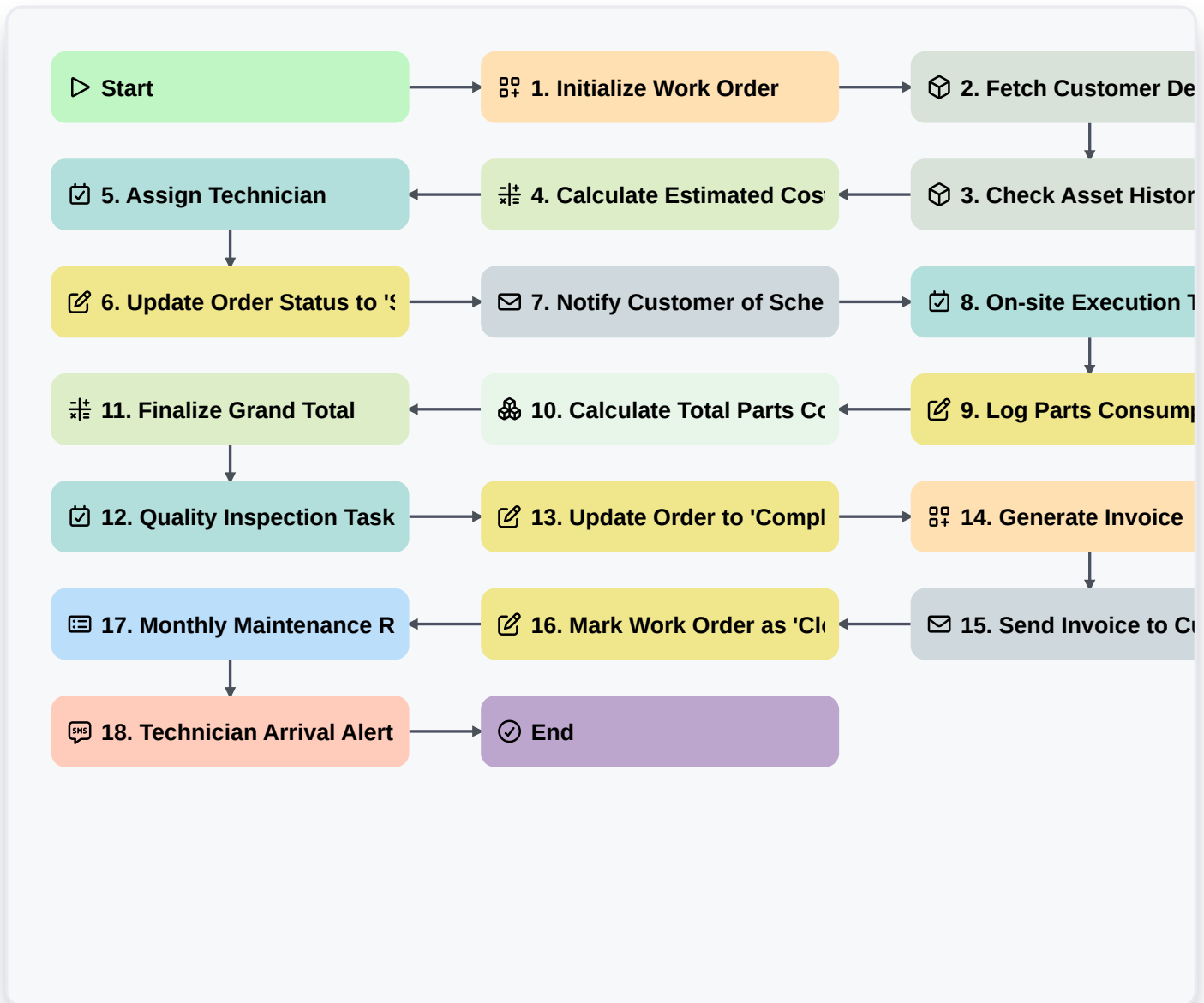


Work Order Lifecycle Management



Start

Start of the Workflow/Process.

1. Initialize Work Order

Create a new entry in the Work Order data model to initiate the lifecycle.

2. Fetch Customer Details

Retrieve customer contact and location information linked to the Work Order.

3. Check Asset History

Retrieve previous maintenance entries for the specific equipment/asset related to this order.

4. Calculate Estimated Cost

Calculate the total cost based on estimated labor hours and parts pricing.

5. Assign Technician

Create a task for the Dispatcher to assign a qualified technician to the work order.

6. Update Order Status to 'Scheduled'

Update the Work Order status once a technician and time slot are confirmed.



✉ **7. Notify Customer of Schedule**

Send an email to the customer containing the scheduled date and time.

✔ **8. On-site Execution Task**

Create a task for the assigned Technician to perform the physical work.

✍ **9. Log Parts Consumption**

Update the Work Order with the specific parts used during the repair.

🔗 **10. Calculate Total Parts Cost**

Sum the cost of all parts entries linked to this specific Work Order.

⚖ **11. Finalize Grand Total**

Sum labor costs and aggregated parts costs to determine the final invoice amount.

✔ **12. Quality Inspection Task**

Create a task for a Supervisor to verify that the work meets safety standards.

✍ **13. Update Order to 'Completed'**

Change the Work Order status to 'Completed' after successful inspection.

📄 **14. Generate Invoice**

Create a new entry in the Invoices data model linked to the completed Work Order.

✉ **15. Send Invoice to Customer**

Send the final invoice and summary of work performed to the customer's email.

✍ **16. Mark Work Order as 'Closed'**

Final status update to archive the work order and prevent further edits.

📊 **17. Monthly Maintenance Report**

Generate a performance report summarizing all completed work orders for the month.

📱 **18. Technician Arrival Alert**

Send an SMS to the customer when the technician is nearby or starting the task.

✔ **End**

End of the Workflow/Process.