

New iKNow 4.0 iKNow Home - Resources and features in one location

Tabbed Resources

iKNow Home

- •My Cases / Case Results
- Case Filtering
- •Key Metrics
- News

iKNow Search

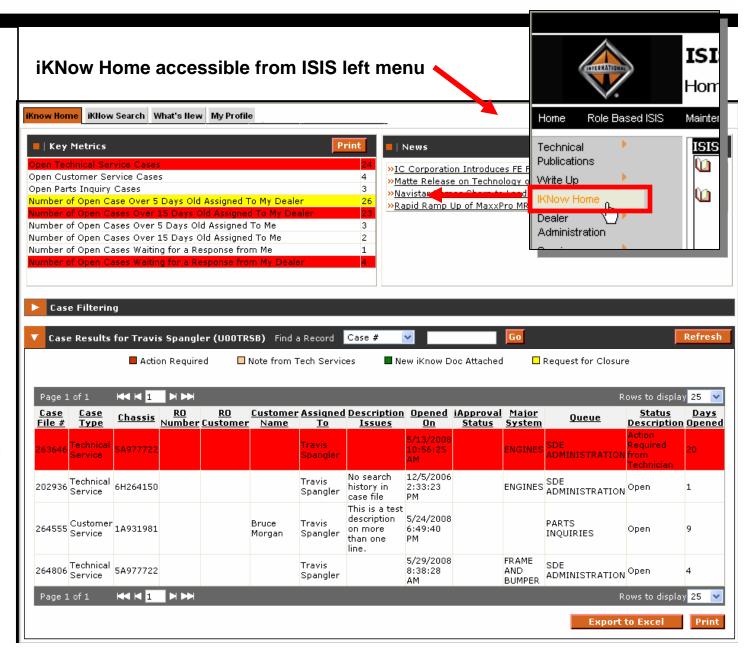
- My Bookmarks
- •iKNow Knowledge Base Search

What's New

- •20 Newest Knowledge Documents
- Top 20 Documents
- Browse by Category
- Browse all documents

My Profile

- Personal Contact Information / Language Profile
- •Notification Event Contact Email or SMS address
- Notification Events





New iKNow 4.0 Case Filtering / Results (Formerly My Cases)

Case Filtering

Filter Case Files by Case File Types:

Tech Services – Technical Repair and Diagnostics

iApprove –Diagnostics and warranty pre- approval

Customer Service- At risk customers – cases assigned to Service Manager NEW!

Parts Inquiry- Technical Parts Support submitted through parts catalog

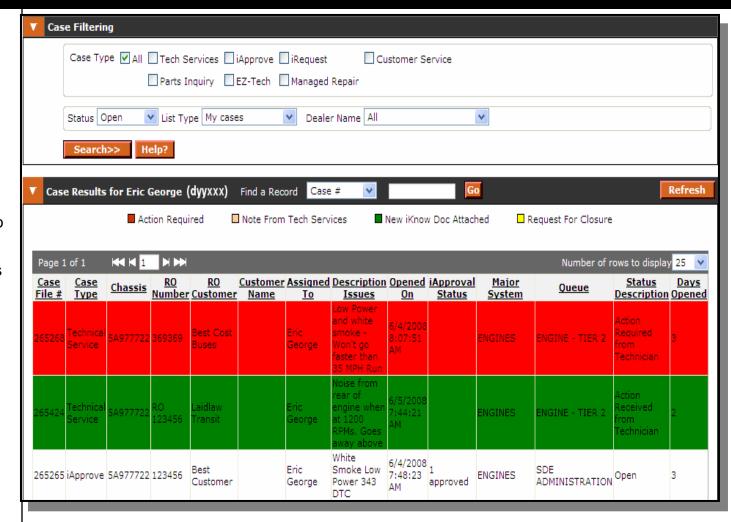
EZ-Tech – EZ-Tech and Software Support

Managed Repair- Formerly "Uptime" Case Files

Status – Open and /or Closed Case Files

List Type – My Cases or My Dealers Cases

Dealer Name- Other Dealers if you are assigned to more than one primary dealer.





New iKNow 4.0 Case Results (Formerly My Cases)



- •Double Click the record to view the Case File
- •Case File will open as a Tab in iKNow Home
- Click on column header to sort records
- •Enter a case file number in "Find a Record" to open that specific record

Case File Color Coding Key

Action Required

Case Requires Action from Technician

iKNow Document Attached

Tech Service has attached an iKNow document to the case file for your viewing

Note From Tech Services

Tech Service has updated the case file with a not or details

Request For Closure

Tech Service has requested that you agree to the case file resolution for closing



New iKNow 4.0 Key Metric and News



Key Metrics

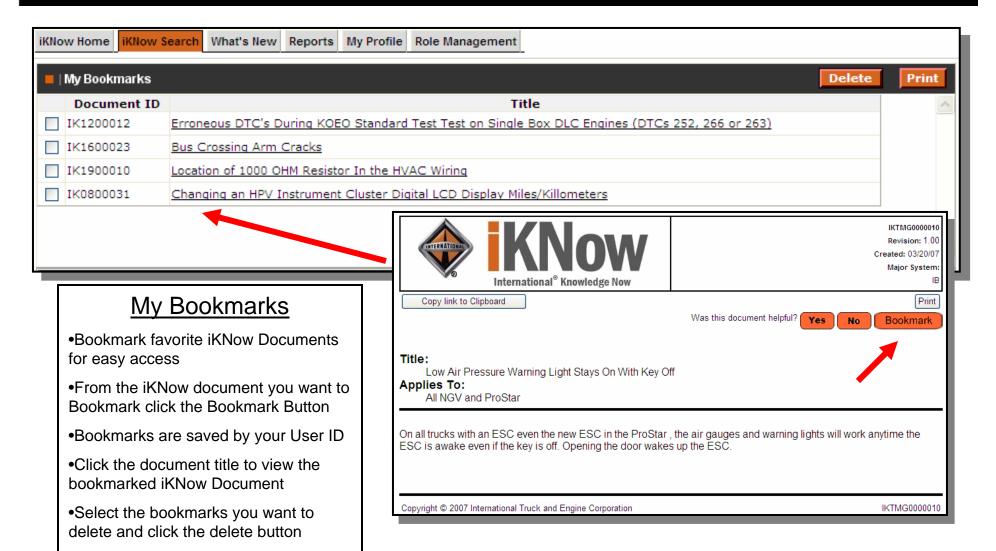
- •Metrics for case file management
- •Colors change based on preset thresholds
- Yellow = Warning
- •Red = Needs attention immediately

News

- New information related to iKNow
- •New Information related to Technical or Parts
- •SupportTechnical Service Hours of operation
- •iKNow System Status

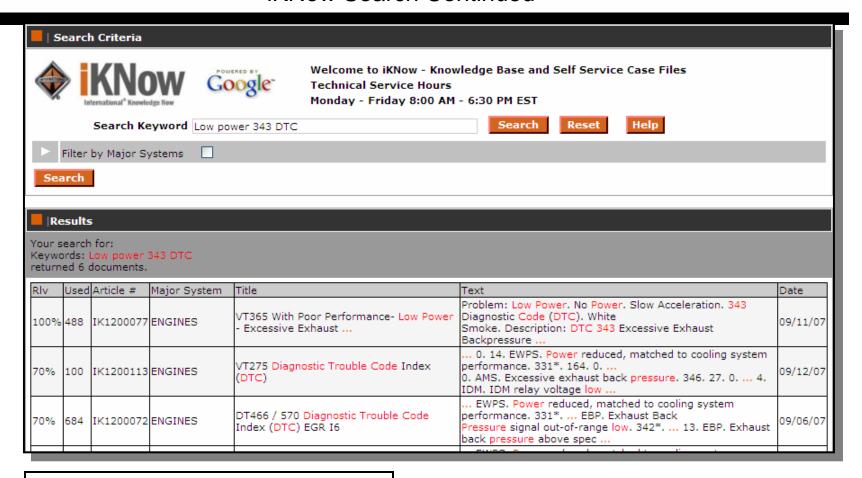


New iKNow 4.0 iKNow Search





New iKNow 4.0 iKNow Search Continued

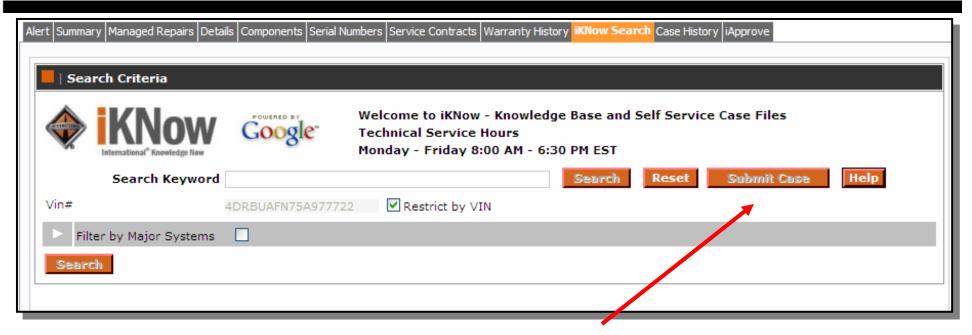


iKNow Open Search – Not VIN Filtered

Same search as before with refreshed look.



New iKNow 4.0 iKNow Search from Vehicle Information



iKNow Open Search – VIN Filtered

Same search as before with refreshed look.

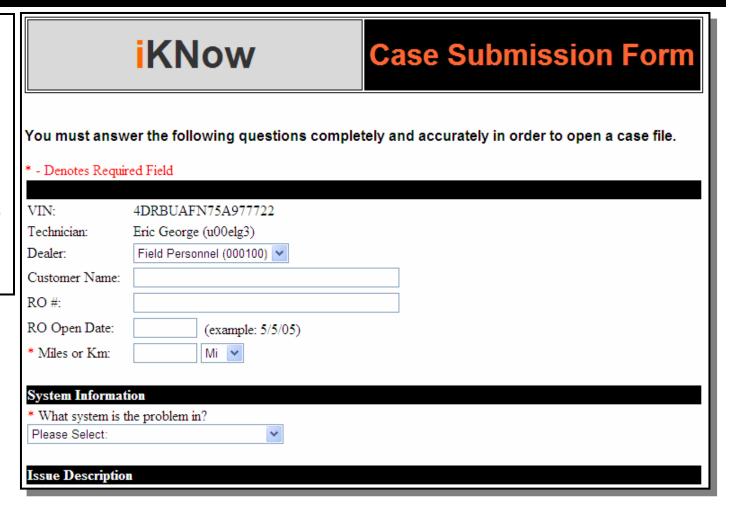
After Searching Click on Submit Case to submit a case file to Technical Service



New iKNow 4.0 New Case Submission Form

New iKNow Case Submission Form

- Prompts for further details and diagnostics based on selected system
- •Allows you to choose your other dealer locations
- •More required fields so that we can get constant information from the technician.

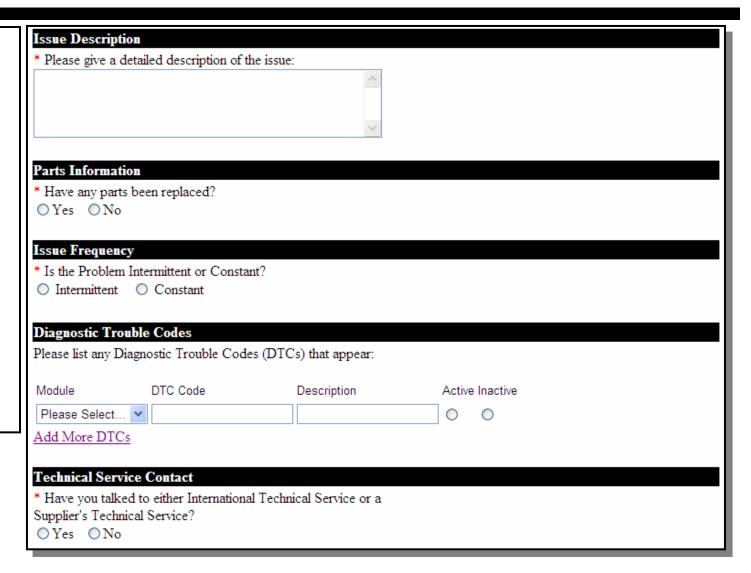




New iKNow 4.0 New Case Submission Form Continued

New iKNow Case Submission Form

- Provide a detailed description of the issue.
 Include customer complaint
- •Have any Parts been replaced
- •Issue Frequency
- Provide Diagnostic Trouble Code Present and select the controller
- •Any other communication with Technical Service
- •Provide case number if applicable





New iKNow 4.0 New Case Submission Form Continued

New iKNow Case Submission Form

- Provide any steps or diagnostics already performed
- Attach Service Assistant Snap Shots, photos or other relate information
- Case Submit Button



Case Submit Confirmation

- •After clicking the Submit button you will have a pop up confirmation.
- •This will provide a case file number.
- Group assignment
- •After hours notice or calculated response time





New iKNow 4.0 New Case File

New Case File

Case Information

Provides details about the case file

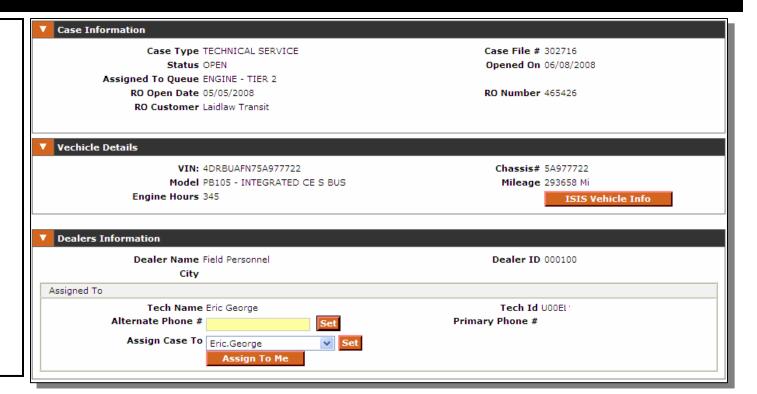
Vehicle Details

Provides details about the vehicle

Dealers Information

Provides Dealer and assigned technician information

Allows you to reassign to another technician at your dealership and choose an alternate phone number





New iKNow 4.0 New Case File Continued

New Case File

Issue Information

Provides Select System Issue (Major System)

Description of Issue

Steps Taken

Notes

Two way communication with Technical Service

Double Click on notes to expand the note and reply

Send Tech service an update or Note

Color Coded Actions

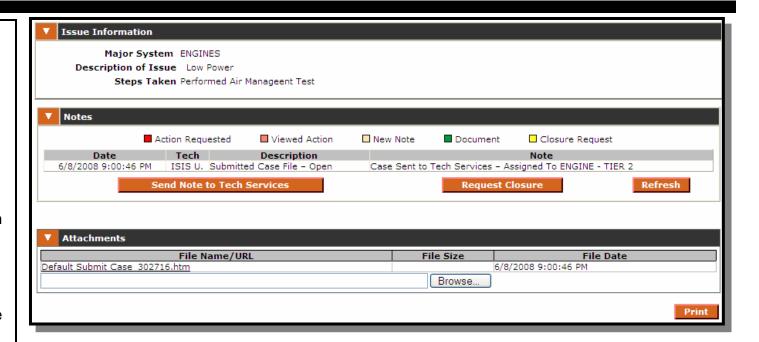
Request Case Closure

Attachments

Case Submission Form is attached as completed double click to view (can not be updated)

Browse to add addition Attachments

Print the Case File





New iKNow 4.0 Notes Color Coding

Request Closure	Request for closure	This will prompt the dealer to either except the resolution or reject it with opportunity to provide feedback in that response.
Action Requested	Tech Services Action Request	Tech Service request to the Technician for more information. If you need more information, diagnostics performed or other details use this Action indicating an immediate action is required.
New Note	Note from Tech Services to Technician	Tech Service message to the dealer that does not need a immediate response use this action. Items like additional information relating to the case or suggested tools are a good use of this action.
Document	An iKNow Document is attached.	Tech Service attached an iKNow document in the notes section for the Technician's review. This may include notes or an action. Double click the note and the document will open
Viewed Action	Indicates the Technician has viewed or replied to an note	Changes colors when a technician double clicks a note or replaies to a note



New iKNow 4.0 Additional Information

Additional Information

Additional features and updates will be implemented soon

If you are having issues with the latest version of iKNow please call Technical Service at 1-800-336-4500 option 4 or use ISIS Feedback.

We will update this presentation when addition updates are installed.