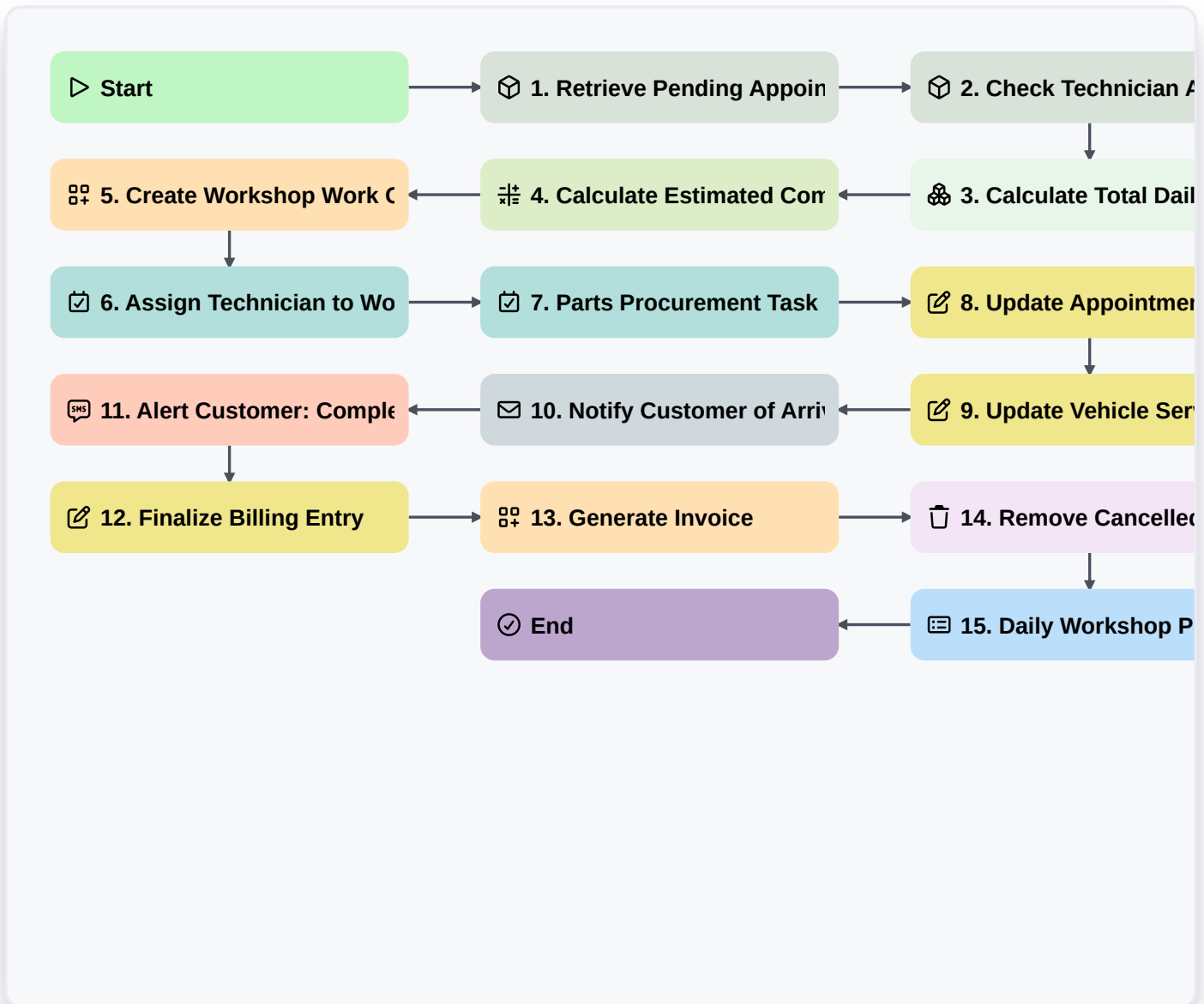


Automotive Workshop Scheduling Process



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Pending Appointments

Fetch all upcoming appointments from the Appointment Data Model for the selected date.

📦 2. Check Technician Availability

Retrieve technician schedules and current workload from the Staff Data Model.

🔗 3. Calculate Total Daily Workshop Load

Sum the estimated repair durations of all scheduled appointments for the day to check capacity.

🕒 4. Calculate Estimated Completion Time

Calculate the projected end time by adding the estimated repair duration to the appointment start time.

📋 5. Create Workshop Work Order

Generate a new entry in the Work Order Data Model linked to the specific vehicle and customer.

📋 6. Assign Technician to Work Order

Create a task for the assigned mechanic to begin the diagnostic phase.



7. Parts Procurement Task

Create a task for the parts manager if specific components are identified as needed.

8. Update Appointment Status

Update the status of the appointment entry to 'In Progress' once the vehicle arrives.

9. Update Vehicle Service History

Append the new service details to the historical records in the Vehicle Data Model.

10. Notify Customer of Arrival

Send an automated email to the customer confirming the vehicle has been checked into the workshop.

11. Alert Customer: Completion Ready

Send an SMS to the customer when the technician marks the task as complete.

12. Finalize Billing Entry

Update the Work Order entry with final labor costs and parts prices for invoicing.

13. Generate Invoice

Create a new entry in the Invoices Data Model based on the completed Work Order data.

14. Remove Cancelled Appointments

Delete the appointment entry from the active schedule if the customer cancels the booking.

15. Daily Workshop Productivity Report

Generate a report summarizing completed tasks, total revenue, and technician efficiency for the day.

End

End of the Workflow/Process.