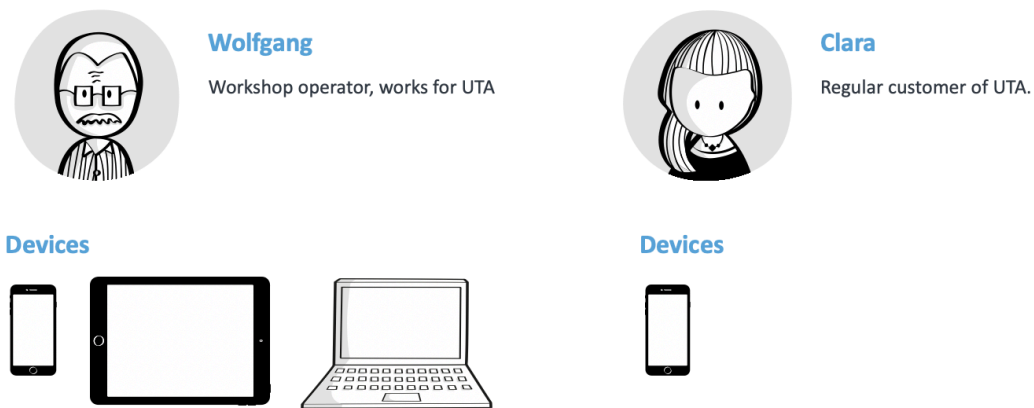


Use Case Description

Workshop

Background

UTA is a workshop company. To save time, effort and get already collected data from the cars before they arrive in the workshop they want to provide a web application. Through that the user can make appointments when he has issues with the car or just want to schedule a regular service appointment. UTA uses Caruso to receive aligned data from different car manufacturers.



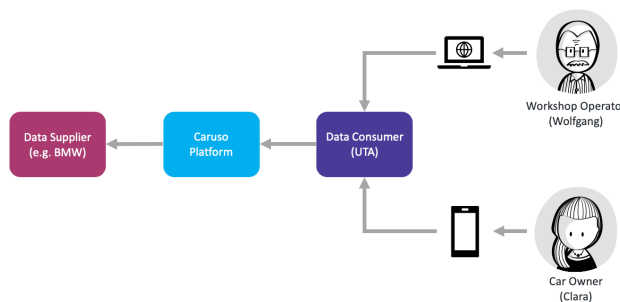
Story

Clara is on her way to work when her car brings up a message that the next service check should be done. After arriving at work she wants to take care directly of this. She opens the UTA app where she sees already the recommended steps for the issue. A recommended time slot based on her calendar and the calendar from the workshop is provided. She books the slot in the app.

Wolfgang is currently going over his appointments for today when he receives a notification that a new appointment was scheduled. He checks the details and based on the information that are provided he provides Clara an offer which spare parts must be replaced. Clara accepts and Wolfgang can pre-order the parts upfront.

Clara brings her car to Wolfgang. Wolfgang replaces the parts which arrived on time and informs Clara via the app that the car is ready. Clara picks up her car and everyone is happy.

Information Flow



Functionalities

Workshop Dashboard Functionality

- Maintains the workshop fleet (customer base), appointments
- See the overview of next services status: OK, PENDING, CONTACTED, ...
- Service overview about next service, oil change, brake, battery, dtc – indicator, time, distance
- Additional data items: mileage, location
- Provide offers (spare parts) based on data

Driver App Functionality

- Service notifications and proposed next steps
- Accept/ Decline Offers
- Make workshop appointments

System Landscape

- Workshop Dashboard
- Driver App

Data Items

Conditionbasedservices, Nextbreakfluidchangedate, Coolanttemperature, Nextservicedate, Nextservicedistance, Checkcontrolmessages, Nextlegalinspectiondate, Batteryvoltage, Mileage