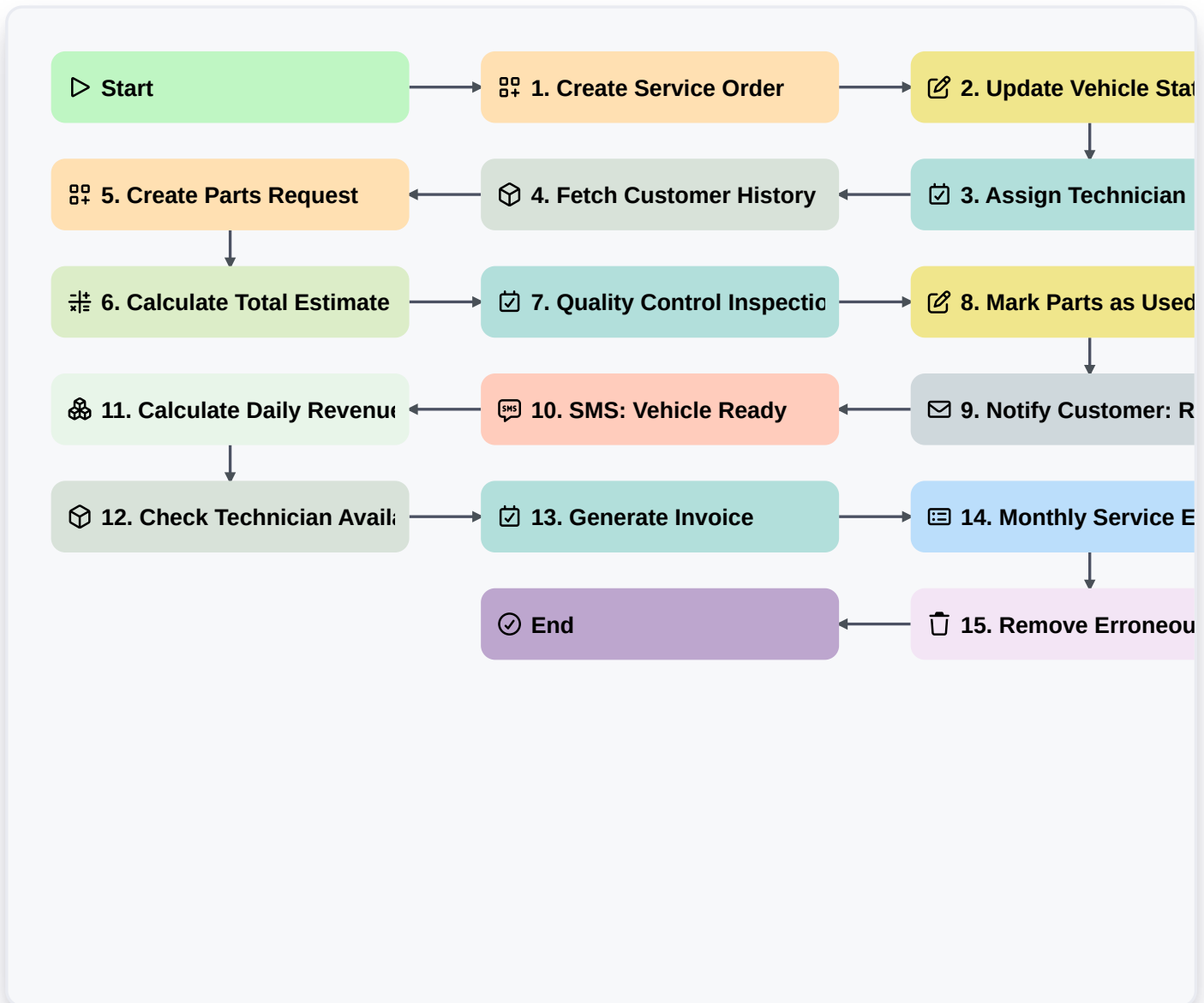


# Automotive Service Department Workflow



## ▷ Start

Start of the Workflow/Process.

## ☰ 1. Create Service Order

Create a new entry in the Service Orders data model when a customer arrives.

## ✍ 2. Update Vehicle Status

Update the status of the vehicle entry (e.g., 'In Workshop', 'Testing', 'Ready for Pickup') in the Data Model.

## ☑ 3. Assign Technician

Create a task assigned to a mechanic to perform the physical inspection/repair.

## 📦 4. Fetch Customer History

Retrieve previous service entries from the Data Model linked to the customer's ID.

## ☰ 5. Create Parts Request

Create a new entry in the Parts Inventory/Request data model when parts are identified as needed.

## ⚙ 6. Calculate Total Estimate

Execute a formula summing Labor Costs and Parts Costs to determine the total service price.



### **7. Quality Control Inspection**

Create a task for the Workshop Supervisor to verify the repair meets safety standards.

### **8. Mark Parts as Used**

Update the inventory count in the Parts Data Model after a part is assigned to a service order.

### **9. Notify Customer: Repair Started**

Send an email to the customer's email address informing them their vehicle is now being serviced.

### **10. SMS: Vehicle Ready**

Send an SMS to the customer's phone number when the service status is updated to 'Ready for Pickup'.

### **11. Calculate Daily Revenue**

Aggregate the 'Total Price' property of all completed Service Order entries for the current date.

### **12. Check Technician Availability**

Get entries from the Staff Data Model to check for technicians not assigned to active tasks.

### **13. Generate Invoice**

Create an administrative task for the service advisor to finalize billing and payment.

### **14. Monthly Service Efficiency Report**

Create a report based on completed tasks to analyze average repair turnaround time.

### **15. Remove Erroneous Entry**

Delete a duplicate or incorrectly entered service request from the Data Model.

### **End**

End of the Workflow/Process.