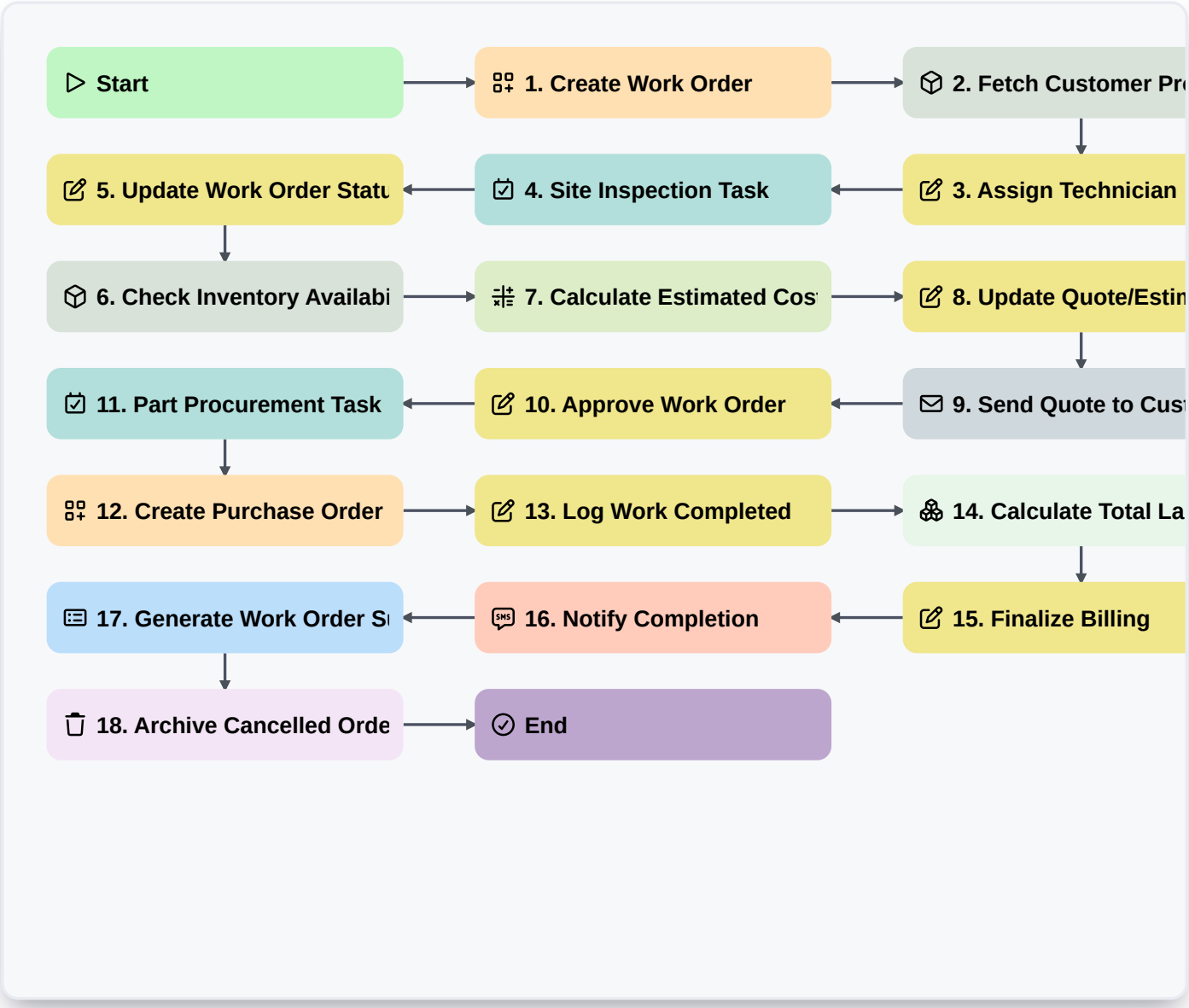
ChecklistGuro

Work Order Management Lifecycle



Start
Start of the Workflow/Process.

1. Create Work Order
Initialize a new Work Order entry with customer details and issue description.

2. Fetch Customer Profile
Retrieve existing customer data from the Customer Data Model to auto-populate contact info.

3. Assign Technician
Update the Work Order entry to assign a specific technician or team to the task.

4. Site Inspection Task
Create a task for the assigned technician to perform an on-site assessment.

5. Update Work Order Status
Change the status of the Work Order from 'Scheduled' to 'In Progress'.

6. Check Inventory Availability
Search the Parts Data Model to see if required materials are in stock.

7. Calculate Estimated Cost
Execute formula: (Labor_Rate * Estimated_Hours) + Parts_Cost.

8. Update Quote/Estimate
Update the Work Order entry with the calculated total cost for customer approval.

9. Send Quote to Customer
Send an email to the customer's email address containing the cost estimate.

10. Approve Work Order
Update the Work Order status to 'Approved' once the customer accepts the quote.

11. Part Procurement Task
Create a task for the procurement team if parts need to be ordered.

12. Create Purchase Order
Create a new entry in the Purchase Order Data Model for required parts.

13. Log Work Completed
Update the Work Order with technician notes and completed timestamps.

14. Calculate Total Labor Hours
Aggregate all completed task durations associated with this Work Order to find total time spent.

15. Finalize Billing
Update the Work Order status to 'Completed' and trigger the invoicing process.

16. Notify Completion
Send an SMS to the customer notifying them that the work is finished.

17. Generate Work Order Summary
Create a PDF report summarizing the work performed, parts used, and final cost.

18. Archive Cancelled Orders
Delete or move cancelled Work Order entries to an archive state to clean up active views.

End
End of the Workflow/Process.