ServeXa - Customer Chatbot Reference Guide

Introduction
ServeXa is an Automobile Service Management System that simplifies booking, tracking, and managing vehicle services. It allows customers to register online, book appointments, and receive real-time updates through mobile push notifications and chatbot interactions. The goal is to provide a convenient, transparent, and efficient automobile servicing experience.

Available Services
• Routine Maintenance – Regular inspection and minor repairs.
• Engine Oil Change – Replace engine oil and filter for better performance.
• Brake Service – Inspection and replacement of brake pads or fluid.
• Air Conditioning Repair – Diagnose and fix A/C issues.
• Full Vehicle Servicing – Comprehensive maintenance package.
• Vehicle Modifications or Customizations – Body, performance, or aesthetic upgrades.
• Paint or Body Work – Surface repairs, painting, or dent removal.

Appointment Booking Process
1 Log in or register using your email.
2 Select the vehicle you want to service.
3 Choose your preferred service type.
4 Select a date and available time slot.
5 Confirm your booking.
6 Receive confirmation via mobile push notification.

Notifications and Communication
Customers receive real-time mobile push notifications about their appointments and service progress. The integrated chatbot assists customers in checking bookings, service status, or requesting modifications.

Customer Account Features
• Register and log in securely.
• Add and manage multiple vehicles.
• View vehicle details: VIN, model, year, license plate, and color.
• Check your service history and upcoming appointments.
• Modify or cancel bookings if needed.
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Security and Privacy
All Personal and vehicle data are safely encrypted and stored to ensure privacy and protection from unauthorized access.

Chatbot Assistance

The AI-powered chatbot can answer questions about booking services, modifying appointments, checking service status, and understanding available service options. If a question cannot be answered automatically, If the chatbot cannot answer a question, the **customer must contact support** manually.

For assistance or inquiries:

Email: support@servexa.com

Phone: +94 71 123 4567

Frequently Asked Questions

How can I book a service?

Login → Choose vehicle → Pick service → Select date/time → Confirm booking.

Can I cancel or change my booking?

Yes, you can modify or cancel your appointment through your dashboard.

Will I get notified after booking?

Yes, you'll receive real-time push notifications on your mobile device.

How do I know when my vehicle is ready?

You'll receive real-time updates and a completion notification on your device.

What if I need urgent service?

Contact our support team or visit the nearest service center.

Contact & Support

For assistance or inquiries:

Email: support@servexa.com

Phone: +94 71 123 4567

Service Hours: Mon–Sat, 8 AM – 6 PM