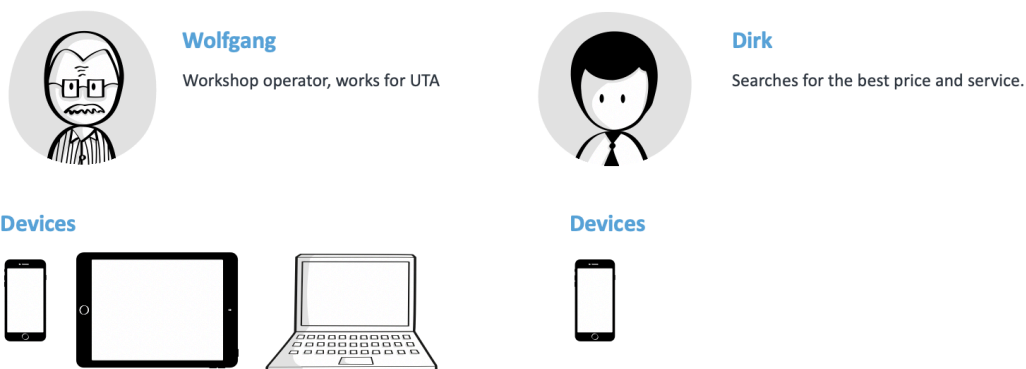


Use Case Description

Workshop Booking Platform

Background

A software company wants to create a platform where workshops and customers are connected. This will save time and effort for workshop operators and car owners. Based on the collected data the platform can recommend which workshops provides the right services. Through that the user can compare prices, sees available time slots, how close the workshop is, ratings and make appointments. The software company uses Caruso to receive aligned data from different car manufacturers.



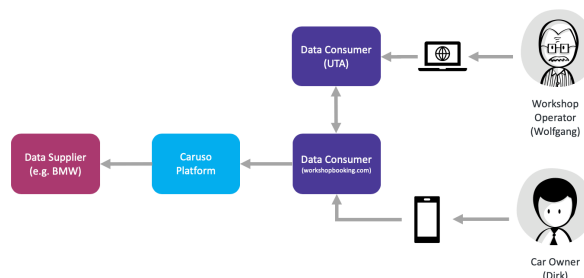
Story

Dirk just visits his parents when the car brings up a message that the next service check should be done. He opens the workshop booking app where he sees already a price estimation and ranking from different workshops around his current location. A recommended time slot based on his calendar and the calendar from the workshop is provided. Based on the price, ranking and available time slots he chooses one workshop and 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 Dirk an offer which spare parts that must be replaced. Dirk accepts and Wolfgang can be preordering the parts upfront.

Dirk brings his car to Wolfgang. Wolfgang replaces the parts which arrived on time and informs Dirk via the app that the car is ready. Dirk picks up his 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
- Check for best price, rating, close by workshops
- Making workshop appointments
- Payment to the platform via app

System Landscape

- Workshop Dashboard
- Driver App

Data Items

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