

Operational Use Cases

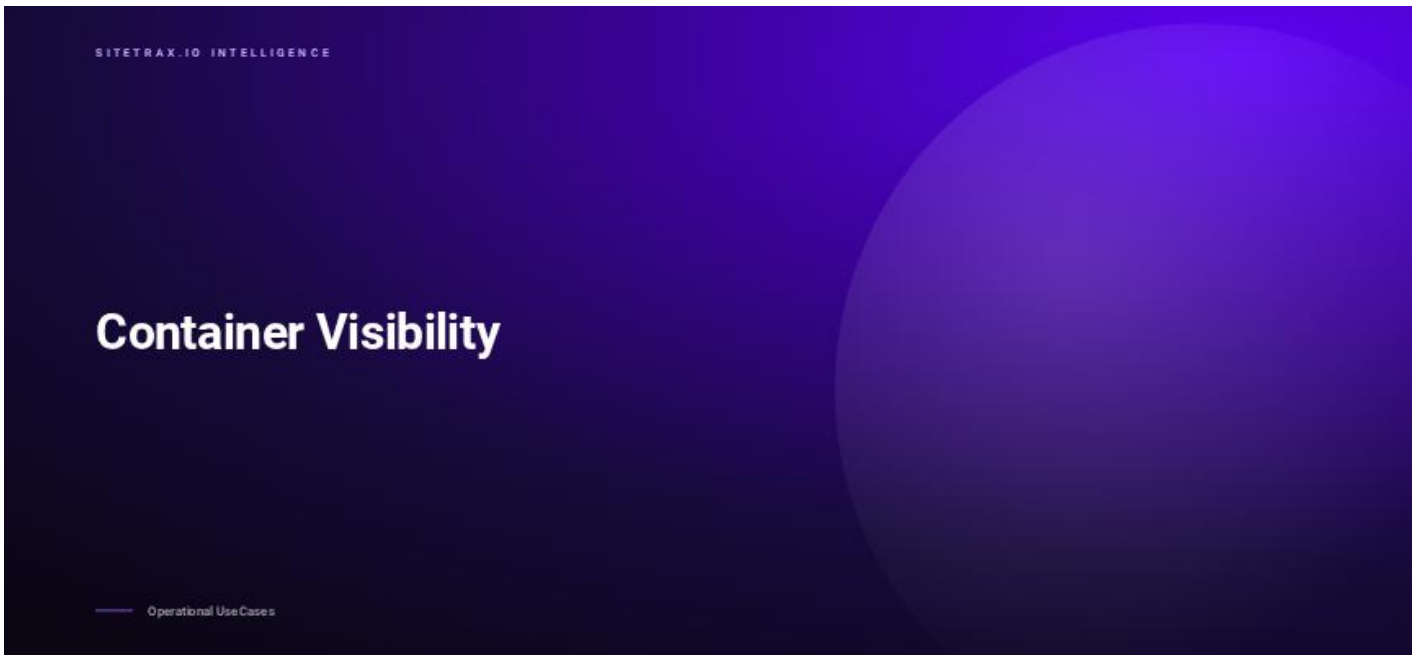
Task-oriented workflows for the work SiteTrax.io Intelligence is actually used for: container visibility, yard and gate operations, detention analysis, operational investigations, asset tracking, customer service and executive reporting.

Each page gives the route through the application, the equivalent question to ask a connected assistant, and the interpretation traps to avoid so that a number holds up when it is challenged.

Use these pages as the bridge between knowing the interface and answering a real operational question under time pressure.

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- [Gate Operations](#)
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- [Operational Investigations](#)
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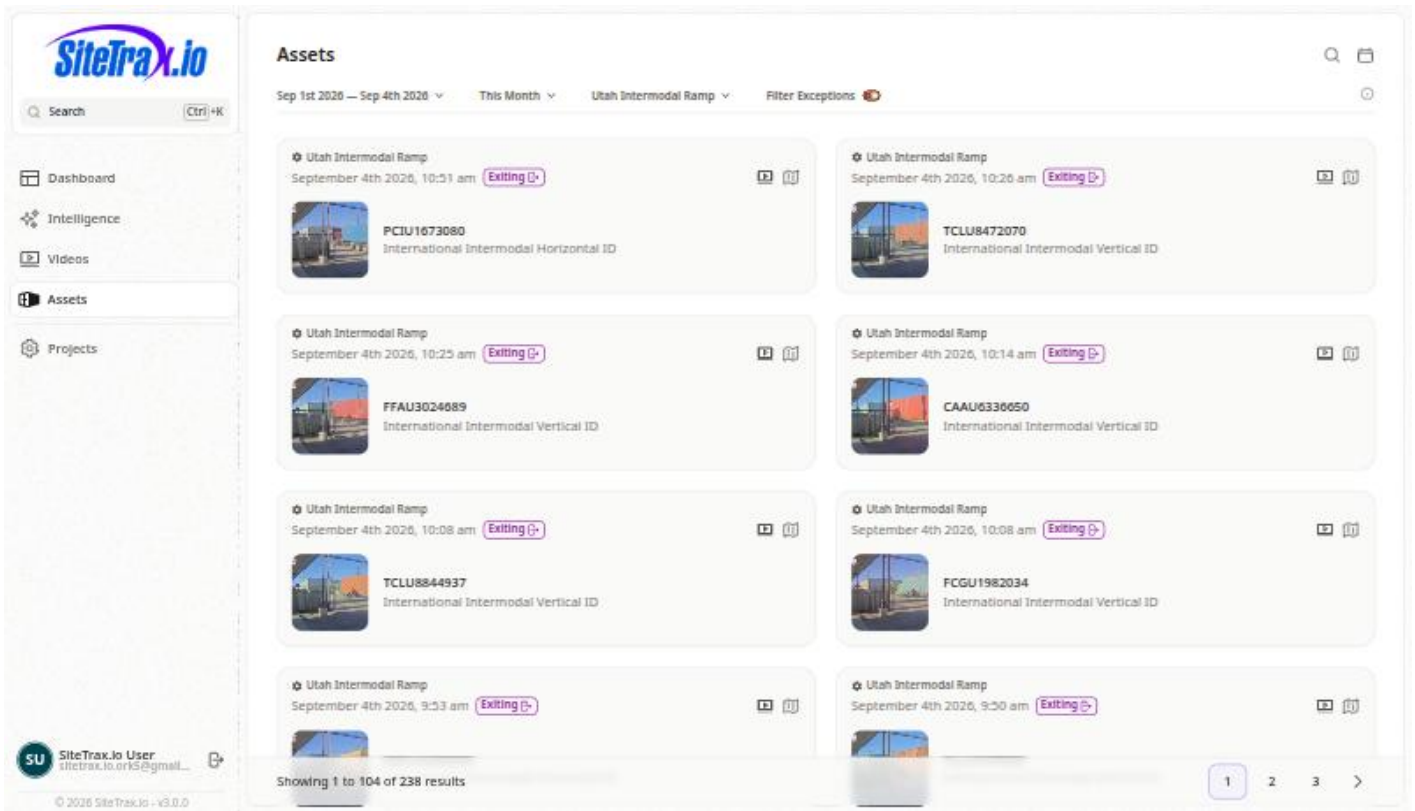
Container Visibility



Knowing which containers are on site, when they arrived and when they left, without walking the yard or calling the gate.

In the application

1. Open **Assets** and set the project and date range.
2. The gallery lists each reading with its project, time, direction and captured image.
3. Open a record to see the asset type, status code, heading, coordinates and full payload.



The dashboard gives the same period at a summary level: total assets, containers and chassis for the selected project and range.

From an assistant

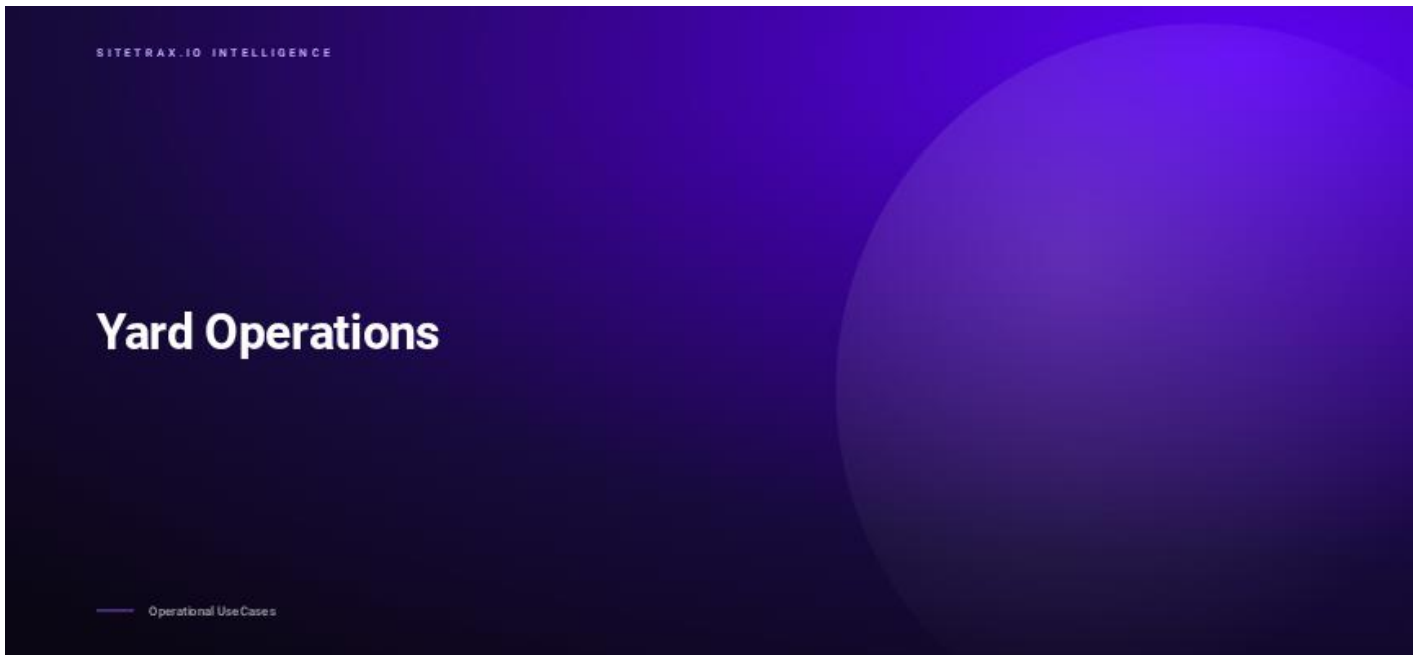
“ Using SiteTrax.io, show today detections at the Utah site by asset type.

“ Using SiteTrax.io, where was container TCLU8472070 last observed?

Watch out for

- **Counts are of stored readings.** A container observed twice in a day produces two records. Ask for distinct identifiers when you want a unit count, and treat that as distinct identifier text rather than a guarantee of distinct equipment.
- **A unit with no recent reading is not proven absent.** It may be parked outside camera coverage. Check your coverage before concluding a unit has left.
- **Direction depends on configuration.** Entering and exiting reflect how the site cameras are set up.

Yard Operations



Understanding what is on the ground and what has been sitting, so a supervisor can direct work instead of surveying it.

In the application

1. Open **Dashboard**, set the project and period, and read the asset and scan totals for the shape of the day.
2. Open **Assets** to see individual readings, most recent first.
3. Compare arrivals against departures over the same window to understand what has accumulated.

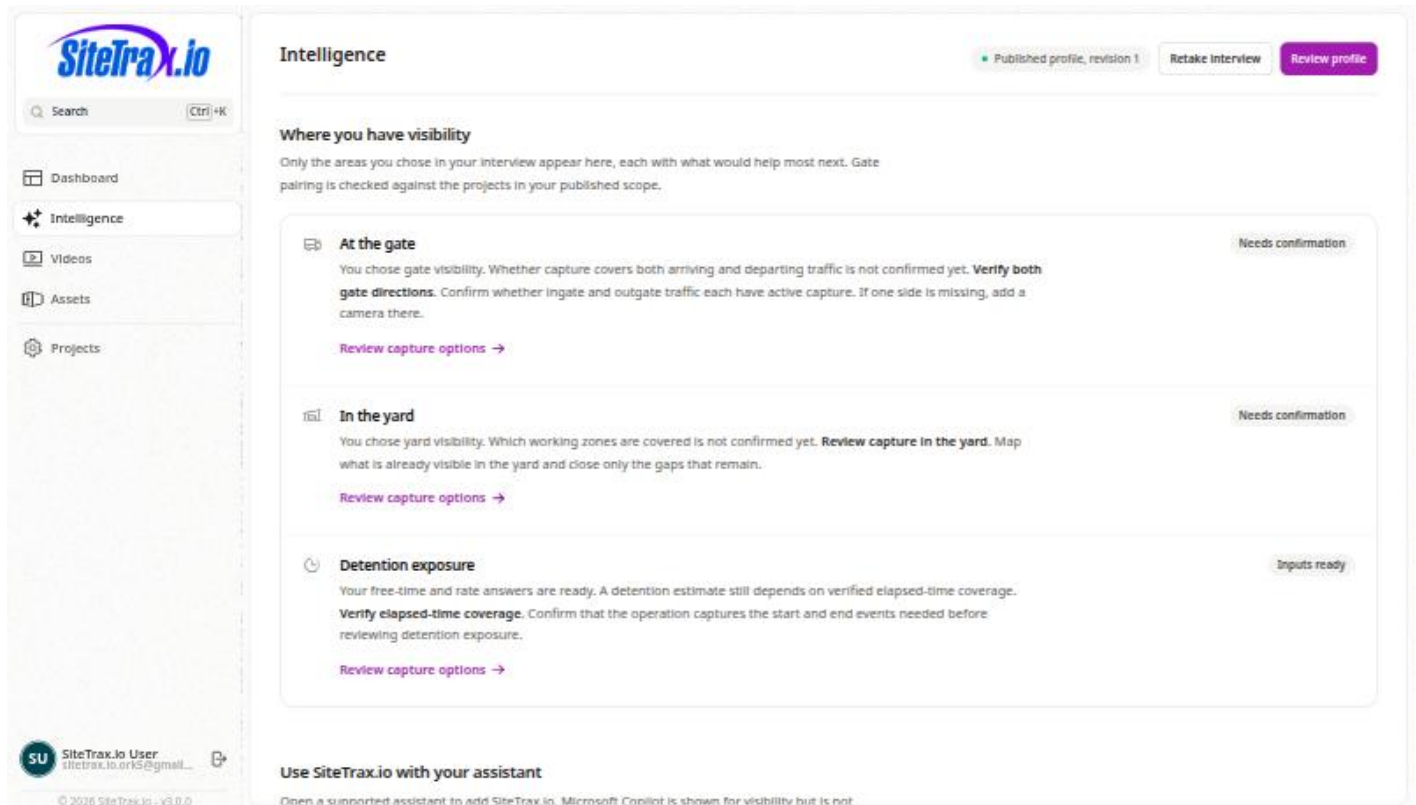
From an assistant

“ Using SiteTrax.io, summarize activity at my sites for the last seven days and break it down by asset type and direction.

Using SiteTrax.io, were there any unusual volume gaps at my sites this week?

Coverage is the limiting factor

Yard visibility is only as complete as the capture behind it. The Intelligence hub states this directly: if you chose yard visibility in your profile, it will tell you that which working zones are covered is not yet confirmed, and prompt you to map what is already visible and close only the gaps that remain.

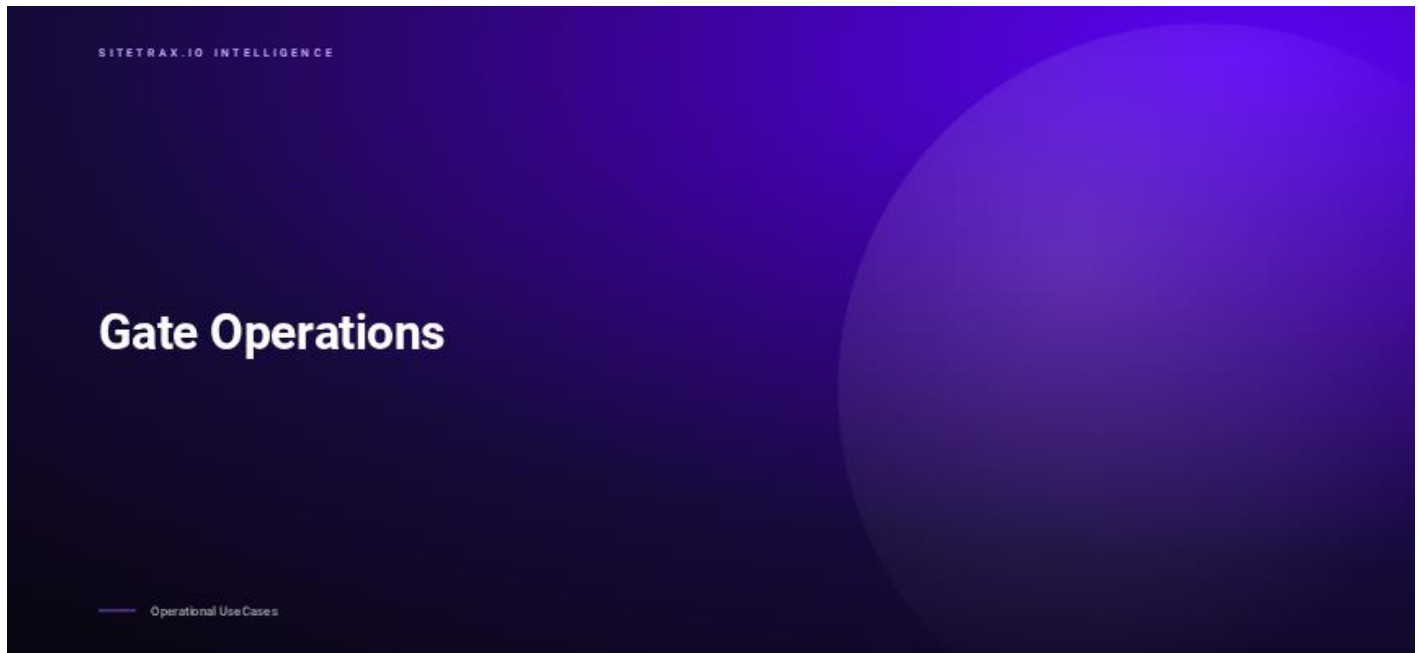


Do that exercise before treating a yard count as complete. A zone with no camera contributes nothing to the record, and no amount of analysis recovers it.

Watch out for

- **Absence of a reading is not absence of a unit.** It is absence of an observation.
- **Dwell needs boundaries.** Time on the yard can be measured where entry and exit observations pair reliably. Where they do not, SiteTrax.io reports the limitation rather than estimating.
- **Combined processing adds rows.** Where container and chassis are processed together, a synthetic row can be stored for the paired side.

Gate Operations



Keeping the lane moving, and having a record of what came in and what went out.

In the application

1. Open **Dashboard** for the gate project and set the period to the shift or day in question.
2. Scroll to recent scans, which lists each reading with its time, identifier, capture type and direction.
3. Open **Assets** and turn on **Filter Exceptions** to see readings that need a human look.

Both directions matter

A gate with capture on only one side produces a record that cannot answer dwell questions later. If you selected gate visibility in your profile, the Intelligence hub asks you to confirm whether ingate and outgate traffic each have active capture, and to add a camera where one side is missing.

This is worth settling early. Detention analysis, dwell measurement and dispute evidence all depend on having both boundaries.

From an assistant

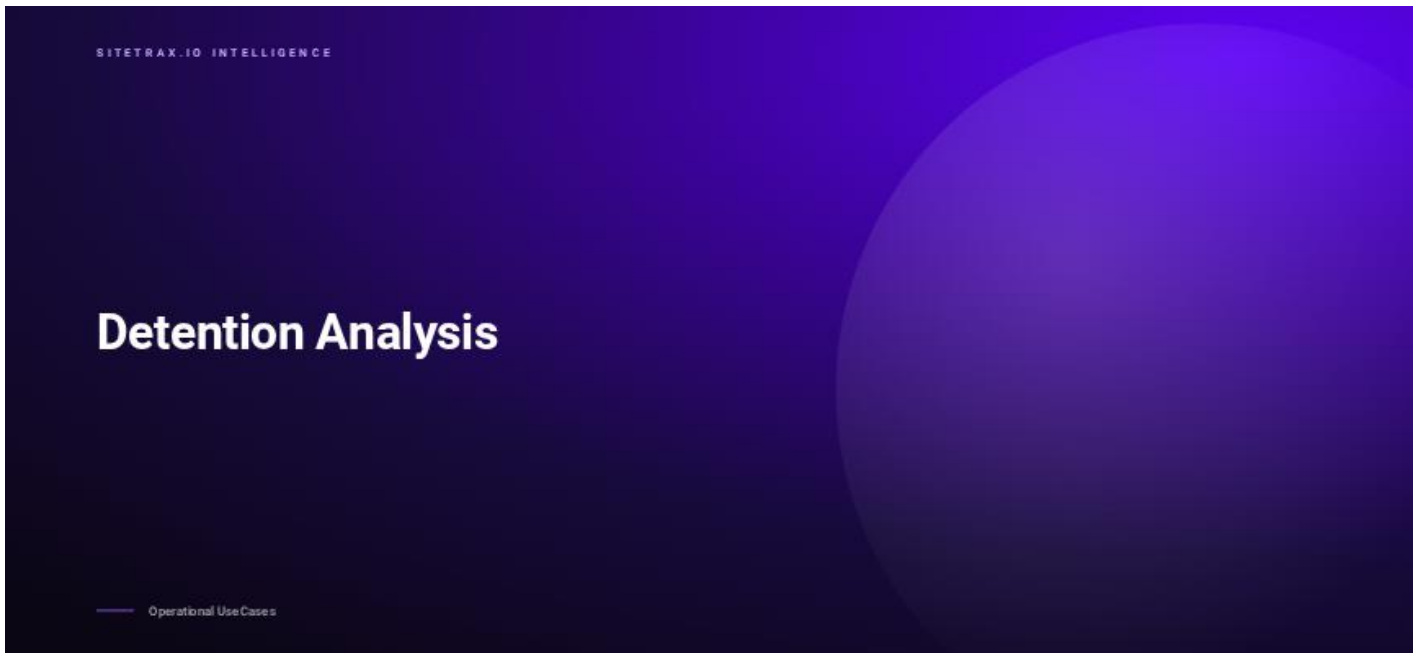
Using SiteTrax.io, break down today detections at the gate by status code and asset type.

“ Using SiteTrax.io, what was the observed time between gate-in and gate-out for trailers this week?

Watch out for

- **A status code describes the reading, not the truck.** An unreadable result means the image could not be resolved, not that anything is wrong at the gate.
- **Peak hours are worth recording in your profile.** The interview asks for busiest hours at the gate, and that context shapes later answers.
- **Identifier text can be a placeholder.** Blank values and single-dash entries are not equipment identifiers.

Detention Analysis



Checking detention and per diem exposure against what was actually observed, rather than accepting an invoice on trust.

What SiteTrax.io contributes

SiteTrax.io supplies the measured part: observed entry and exit times for a unit, with an image behind each. Where site configuration and available observations support it, SiteTrax.io performs sequence and duration analysis on the server and returns the interval between defined operational boundaries.

It does not calculate your liability. Free time, rate and basis are commercial terms, which is why the profile interview asks for them.

Set up the inputs

Select detention and per diem as a cost area in question six of the interview. Question seven then expands to collect units charged in a normal month, free time before charges start with its unit, the rate with currency and basis, and an effective date. Decimal amounts are stored exactly.

SiteTrax.io

Question 7 of 8

Add any operating numbers you know.

Skip anything you do not know. Decimal amounts stay exact rather than being converted to floating-point numbers.

Units charged detention in a normal month

40

Free time before charges start

Value: 2.00 Unit: Days

Moves in a normal week: 1200 Busiest hours at the gate: 06:00-10:00

Detention rate

Amount: 150.00 Currency: USD

Rate basis Effective date

Back Skip question Continue

Let's setup your profile!

Welcome to SiteTrax.io Intelligence! We're excited to help you explore what is happening in your yard, understand what requires attention, and take action with greater confidence.

Once those are published, the Intelligence hub shows detention exposure with a status. In a profile where the rate answers are complete but capture has not been confirmed on both boundaries, it reports that the inputs are ready and asks you to verify elapsed-time coverage first.

From an assistant

“ Using SiteTrax.io, show the observed time between gate-in and gate-out for containers at the Utah site over the last 30 days, and list any unit that exceeded two days.

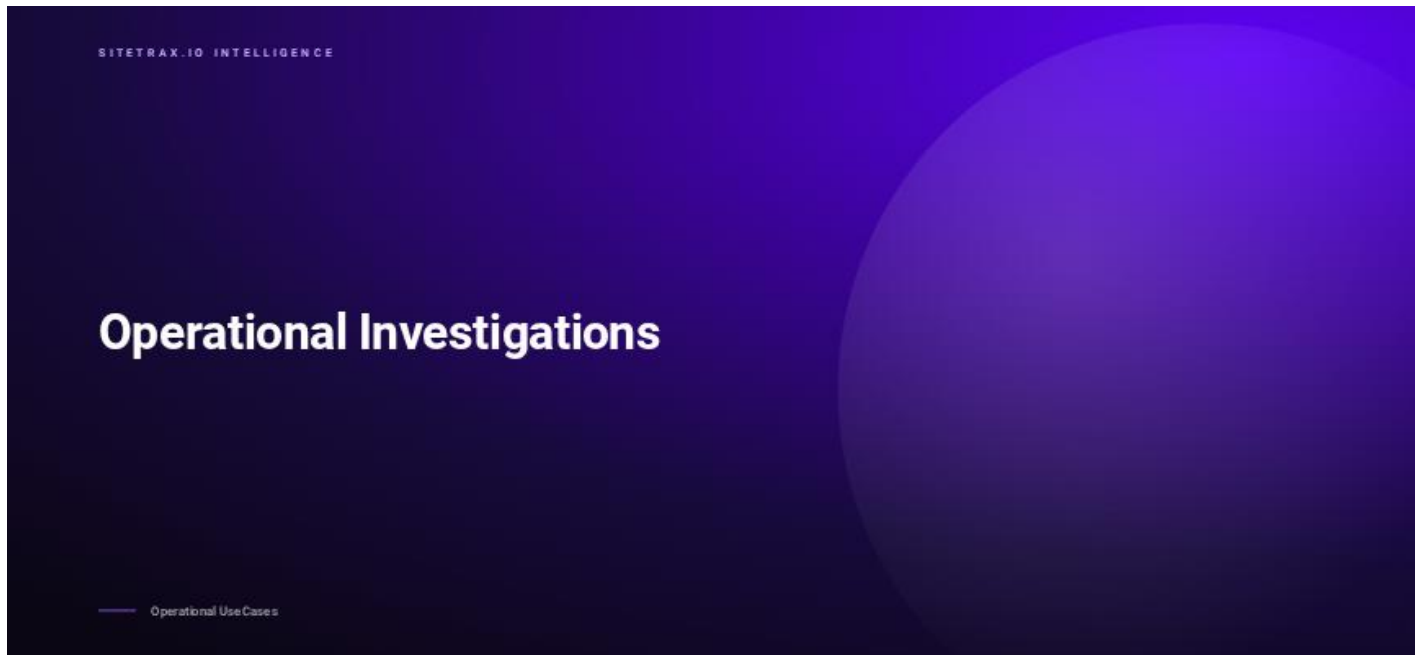
Ask for the supporting records whenever the result will be used to challenge a charge.

Watch out for

- **An observed interval is a measurement, not an explanation.** It establishes how long passed between two observations, not why.
- **Pairing must be reliable.** Where a required pairing is unavailable, SiteTrax.io reports the limitation instead of producing a number. Treat that as a coverage finding.
- **Your commercial terms are context, not verified evidence.** The rate you entered is what you told SiteTrax.io, and it is stored as customer-supplied context.
- **Verify before you dispute.** Open the underlying records and check the images.

SiteTrax.io reports observations and intervals. Decisions about billing, liability and contract terms remain yours.

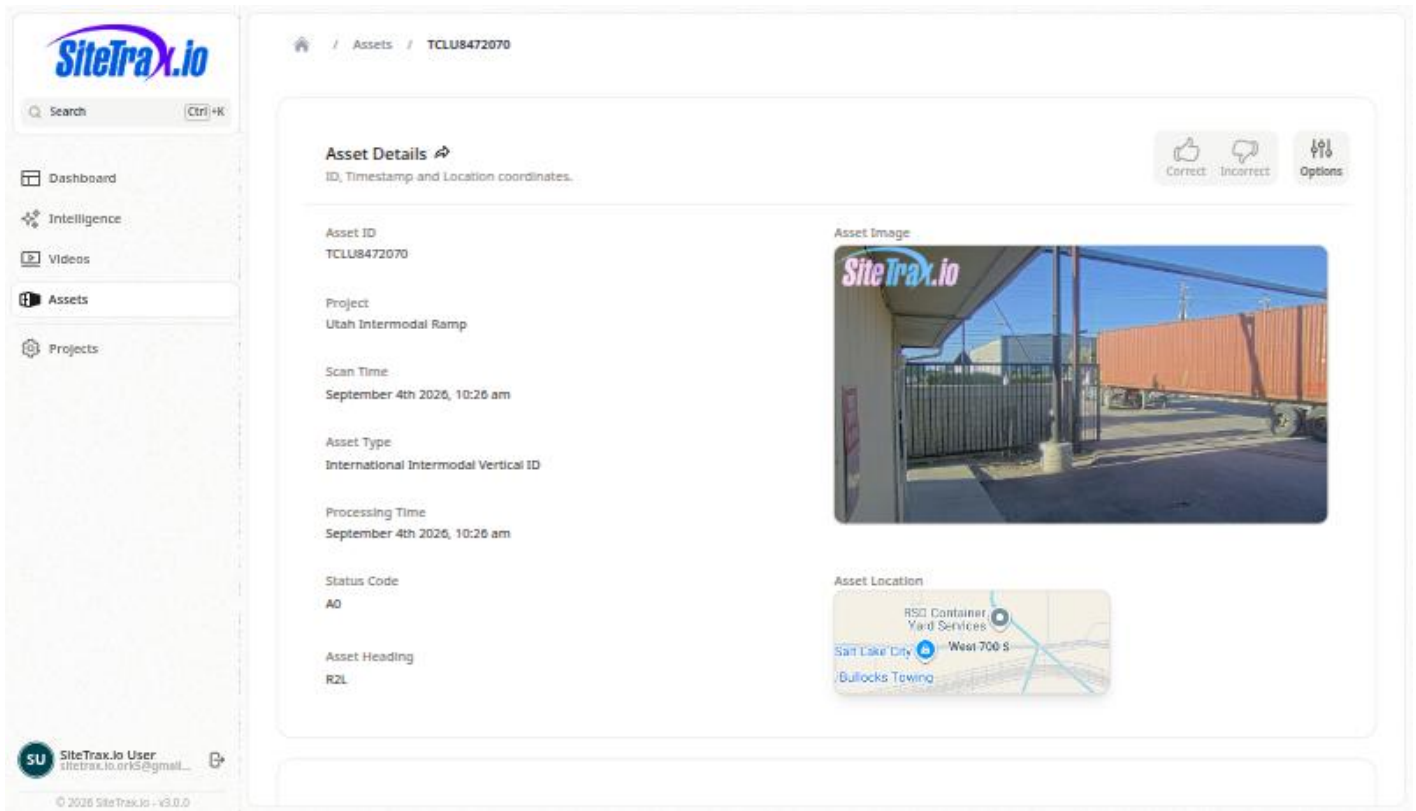
Operational Investigations



Reconstructing what happened when an account is disputed, a unit is unaccounted for, or a number does not look right.

The investigation path

1. **Start with the identifier.** Open **Assets**, widen the date range beyond the window you think you need, and search for the unit.
2. **Open the record.** Check the scan time against the processing time, the project, the direction and the status code.
3. **Look at the image.** This is the step that settles most disputes. Confirm the identifier in the image matches the reading.
4. **Go to the recording.** Open **Videos** and match on time and project when a still is not enough.
5. **Record the outcome.** If the reading does not match the image, mark the record **Incorrect**.



The full payload

Each record exposes the stored payload, including the identifier text, type, camera, coordinates, confidence, original and digitized timestamps and the image link. When two people disagree about what a report said, the payload is the thing to look at.

From an assistant

“ Using SiteTrax.io, show me records that may require review today.

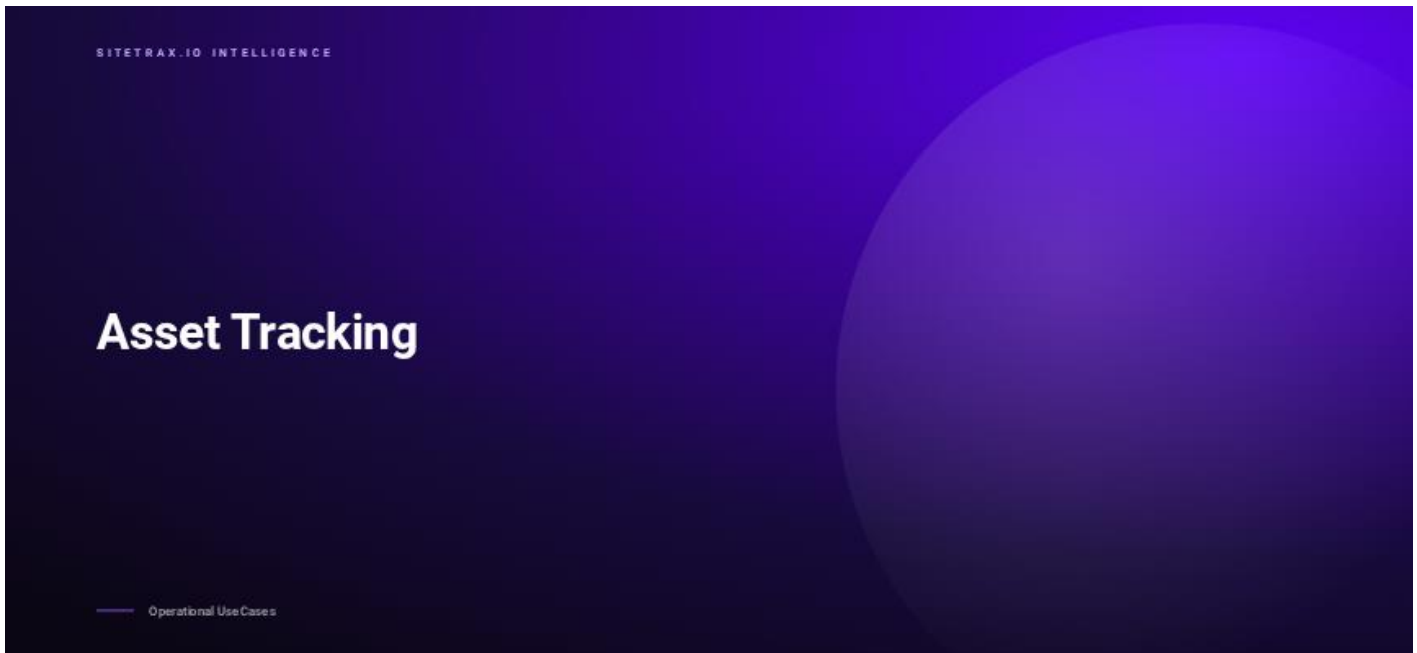
“ Using SiteTrax.io, list every observation of container TCLU8472070 in the last 60 days with project, direction and time.

Watch out for

- **Distinguish reading errors from operational events.** A failed read is a capture problem. A unit appearing at the wrong site is an operational one.

- **Scan time and processing time are different.** Processing can follow capture, so use scan time when reconstructing a sequence.
- **Media can be withheld.** Project configuration, retention, permissions or redaction can withhold an image while still returning the operational metadata. Missing media does not mean a missing record.

Asset Tracking



Following a single piece of equipment across time and sites using the observations SiteTrax.io has captured.

What tracking means here

SiteTrax.io is an observation-based record, not a telematics feed. It tells you where and when a unit was seen by capture you control. Between observations there is no position, and that is a property of the method rather than a gap to be filled in.

Understood that way it is well suited to intermodal and yard work, where the questions are usually when did it arrive, when did it leave, and is it still here.

In the application

1. Open **Assets** and search the complete identifier.
2. Widen the date range until the history you need is covered.
3. Read the sequence of records: each gives a time, a project, a direction and an image.

Supported identifiers

Depending on your configuration, SiteTrax.io can read intermodal container IDs, chassis IDs, trailer IDs, USDOT numbers, and license plate information where the configured solution supports it, along with other configured outputs.

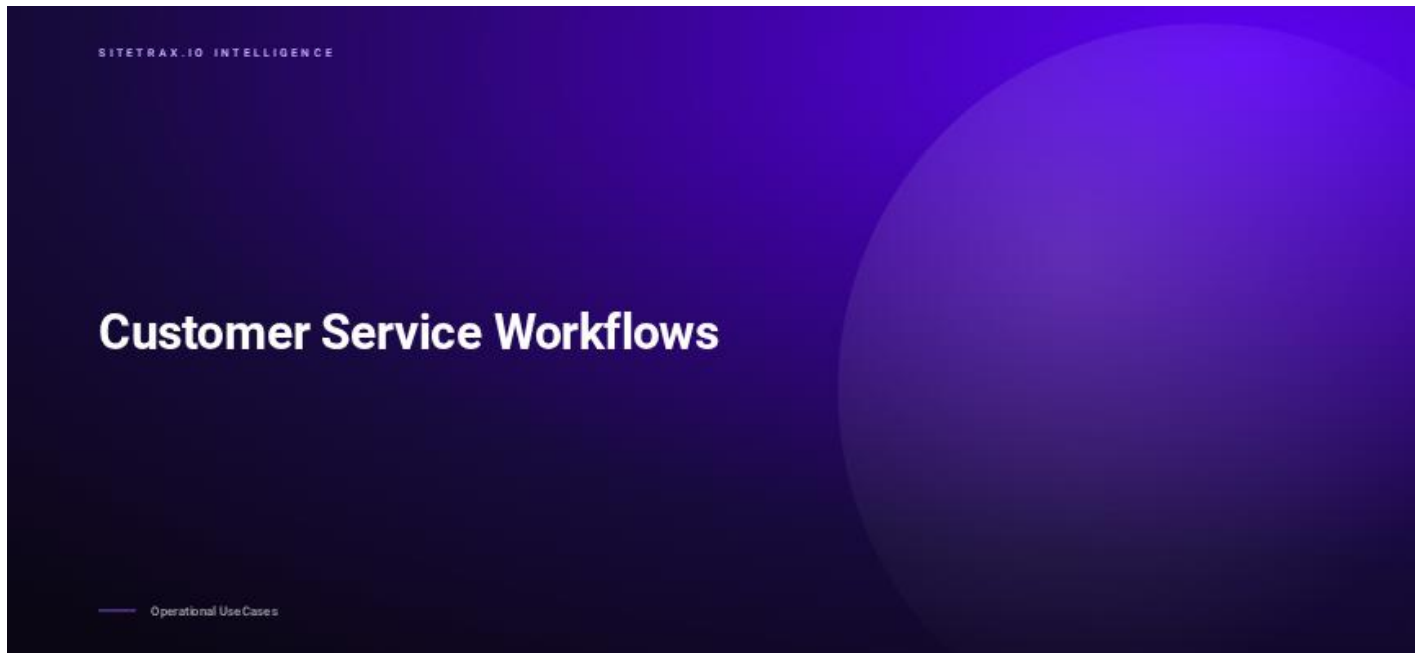
From an assistant

“ Using SiteTrax.io, give me the observation history for chassis identifier ABCZ123456 across all my sites this quarter.

Watch out for

- **Use the complete identifier.** Partial identifiers do not match.
- **A USDOT number identifies a carrier**, not a specific tractor, so it will not behave like a unique asset ID.
- **Two records can describe one pass.** Vertical and horizontal reads of the same unit, or paired container and chassis processing, can both produce more than one row.
- **Cross-site history needs shared projects.** Sites not shared with your account will not appear.

Customer Service Workflows



Answering a customer question in one call rather than promising to check and calling back.

The common question

A customer wants to know whether their unit arrived, when it left, or where it is now. The fastest reliable route:

1. Ask for the full identifier.
2. Open **Assets**, widen the date range, and search it.
3. Read back the time, the site and the direction.
4. If the customer disputes it, open the record and describe what the image shows.

Answering from an assistant

For a service desk, an assistant is usually faster than the interface because the question can be asked the way the customer asked it.

“ Using SiteTrax.io, when was container MSCU1234567 last observed, at which site, and in which direction?

Setting your profile response style to just the answer suits this work. Switch to answer plus why when you are explaining a result to a customer.

What to say when there is no record

Be precise, because the distinction matters to the customer.

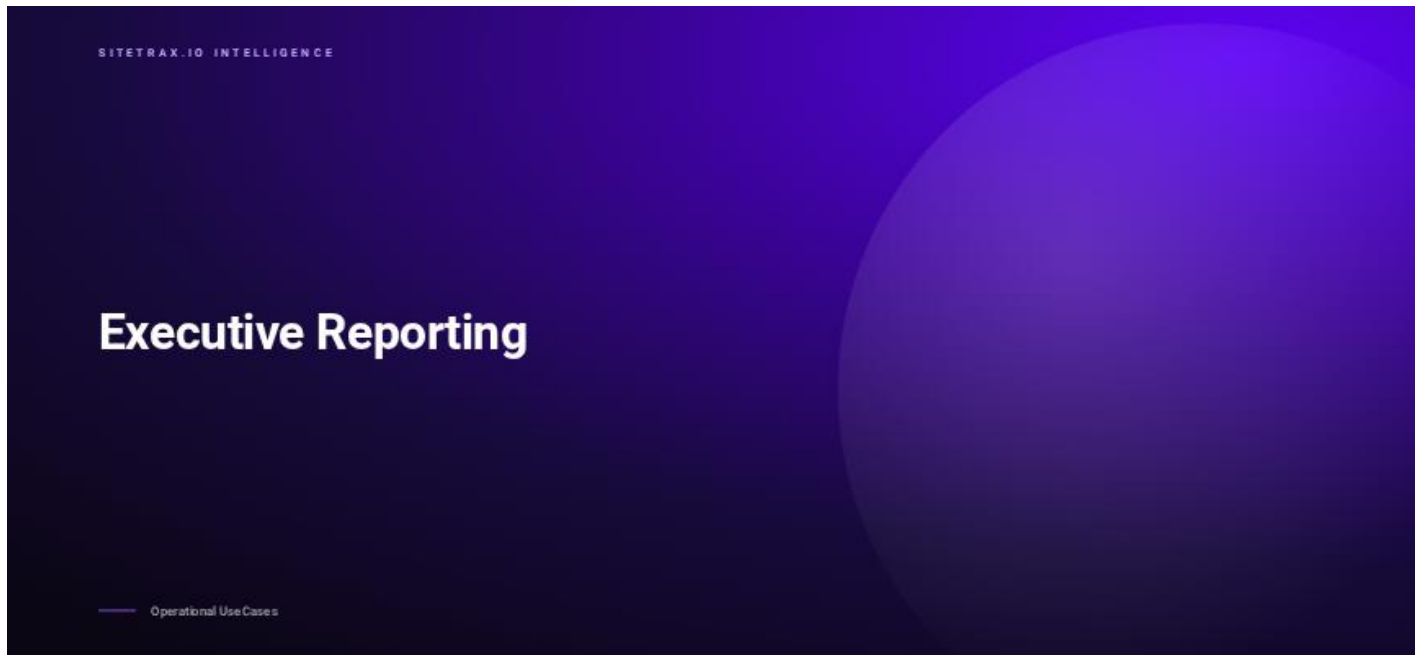
- **Accurate:** we have no observation of that unit at that site in that period.
- **Not supported by the data:** the unit was never here.

Then widen the date range, confirm the identifier, and check whether the site is one your account can see.

Watch out for

- **Do not read a status code to a customer.** Translate it. A failed read means the camera could not resolve the number, not that anything happened to their unit.
- **Check the image before committing to an answer** that will be quoted back to you.
- **Redaction settings can withhold an image** while the operational metadata is still available.

Executive Reporting

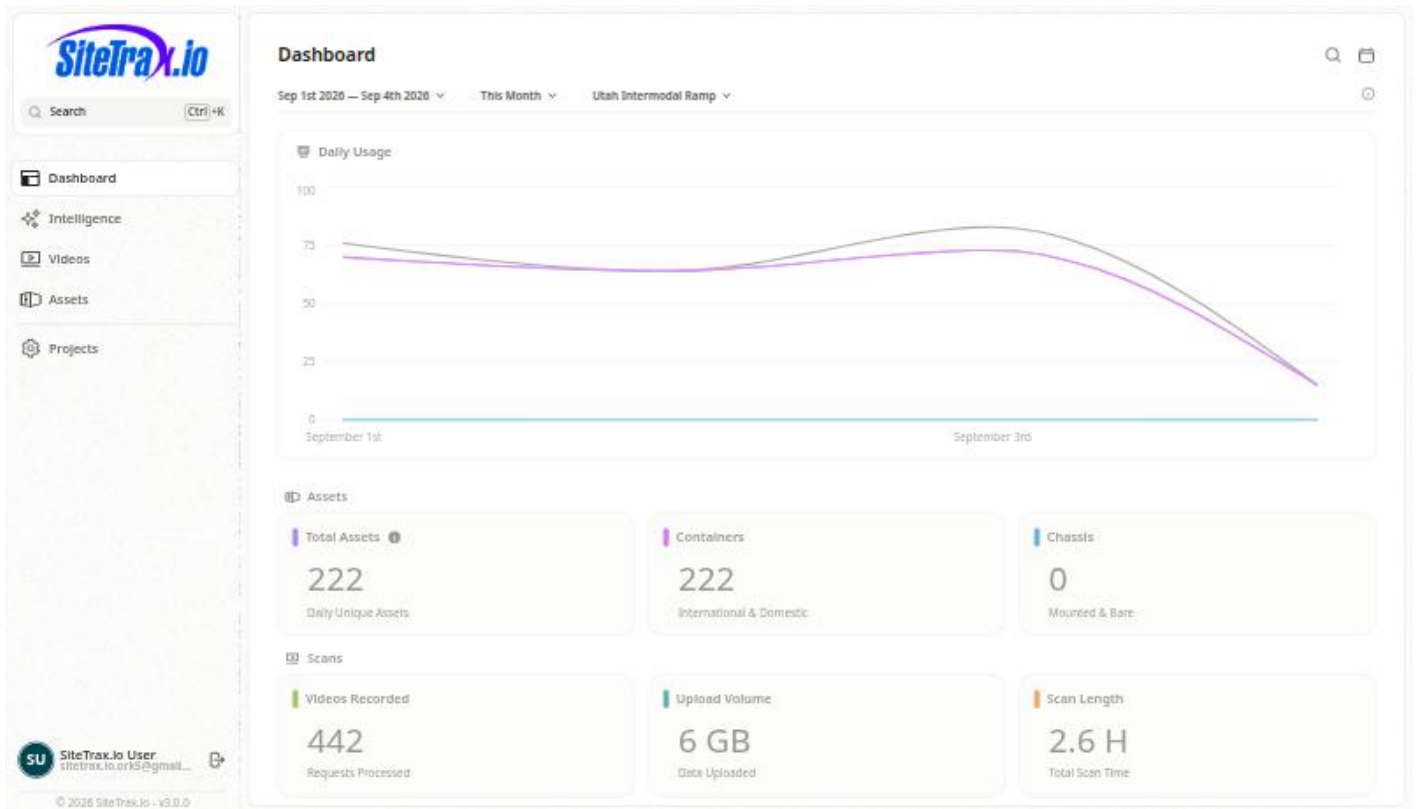


Producing volume and activity numbers that hold up when someone asks where they came from.

In the application

The dashboard is the reporting surface. Set the date range, the period and the project, and read:

- **Daily usage** as a trend across the period.
- **Assets:** total assets, containers, and chassis.
- **Scans:** videos recorded, upload volume, and total scan time.



From an assistant

“ Using SiteTrax.io, compare container volume across my sites for the last two months and show the month-over-month change.

“ Using SiteTrax.io, break last month down by project and asset type.

Aggregation happens on the SiteTrax.io server, so this works without exporting records anywhere.

Make the number defensible

1. **State the filters.** Every figure is a function of date range, period and project. Publish them alongside the number.
2. **Say what is being counted.** Stored readings and distinct identifiers are different measures, and the difference will be noticed.
3. **Note coverage changes.** A camera added or lost mid-period moves the volume line for reasons that have nothing to do with the business.

4. **Keep a path back to the record.** A reviewer should be able to open an individual observation.

Watch out for

- **A volume drop can be a capture failure.** Check camera health and volume gaps before reporting a decline as operational.
- **Do not mix measures across periods.** Compare like with like.
- **Scan time and upload volume describe capture,** not throughput. They are useful for health, not for business performance.

If a recurring summary would help, note that alerts and scheduled digests exist as MCP capabilities requiring a separate write permission. See [SiteTrax.io MCP Server](#).