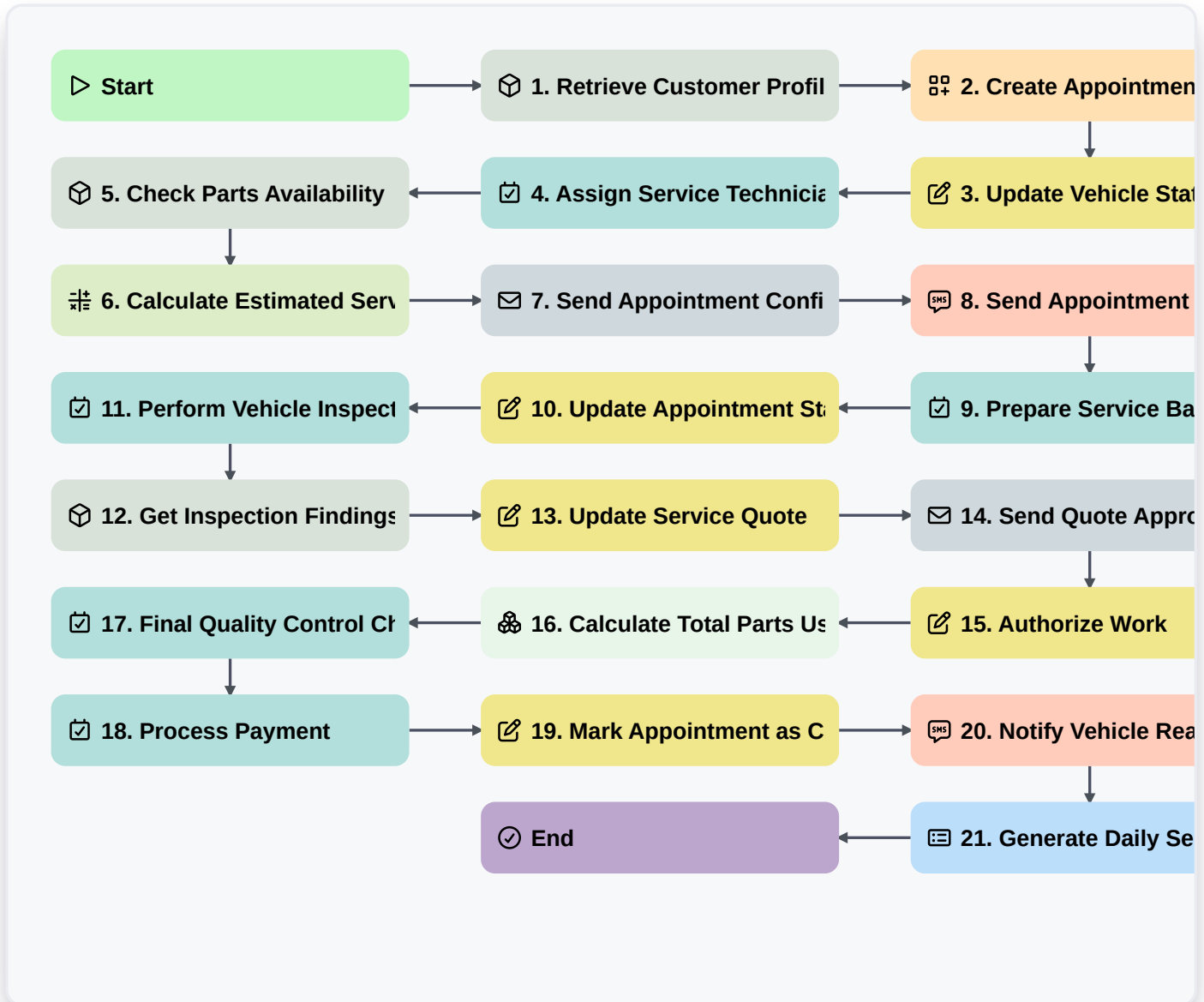


# Automotive Service Appointment Management



## ▷ Start

Start of the Workflow/Process.

## 📦 1. Retrieve Customer Profile

Fetch existing customer details (name, contact, vehicle history) from the Customer Data Model using a phone number or license plate.

## 📅 2. Create Appointment Entry

Generate a new record in the Appointment Data Model containing date, time, requested service, and linked customer ID.

## 📝 3. Update Vehicle Status

Update the status of the vehicle record to 'In Service' once the appointment time is reached.

## 📝 4. Assign Service Technician

Create a task for the Service Manager to assign a qualified mechanic to the new appointment.

## 📦 5. Check Parts Availability

Query the Inventory Data Model to verify if required parts for the requested service are in stock.



## **6. Calculate Estimated Service Cost**

Sum the labor cost and estimated part costs to provide a total estimate for the customer.

## **7. Send Appointment Confirmation**

Send an automated email to the customer with the appointment details, date, and time.

## **8. Send Appointment Reminder**

Send an SMS reminder to the customer 24 hours before the scheduled appointment.

## **9. Prepare Service Bay**

Create a task for the workshop staff to ensure the bay is cleaned and tools are ready for the specific vehicle type.

## **10. Update Appointment Status to 'Arrived'**

Update the appointment record status when the customer checks in at the service desk.

## **11. Perform Vehicle Inspection**

Create a task for the technician to complete the multi-point inspection checklist.

## **12. Get Inspection Findings**

Retrieve all identified issues and defects recorded during the technician's inspection.

## **13. Update Service Quote**

Update the Appointment Entry with additional costs discovered during the inspection.

## **14. Send Quote Approval Request**

Email the customer the updated cost estimate and a request for authorization to proceed.

## **15. Authorize Work**

Update the appointment status to 'Work in Progress' once the customer approves the quote.

## **16. Calculate Total Parts Usage**

Aggregate the cost of all parts used during the service to finalize the billing amount.

## **17. Final Quality Control Check**

Create a task for the supervisor to verify that all requested services were completed correctly.

## **18. Process Payment**

Create a task for the cashier to process the transaction and finalize the invoice.

## **19. Mark Appointment as Completed**

Update the appointment record to 'Closed' and set the completion timestamp.

## **20. Notify Vehicle Ready for Pickup**

Send an SMS to the customer informing them that their vehicle is ready to be collected.

## **21. Generate Daily Service Summary**

Create a daily report summarizing all completed appointments, total revenue, and technician productivity.

## **End**

End of the Workflow/Process.