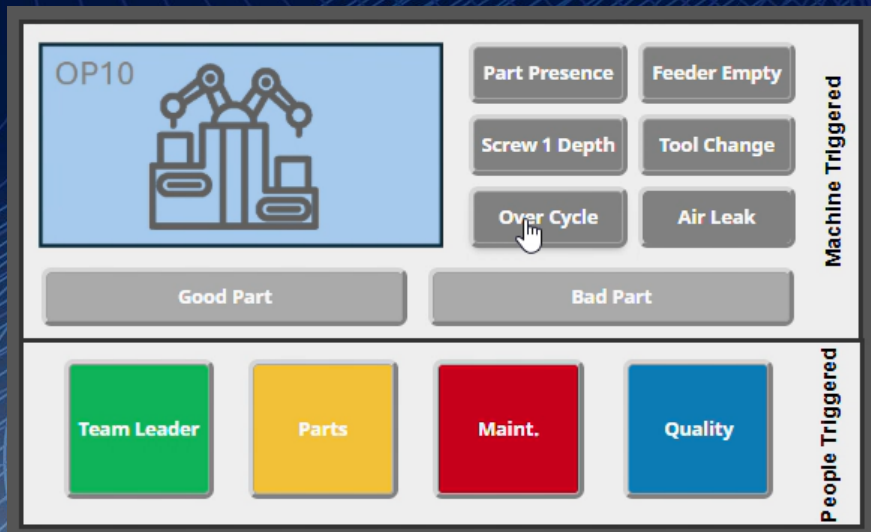
Automatically attach problem resolution text, training guides, electrical guides, and videos to Ignition Alarm alerts based off Alarm Type



Time based Escalation Rules:

Ensure closed loop communication with Escalation Rules that automatically escalate to the next level based off time till Ignition alarm has been acknowledged or cleared

Resolve: Structured Problem Solving Workflows



The screenshot shows the SQUEAKS chat interface within a Microsoft Teams environment. The interface includes a search bar at the top, a left sidebar with navigation icons (Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, SQUEAKS, and Apps), and a main chat area.

Chat Area:

- Notification:** A notification from Richard Henderson titled "Sydney Wall - Repaired on Dec 1st at 10:28 AM". It includes a "Repaired" status, an "Escalated at Dec 1st at 10:27 AM" timestamp, and a list of users notified: Brooks Korfhage, Sydney Wall, Olivia Kincaid, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korfhage, Steve Wanke, and Richard Henderson. It shows 0 links, 1 comment, and 4 attachments, with an "Add Comment" button.
- Welcome Message:** A message from SQUEAKS Bot titled "Welcome to the IGear Squeaks Bot!". It lists four actions users can perform with the bot: 1. List (Get a list of all available resources), 2. Get (View resources in Squeaks), 3. Call For (Send a Squeak using a predefined template), and 4. Use the SQUEAKS Bot Assistant. An "Open Assistant" button is at the bottom.

Bottom Bar: A "Type a message" input field with icons for attachments, emojis, mentions, and a send button. A "View prompts" link is also visible.

Resolve: Automatically Embed Media

The screenshot shows a Microsoft Teams chat window. On the left is a sidebar with navigation icons for Activity, Teams, Calendar, Calls, OneDrive, Copilot, Planner, SQUEAKS®, Chat, and Apps. The main chat area has a header with a search bar and tabs for Chat, SQUEAKS, and One-Source™. A message from the SQUEAKS bot is displayed, starting with a welcome message and a list of four commands: List, Get, Call For, and an Assistant. Below the list is an 'Open Assistant' button. Above the bot's message is a system message listing participants and showing 1 link, 1 chat bubble, and 6 attachments, with an 'Add Comment' button. To the right of the chat area, a 'Present now' button is visible. At the bottom right, there is a 'View prompts' button. The chat input area at the bottom shows 'Type a message' and various icons for attachments, emojis, and sending.

Activity Teams Calendar Calls OneDrive Copilot Planner SQUEAKS® Chat Chat Apps

Search (Ctrl+E)

Present now

Korhage, Olivia Janssen, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korhage, Steve Warnke, Richard Henderson

1 1 6 Add Comment

SQUEAKS® 11:48 AM

Welcome to the IGear Squeaks Bot!

Here are some things you can do with the bot:

1. List - Get a list of all available resources using the command 'List ResourceType'. Just replace ResourceType with one of the following: Boards, Metrics, Dashboards, or Sources.
2. Get - View resources in Squeaks like Boards, Metrics, and Sources using the command 'Get ResourceName'. Just replace ResourceName with the name of item you're looking for.
3. Call For - Send a Squeak using a predefined template using the command 'Call For TemplateName' or view all templates using the command 'Call For ?'.
4. Use the SQUEAKS Bot Assistant to send Call For messages, send a Squeak, or browse all the available resources.

Open Assistant

11:48 AM
help

View prompts

Type a message

Resolve: Time Based Escalation Rules

The screenshot displays the SQUEAKS chat application interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, and SQUEAKS. The main chat area shows a conversation with a document preview at the top. The document contains text about surface damage and chip breakers, with a table of instructions:

Surface damage.	Chips wrap around or clog the workpieces.	Change to an M-class insert with a 3-D chip breaker.
	The side of the insert cutting edge interferes with the workpiece.	Check the lead angle and select an appropriate shim.

Below the document is an 'Open' button. The 'Latest activity' section shows a series of events:

- Escalated at Nov 19th at 3:14 PM**
A push notification was sent to the following users: Brooks Korfhage, Maintenance Manager, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korfhage, Steve Warnke, Squeaks Admin, Richard Henderson
- Escalated at Nov 19th at 3:14 PM**
A push notification was sent to the following users: Brooks Korfhage, Maintenance Manager, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korfhage, Steve Warnke, Squeaks Admin, Richard Henderson
- Ignition on Nov 19th at 3:14 PM**
Fault Cleared.
- Escalated at Nov 17th at 11:43 AM**
A push notification was sent to the following users: Brooks Korfhage, Maintenance Manager, Celine Mbanasor, Mark Doyle, Celine 1, Steve Warnke, Squeaks Admin, Richard Henderson
- Escalated at Nov 17th at 11:43 AM**
Escalated for not being completed within 5 minutes. The following teams and users have been notified: Maintenance Supervisors

At the bottom of the activity list are icons for attachments (1), replies (2), and documents (12), along with an 'Add Comment' button. The bottom of the chat window features a 'Type a message' input field and a 'View prompts' button.

Review



Digital Trail:

A digital trail of every action taken is captured.



Gain Insights:

Track every interaction for performance analytics and continuous improvement

Review: Digital Trail

The screenshot displays the SQUEAKS application interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, SQUEAKS®, and Apps. The main window is titled "SQUEAKS®" and has tabs for "Chat", "SQUEAKS", and "One-Source™". The "Chat" tab is active, showing a conversation with a contact named "OP10". The chat history includes a message "machine over cycle fault" and a status "Completed Nov 20th at 2:20 PM". A "Latest activity" section lists several events, including "Escalated for being in the Open state longer than 1 minute" and "A push notification was sent to the following users: Brooks Korfhage, Olivia Kincaid, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korfhage, Steve Warnke, Richard Henderson". A "History" overlay window is open, showing a list of events with timestamps, including "OP10 - Created (Nov 20th at 2:20 PM)". The bottom of the chat window shows a "Type a message" input field and a "View prompts" button.

SQUEAKS® Chat SQUEAKS One-Source™ Present now

OP10 Completed Nov 20th at 2:20 PM

machine over cycle fault

Downtime #machine

Latest activity

Escalated for being in the Open state longer than 1 minute. The following teams and users have been notified: Maintenance (Nov 20th at 2:21 PM)

A push notification was sent to the following users: Brooks Korfhage, Olivia Kincaid, Celine Mbanasor, Mark Doyle, Celine 1, Brooks Korfhage, Steve Warnke, Richard Henderson (Nov 20th at 2:20 PM)

OP10 - Created (Nov 20th at 2:20 PM)

Escalated at Nov 20th at 2:27 PM

Escalated for being in the Claimed state longer than 1 minute. The following teams and users have been notified: Mark Doyle2

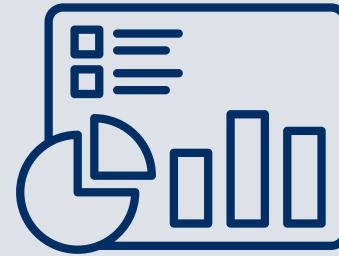
0 4 20 Add Comment

Type a message View prompts

Viewing SQUEAKS No-Code Dashboard in Teams



Track performance across key areas



Bring Ignition data into live dashboards in Microsoft Teams



SQUEAKS drag and drop editor lets users create custom views that highlight their most important information



Dashboards can display Ignition data alongside data from other sources providing a complete unified view.

Viewing SQUEAKS No-Code Dashboard in Teams

The screenshot shows a Microsoft Teams interface with the SQUEAKS No-Code Dashboard embedded in a chat window. The dashboard is titled "SQUEAKS®" and has tabs for "Chat", "SQUEAKS", and "One-Source™". The "SQUEAKS" tab is active, displaying a "Latest activity" section with three entries, each marked with a red flame icon and a timestamp of "Nov 21st at 1:57 PM". The first entry states: "Escalated at Nov 21st at 1:57 PM. A push notification was sent to the following users: Squeaks Admin". The second entry states: "Escalated at Nov 21st at 1:59 PM. Escalated for being in the Open state longer than 2 minutes. The following teams and users have been notified: Steve Owen". The third entry states: "Escalated at Nov 21st at 1:57 PM. A push notification was sent to the following users: Squeaks Admin". Each entry has a status bar at the bottom showing "0" for a link icon, "0" for a comment icon, and "2" or "4" for a document icon, along with an "Add Comment" button. The dashboard also features a "Sydney Wall" section with a "Test" button and two status buttons: "Got it!" and "Complete". The "Complete" button is checked. At the bottom of the dashboard, there is a "View prompts" button and a "Type a message" input field with icons for emojis, attachments, and a send button.

Activity

Chat

Teams

Calendar

Calls

OneDrive

Copilot

Planner

SQUEAKS®

...

+

Apps

SQUEAKS® Chat SQUEAKS One-Source™

Present now ...

Latest activity

Escalated at Nov 21st at 1:57 PM

A push notification was sent to the following users: Squeaks Admin

0 0 2

Add Comment

Sydney Wall

Open

Nov 21st at 1:57 PM

Test

Got it! Complete

Latest activity

Escalated at Nov 21st at 1:59 PM

A push notification was sent to the following users: Squeaks Admin, Steve Owen

Escalated at Nov 21st at 1:59 PM

Escalated for being in the Open state longer than 2 minutes. The following teams and users have been notified: Steve Owen

Escalated at Nov 21st at 1:57 PM

A push notification was sent to the following users: Squeaks Admin

0 0 4

Add Comment

View prompts

Type a message

SQUEAKS Bot: Training On-Demand

The screenshot shows a Microsoft Teams chat window with the SQUEAKS Bot. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, and SQUEAKS. The chat header shows the SQUEAKS logo and tabs for Chat, SQUEAKS, and One-Source. A 'Present now' button is in the top right. The chat history shows a previous message from the bot about using the 'Call For' command, followed by a 'help' message from the user at 2:46 PM. The current message from the bot at 2:46 PM is a welcome message listing four actions: 1. List resources, 2. View resources, 3. Send a Squeak, and 4. Use the SQUEAKS Bot Assistant. Each list item includes a brief description and the specific command to use. An 'Open Assistant' button is at the bottom of the message. The bottom of the chat window features a text input field with the placeholder 'Type a message', a cursor, and icons for voice, emojis, attachments, and a send button. A 'View prompts' link is also visible.

the command 'Call For TemplateName' or view all templates using the command 'Call For ?'.

4. Use the SQUEAKS Bot Assistant to send Call For messages, send a Squeak, or browse all the available resources.

[Open Assistant](#)

2:46 PM

help

SQUEAKS® 2:46 PM

Welcome to the IGear Squeaks Bot!

Here are some things you can do with the bot:

1. List - Get a list of all available resources using the command 'List ResourceType'. Just replace ResourceType with one of the following: Boards, Metrics, Dashboards, or Sources.
2. Get - View resources in Squeaks like Boards, Metrics, and Sources using the command 'Get ResourceName'. Just replace ResourceName with the name of item you're looking for.
3. Call For - Send a Squeak using a predefined template using the command 'Call For TemplateName' or view all templates using the command 'Call For ?'.
4. Use the SQUEAKS Bot Assistant to send Call For messages, send a Squeak, or browse all the available resources.

[Open Assistant](#)

[View prompts](#)

Type a message

"Call For" From Teams

The screenshot shows the Microsoft Teams application window. The top bar includes a search bar with the text "Search (Ctrl+E)" and a "Present now" button. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, SQUEAKS®, and Apps. The main chat area displays a conversation with the SQUEAKS bot. At the top of the chat, there are buttons for "Got it!" and "Complete". Below these, a section titled "Latest activity" shows a list of items with icons for a link, a message, and a calendar, with counts of 0, 0, and 1 respectively. An "Add Comment" button is located to the right of this list. The chat history shows a message from SQUEAKS® at 1:47 PM with the text "Welcome to the IGear Squeaks Bot!" and a list of four instructions. A "Open Assistant" button is at the bottom of this message. To the right of the chat, a "help" button is visible. At the bottom of the chat area, there is a "View prompts" button and a text input field labeled "Type a message" with icons for emojis, attachments, and a send button.

Activity Chat SQUEAKS One-Source™ Present now

Got it! Complete

Latest activity

0 0 1 Add Comment

1:47 PM help

SQUEAKS® 1:47 PM

Welcome to the IGear Squeaks Bot!

Here are some things you can do with the bot:

1. List - Get a list of all available resources using the command 'List ResourceType'. Just replace ResourceType with one of the following: Boards, Metrics, Dashboards, or Sources.
2. Get - View resources in Squeaks like Boards, Metrics, and Sources using the command 'Get ResourceName'. Just replace ResourceName with the name of item you're looking for.
3. Call For - Send a Squeak using a predefined template using the command 'Call For TemplateName' or view all templates using the command 'Call For ?'.
4. Use the SQUEAKS Bot Assistant to send Call For messages, send a Squeak, or browse all the available resources.

Open Assistant

View prompts

Type a message

One-Source in Teams

The screenshot displays the SQUEAKS One-Source interface within a Microsoft Teams chat window. The interface is divided into three main sections: a left sidebar, a central chat area, and a right sidebar.

Left Sidebar: Contains navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, Planner, and Apps. Below these is the SQUEAKS logo and a list of metrics.

Central Chat Area: Displays a chat conversation for the team "OP10". The chat history shows a "machine over cycle fault" status, which was initially "Completed" and later "Repaired". The chat messages include:

- Ignition on Dec 1st at 2:03 PM: Fault Cleared.
- Sydney Wall on Dec 1st at 2:05 PM: Got it!
- Sydney Wall on Dec 1st at 10:36 AM: Should be fixed now!

Right Sidebar: Contains a "My Squeaks" section with a "Personalize..." link and a "My Metrics" section with a "Manage..." link. The metrics list includes:

- Cell 2 Air Level: 91.00 psi
- Cell 2 OEE: 88.0%
- Cell 2 Quality: 98.2%
- Cell 2 Safety Events YTD: 0
- Cell 2 Scrap MTD: \$1,667.00
- Cell 2 Water Level: 112.00 psi
- Run Rate: 96
- Temperature: 71
- Weekly Scrap Cost: \$200
- WS 02: None
- WS 03: None
- WS 04: None
- WS 05: None
- WS 06: None
- WS 07: None
- WS 08: None
- WS 09: None
- WS 10: None
- WS 11: None
- WS 12: None
- WS 13: None
- WS 14: None
- WS 15: None

Benefits of SQUEAKS – Critical Event Management

RESPOND

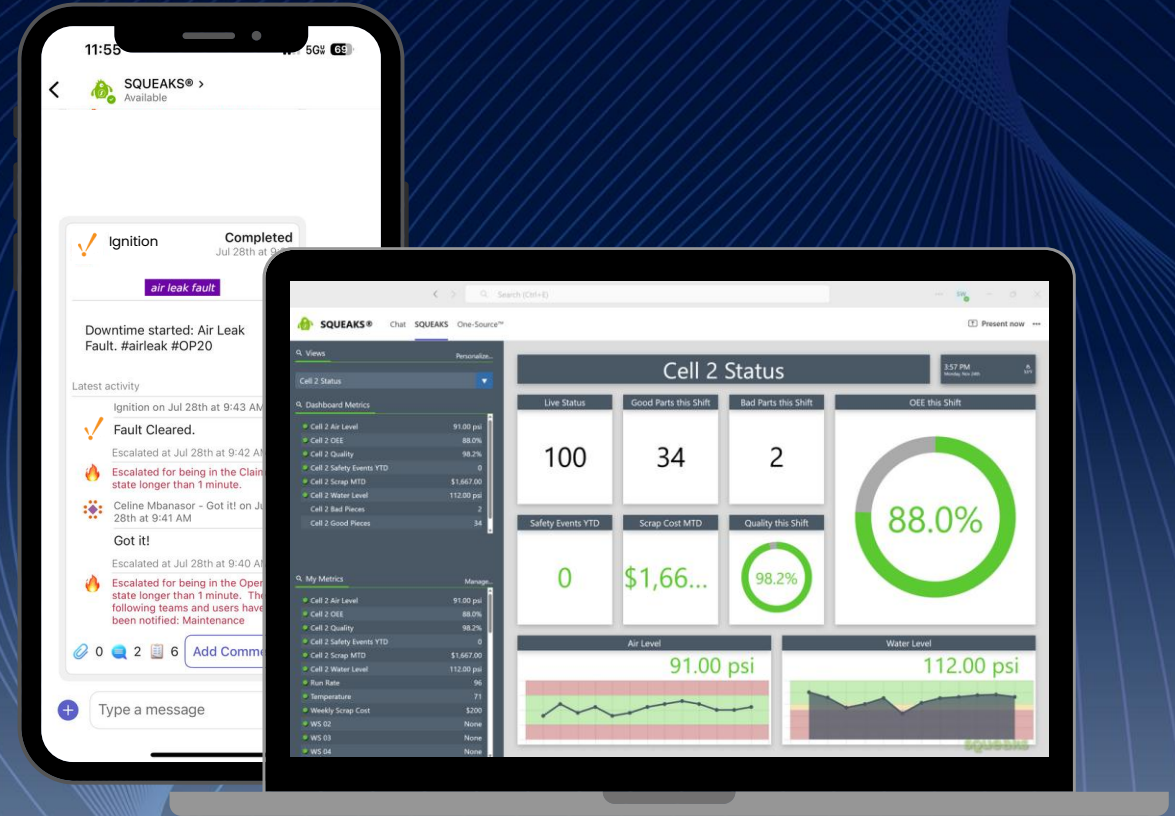
Targeted, context-rich alerts delivered the moment an event occurs ensure that the right people receive the right information immediately.

RESOLVE

Integrated human-response workflows enable seamless coordination from the moment an event begins until it's fully resolved.

REVIEW

Every action, response, and resolution becomes part of a digital thread—creating a rich data set for analysis and optimization.



Today
With SQUEAKS
Time





Thank You!