

# Service Visit History

Steps and Processes to be followed

# Vehicle Visit History

## Requirement : –

- a) Sometime customers are reporting directly to the Distributor for their concerns related to vehicle performance / warranty etc.
- b) In many cases to understand the customer concern, vehicle visit information is required by the user.
- c) Currently distributor is telephonically contacting the dealer to check the customer visit details. In case vehicle visited multiple locations, it is very difficult to get the complete visit status.
- d) Option required to view the vehicle visit status.

## Enhancement : –

- a) Option has been provided in System to view the vehicle visit history.
- b) User can access the vehicle visit history based on Registration / VIN / Mobile number.
- c) Based on the vehicle selection, vehicle visit details get displayed.

# Vehicle Visit History

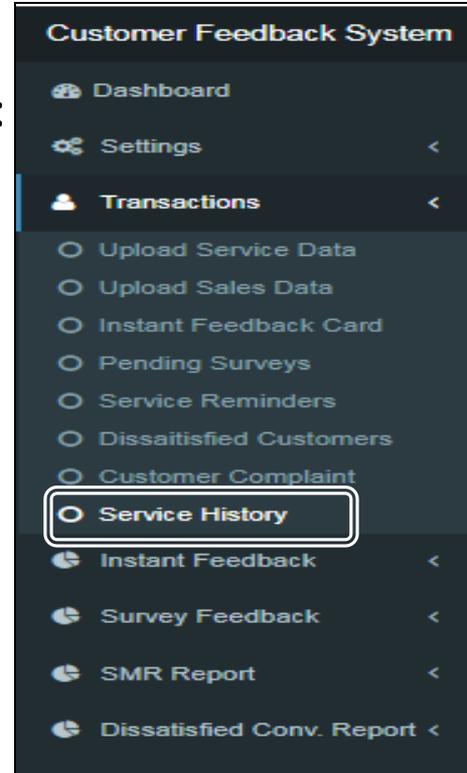
## Procedure :

**Step 1 :** Open the Service Visit History Screen thru following link :

**Transaction Link :** Menu → Transaction → Service History

**Step 2 :** Select the vehicle details based on VIN / Registration / Mobile Number.

**Step 3 :** Based on the input, vehicle & customer details get displayed along with the service visit information.



# Vehicle Visit History

## Procedure :

Following information display for vehicle previous service visits – Outlet Name & Code / Service Date & Type / Mileage / Job Card No.

Report Link –  
“Service History”

Selection based on VIN/  
Registration /Mobile Number

Customer & Vehicle  
information

Vehicle service visit  
History information

The screenshot shows the 'Customer Service History' web application. On the left is a dark sidebar menu with the following items: Dashboard, Settings, Transactions, Upload Service Data, Upload Sales Data, Instant Feedback Card, Pending Surveys, Service Reminders, Dissatisfied Customers, Service History (highlighted with a blue box), Instant Feedback, Survey Feedback, SMR Report, and Dissatisfied Conv. Report. The main content area is titled 'Customer Service History' and contains a search bar with the text 'Serach by VIN Number or Mobile Number or Registration Number' and a 'Search' button. Below the search bar is a form with fields for Dealer Outlet Code (Suzuki Auto Kalookan(NG010)), Customer Name\* (QYW876876), Contact Number\* (876876), Email Id\* (mai2gmail.com), VIN Number\* (QYW876876), Registration Number\* (QYW876876), and Vehicle\* (Alto Std w/ PS M/T). At the bottom is a table titled 'Service Visit History' with the following data:

#	Outlet	Service Date	Service Type	Mileage	Job Card No.
1	Suzuki Auto Kalookan(NG010)	30-05-2018	1K PMS	987	MATRIX-1074

**Thank You**