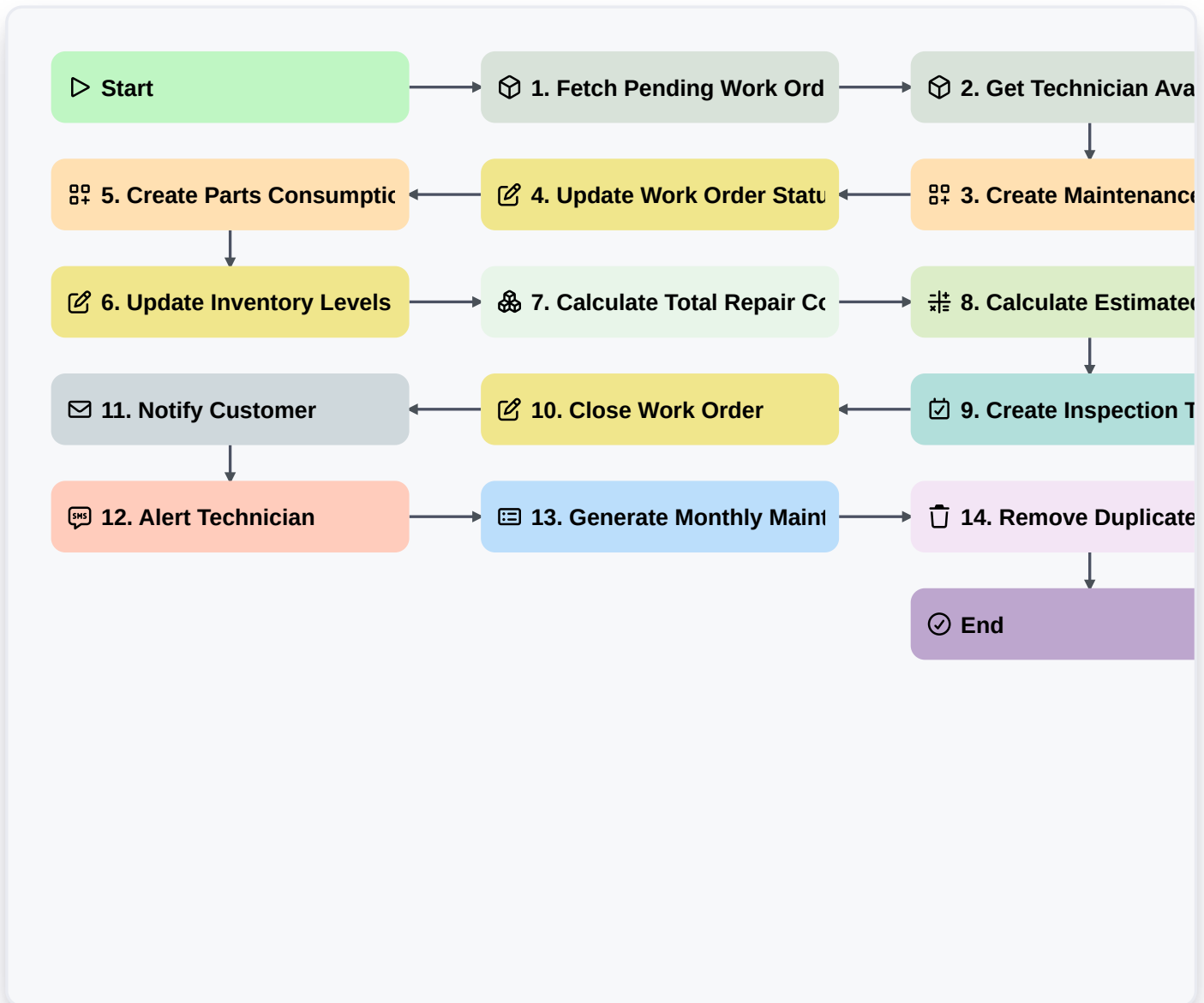


Mobile Maintenance Work Order Process



Start

Start of the Workflow/Process.

1. Fetch Pending Work Orders

Retrieve all Work Order entries with a status of 'New' or 'Unassigned'.

2. Get Technician Availability

Retrieve technician entries to check for available staff in the assigned region.

3. Create Maintenance Task

Generate a new Task for the assigned technician containing the repair details.

4. Update Work Order Status

Update the Work Order entry status to 'In Progress' once the technician accepts the task.

5. Create Parts Consumption Entry

Create a new entry in the Parts Log to track parts used during the repair.

6. Update Inventory Levels

Decrement the stock quantity in the Parts Data Model based on parts used.



7. Calculate Total Repair Cost

Sum the costs of all parts used and labor hours recorded for the specific Work Order.

8. Calculate Estimated Completion Time

Calculate the new ETA by adding the estimated repair duration to the current timestamp.

9. Create Inspection Task

Create a follow-up task for a supervisor to verify the repair quality.

10. Close Work Order

Update the Work Order status to 'Completed' and timestamp the closure.

11. Notify Customer

Send an email to the customer notifying them that their mobile device/equipment is ready for pickup.

12. Alert Technician

Send an SMS to the technician when a high-priority emergency work order is assigned.

13. Generate Monthly Maintenance Report

Compile all completed Work Order entries into a monthly performance and cost report.

14. Remove Duplicate Work Orders

Delete any duplicate or erroneous Work Order entries identified during the audit phase.

End

End of the Workflow/Process.