

# Otis Integrated Dispatch™

## DATA SHEET FOR SERVICE ROBOT PROVIDERS



### GET MORE DONE IN THE BUILDING

Hospitals, hotels, commercial businesses and others are turning to service robots to enhance the customer experience, offer safe solutions and improve productivity for their employees – and Otis is making it easier for these robots to move autonomously through their buildings.

Otis Integrated Dispatch™ is a cloud-based or on-premise API solution for integrating service robots with Otis elevators, that enables more elevator data than traditional hard-wired integrations.

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## Features and Benefits

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### REDUCE TIME ON-SITE

Our API sandbox environment allows service robot providers to test and configure robots for elevator use before deployment on-site and may even eliminate the need to install their own integration hardware.

### MAINTAIN PRODUCTIVITY

Otis Integrated Dispatch™ enables access to several elevators through a single hardware installation – so if the primary elevator used by the robot is not available, it can switch to a different one and keep going.

### OPTIMIZED ENTRY/EXIT

Elevator door open/close times can be adjusted to each service robot's travel speed to help it easily move in and out of the elevator on first attempt.

### IMPROVE ROBOT EFFICIENCY

Our solution transmits real-time elevator status data to the service robot – helping it operate more efficiently.

### PRIORITIZE CYBERSECURITY

All API communication is over an encrypted channel. All stored data is encrypted at rest. We work closely with our internal cybersecurity team to ensure high levels of end-to-end security and rapid response to newly discovered security vulnerabilities.

### ENHANCE CONNECTIVITY

Our cloud infrastructure is designed for global deployment, with built-in geo-redundancy for fast and effective communication between service robots and elevators.

### AUTOMATED MONITORING

Otis Integrated Dispatch's automated, real-time monitoring and issue diagnostic tools help resolve network connectivity issues quickly (Cloud-based version only).

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## UPCOMING FEATURES

Our roadmap for near-term enhancements is focused on deeper dispatch integration, with features designed to meet the needs within the building. Future features are expected to include:

### LOAD-FACTOR INTEGRATION

For service robots designed to travel with passengers, load-factor settings are utilized to ensure the dispatched elevator will have room for the robot to board safely and successfully.

### VIP CALL INTEGRATION

For service robots that need to travel alone or execute a high-priority or time-sensitive task, VIP calls are utilized to ensure the exclusive use of the elevator.

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## AVAILABLE APIS

- Place a Hall Call
- Place a Car Call
- Place a Destination Call
- Get Car & Door Info: Car Position, Direction of Travel, Load, Door Status, Car Mode
- Metadata about the building and elevators
- Authentication

## API SECURITY

- API Protocol: Secure Websockets
- Encryption: TLS 1.2, Data encryption at rest and in transit
- Client Authentication: Via client-id & client-secret
- Authorization: OAuth 2.0 – client credentials flow
- Traffic Throttling: None

### GET STARTED

- Sign up for an Otis developer account at <https://developers.otis.com/signup>
- View the API documentation
- Subscribe to the API product to request sandbox access
- A subscription key will be required for further operations

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### CONTACT US

For customer support email us at [support-oid@otis.com](mailto:support-oid@otis.com)  
For sales enquiries email us at [sales-oid@otis.com](mailto:sales-oid@otis.com)

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# OTIS

Learn more at [developers.otis.com](https://developers.otis.com)

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