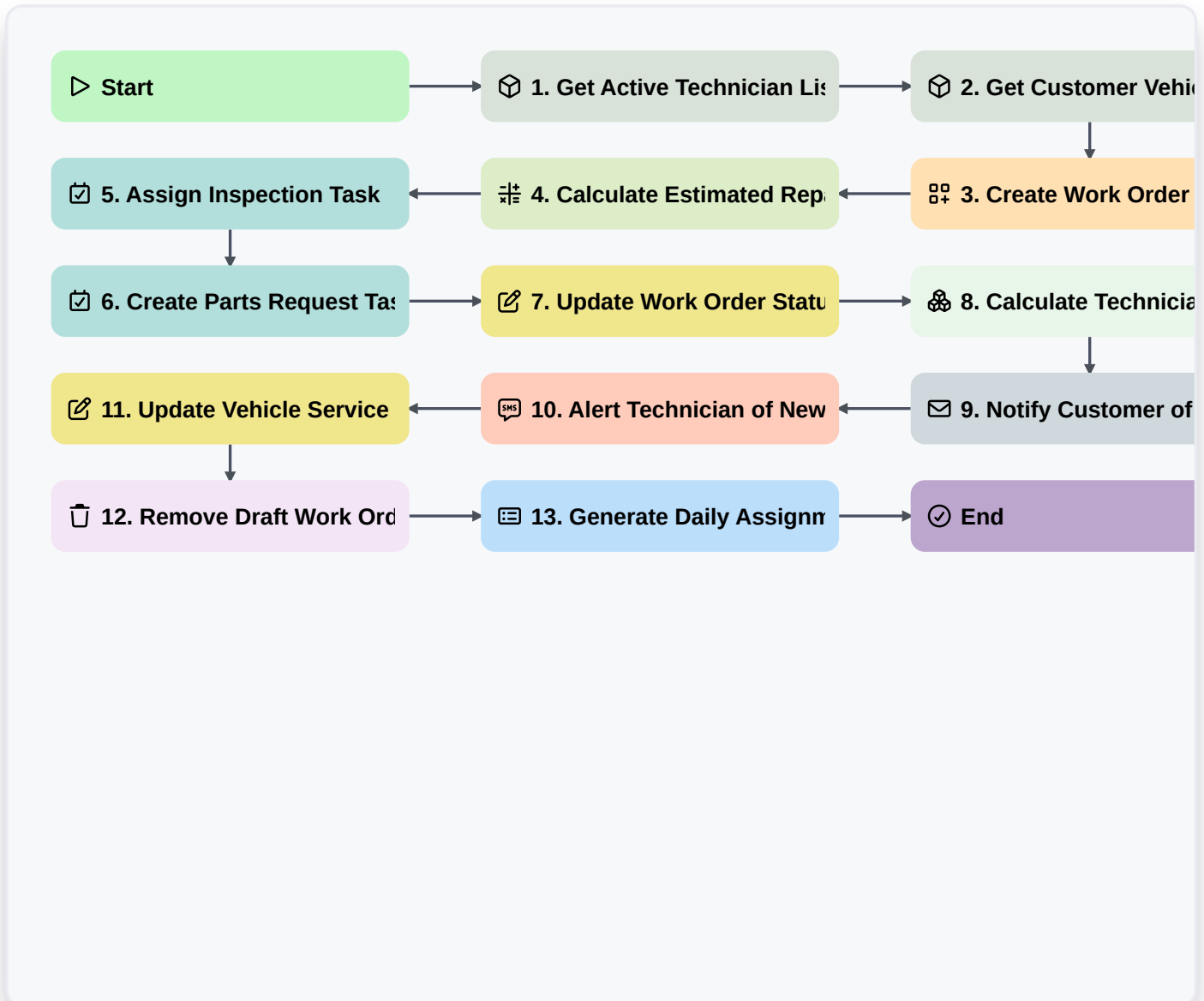


# Service Advisor To Technician Work Order Assignment



## ▶ Start

Start of the Workflow/Process.

### 1. Get Active Technician List

Retrieve all technicians currently marked as 'Available' in the Technician Data Model.

### 2. Get Customer Vehicle Details

Retrieve vehicle history and VIN information from the Vehicle Data Model based on the Work Order ID.

### 3. Create Work Order Entry

Create a new entry in the Work Orders data model to initialize the service request.

### 4. Calculate Estimated Repair Cost

Sum the estimated labor costs and parts costs to provide a total estimate to the customer.

### 5. Assign Inspection Task

Create a task for the assigned Technician to perform the initial vehicle multi-point inspection.



### **6. Create Parts Request Task**

Create a task for the Parts Department if specific components are identified as needed during inspection.

### **7. Update Work Order Status**

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

### **8. Calculate Technician Workload**

Aggregate the number of 'In Progress' tasks assigned to a specific technician to prevent over-allocation.

### **9. Notify Customer of Assignment**

Send an automated email to the customer informing them that a technician has been assigned to their vehicle.

### **10. Alert Technician of New Order**

Send an SMS notification to the technician's mobile number regarding the new work order assignment.

### **11. Update Vehicle Service History**

Append the new work order details to the historical service records of the specific vehicle.

### **12. Remove Draft Work Order**

Delete the temporary draft entry if the customer cancels the service request before formal assignment.

### **13. Generate Daily Assignment Report**

Generate a summary report showing all work orders assigned to technicians within the last 24 hours.

### **End**

End of the Workflow/Process.