

## Story

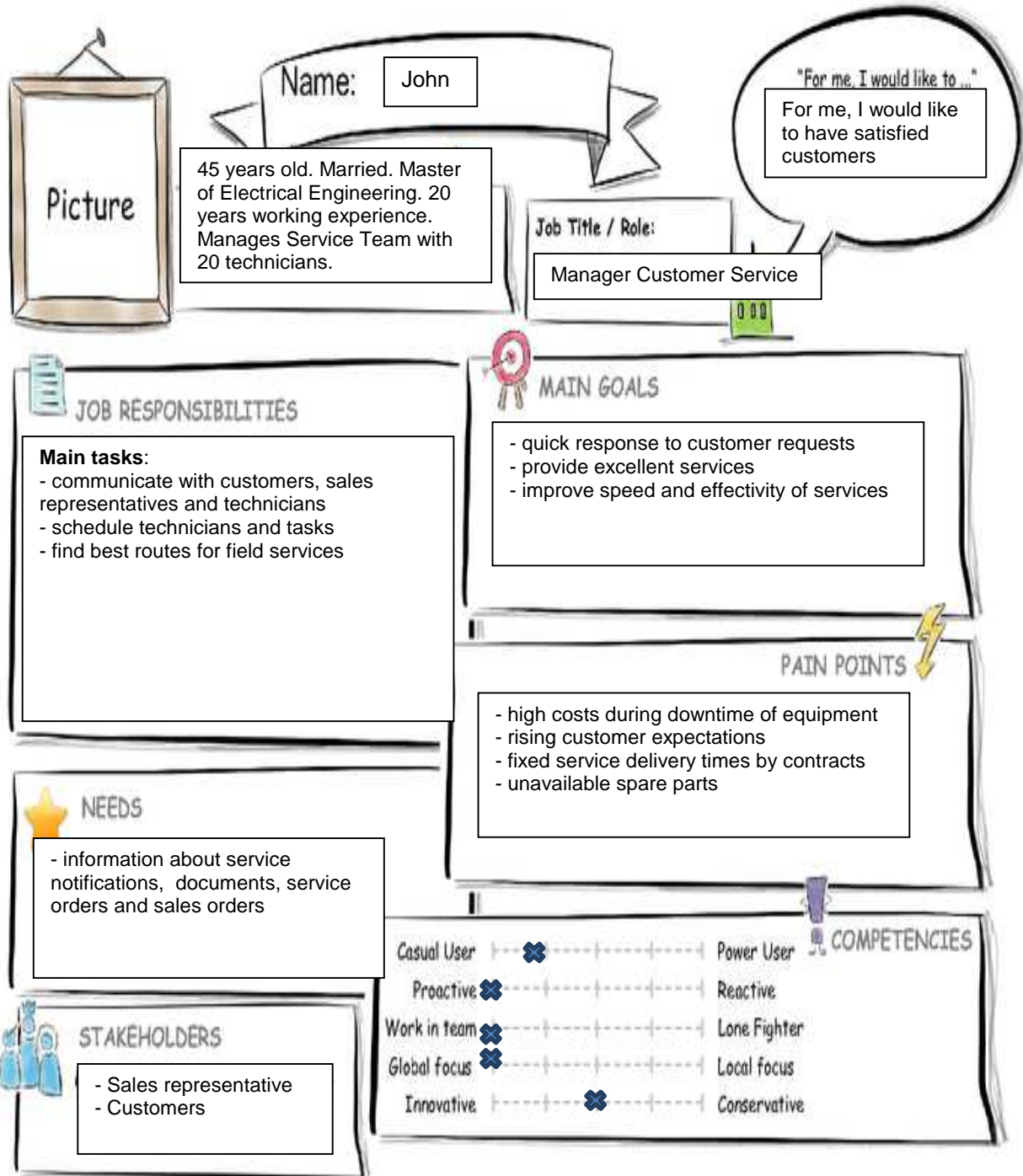
John is working as a customer service manager for a company which produces and sells equipment for electrical tests and measurements. He leads a team with 20 technicians. His department offers field and inhouse services for customers.

The Track Service Notifications App facilitates working with service requests, because it composes the information about multiple business objects. This information helps John to make decisions and to schedule his technicians.

In the master list John can review the status of the service notifications and select one notification to see more information in the detail view. With three icon tabs of the detail view, John can open forms with information about the associated service order, sales order and the addresses.

After selecting an item of the address table, a view for planning routes opens with a marker for the selected address as destination and an initial default start address. The start address can be changed and after pressing the "Calculate" button in the footerbar, the route is displayed with distance and description.

# Persona



# User Experience Journey





# Mock Up - Track Service Notifications

Service Notifications

Search


Short text	Notif.number
Category Text	Priority System Status

Short text	Notif.number
Category Text	Priority System Status

Short text	Notif.number
Category Text	Priority System Status

Short text	Notif.number
Category Text	Priority System Status

Notification Detail




Materialnumber

Notificationnumber

Short text

Breakdown



Customer:  
**30000001298**








Serialnumber:  
**120000000000002355**



Downtime:  
**8 h**

Reported By:  
**Mick Taylor**





# App Prototype - Track Service Notifications

## Service notification master detail view

Service Notifications	Notification Details
<input type="text" value="Search"/>  	 <b>VLF-SY-99</b> <span style="float: right;">1000005462</span>
<b>Check with Testplan</b> 1000005456 Inhouse Service 3 <span style="color: red;">Outstanding</span>	<b>Replace Monitor</b> <span style="float: right; color: red;">Breakdown</span>
<b>Replace Monitor</b> 1000005462 Field Repair 1 <span style="color: green;">Started</span>	   
<b>Install Software</b> 1000005488 Inhouse Service 2 <span style="color: green;">Started</span>	Customer: 3000001298 Serialnumber: 1200000000002355 Downtime: 8 h Reported By: Mike Taylor
<b>Replace wire</b> 1000005432 Field Repair 2 <span style="color: red;">Outstanding</span>	

## Service order tab

Description:  
High Voltage Test

Workcenter:  
SER-02

Location:  
FIELD-02

## Sales order tab




Sales Order Id:  
4000002254

Sales Org:  
1000

Warranty:  
2015-09-01

Material Availability:  
2015-05-30

## Adresses tab



Addresses

Name	Role	Details
<b>Franz Huber</b>	Contact	83022 Rosenheim Bayerstrasse 5 >
<b>Stadtwerke Rosenheim</b>	Service Location	83022 Rosenheim Bayerstrasse 5 >

# Route view

Service Notifications		Route	
Search			
Check with Testplan	1000005456	5. Turn left onto Blumenstraße	Prälat-Zisti-Strasse
Inhouse Service	3 Outstanding	6. Blumenstraße turns right and Frauenstraße	
Replace Monitor	1000005462	7. Turn right onto Isartorpl.	
Field Repair	1 Started	8. Continue onto Zweibrückenstr	
Install Software	1000005488	9. Continue onto Ludwigsbrücke	
Inhouse Service	2 Started	10. Continue onto Rosenheimer S	
Replace wire	1000005432	11. Turn right to stay on Rosenhei	
Field Repair	2 Outstanding	12. Continue onto A8 (signs for R	
		13. Take exit 102-Rosenheim to r	
		14. Turn right onto Brianconstraß	
		15. Turn left onto Rathausstraße/	
		16. Turn right onto Königstraße	
		17. Turn right onto Am Nörreut	
		18. Turn right onto Innstraße	
From München Marienplatz			