



UXR

October 2023: Auto Analytics

**Request to update Auto - AOA Events
in Quantum Metric (QM)**

Overview

This report serves as a formal request to update specified automotive AOA events in Quantum Metric (QM).

AOA - Add Vehicle Button

Current Description: Triggers when the user clicks on the Add Vehicle button in the auto appointment page.

Update request: Please update to restore its functionality. The name, triggers, and description as follows:

- **New Name:** AOA - Add Vehicle Click
- **New Description:** Triggers when the user clicks on the Add Vehicle button in the auto appointment page.
Returns Value Vehicle Type | Year | Make | Model | Page Flow

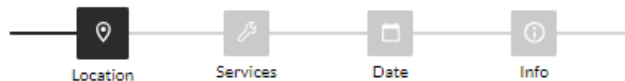
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AUTO SERVICE APPOINTMENT

Book an Auto Appointment For Your Vehicle

To begin, please tell us about your vehicle to book an auto appointment.

Vehicle Type Car & Truck	▼	Year ▼	Make ▼	Model ▼	Add Vehicle
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AOA - Continue Selected Services Button

Current Description: Triggers when user clicks on "Select Services" in the booking location summary page for the automotive appointment. Returns 'Location | Store Location | Page Flow'

Update request: Please update the name, triggers, and description as follows:

- **New name:** AOA - Continue Selected Services Click
- **New Description:** Triggers when user clicks on "**Save & Continue**" in the booking location summary page for the automotive appointment. Returns 'Location | Store Location | Page Flow'

The diagram illustrates the user flow for the 'AOA - Continue Selected Services Button'. It features a horizontal navigation bar with four tabs: 'Location' (active), 'Services', 'Date', and 'Info'. Below the 'Location' tab, a red arrow points from the 'Save & Continue' button in the 'Booking Summary' section to the 'Location' tab. The 'Booking Summary' section displays the following information:

Booking Summary

Info	Change
123123@hotmail.com, 555-555-5555	
Selected Date & Time	Change
Monday, October 30, 3:00 PM	
Selected Services	Change
Tire Change-over (Off-rims)	
Current Location	
Miss.Mavis & Dundas, ON	
Vehicle	Change
2022 Alfa Romeo Stelvio	

At the bottom of the 'Booking Summary' section is a green button labeled 'Save & Continue'.

The 'Select Location' section shows the current location details:

Your Selected Location [Change](#)

Open Closes at 9:00 p.m.

Miss.Mavis & Dundas, ON

3050 Mavis Road at Dundas
Mississauga, Ontario, L5C 1T8

[Get Directions](#) >

[View Store Details](#)

905-270-9600

A map of Mississauga is shown to the right of the location details, with a red pin marking the location. The map includes labels for various areas like IVERVIEW, EAST CREDIT, MISSISSAUGA VALLEY, COOKSVILLE, ERINDALE, LORNE PARK, and Jack Darling Memorial Park.

AOA - Continue to Select Location Click

Current Description: Triggers when the user clicks on "Continue to Select Location" button in the booking summary for the automotive appointment.

Update request: Delete Event – The Location page is now the first step in the AOA flow. We can capture users landing on this page using the "Auto - AOA - Page Flow Location Modal" event, making the redundant event unnecessary.



Select Location

Your Selected Location

Open Closes at 9:00 p.m.

Miss.Mavis & Dundas,
ON

3050 Mavis Road at Dundas
Mississauga, Ontario, L5C 1T8

[Get Directions >](#)

[View Store Details](#)

905-270-9600

Change



Booking Summary

Info

123123@hotmail.com, 555-555-5555

Change

Selected Date & Time

Monday, October 30, 3:00 PM

Change

Selected Services

Tire Change-over (Off-rims)

Change

Current Location

Miss.Mavis & Dundas, ON

Vehicle

2022 Alfa Romeo Stelvio

Change

Save & Continue

AOA - Continue to Select Date & Time Button

Current Description: Triggers when the user clicks on the "Continue to Select Date & Time" button in the Service page of the Automotive Appointment flow. Return "Page Type".

Update request: Please update the name, triggers, and description as follows:

- **New Name:** AOA - Continue to Select Date & Time Click
- **New Description:** Triggers when the user clicks on the "**Save & Continue**" button in the Service page of the Automotive Appointment flow. Return "Page Type". Captures Services User Selected.

Location Services Date Info

Select Services Select all that apply

Tire & Wheel Services Captures Services User Selected

- ☐ **New Tire Installation & Balancing**
Installation and balancing of new tires purchased at Canadian Tire. A multi-point inspection is included with this service.
- ☐ **Tire Change-Over (On-Rims)**
Remove and replace seasonal tires that are already mounted on rims. A multi-point inspection is included with this service.
- ☒ **Tire Change-Over (Off-Rims)**
Remove and replace seasonal tires that are NOT mounted on rims. A multi-point inspection is included with this service.
- ☐ **Tire Change-Over (With Tires Stored)**
Remove and replace with seasonal tires that are stored with Canadian Tire. A multi-point inspection is included with this service.
- ☐ **Tire Repair**
Demounting and inspection, removal of damaged material, and sealing the damage with rubber patch. A multi-point inspection is included with this service.

Booking Summary

Info [Change](#)
123123@hotmail.com, 555-555-5555

Selected Date & Time [Change](#)
Monday, October 30, 3:00 PM

Selected Services
Tire Change-over (Off-rims)

Current Location [Change](#)
Miss.Mavis & Dundas, ON

Vehicle [Change](#)
2022 Alfa Romeo Stelvio

Trigger

Save & Continue

[Back to Location](#)

AOA - Service Selected Selector

Current Description: Triggers when the user presses "Continue to Select Date & Time" button and captures all the services the user has selected from the Automotive Appointment Flow. (Send ID: 326 AOA - Service Bucket)

Update request: Delete this event - This can now be captured in the "AOA - Continue to Select Date & Time Button" event, making this event redundant.



Select Services Select all that apply

Tire & Wheel Services

- ☐ **New Tire Installation & Balancing**
Installation and balancing of new tires purchased at Canadian Tire. A multi-point inspection is included with this service.
- ☐ **Tire Change-Over (On-Rims)**
Remove and replace seasonal tires that are already mounted on rims. A multi-point inspection is included with this service.
- ☒ **Tire Change-Over (Off-Rims)**
Remove and replace seasonal tires that are NOT mounted on rims. A multi-point inspection is included with this service.
- ☐ **Tire Change-Over (With Tires Stored)**
Remove and replace with seasonal tires that are stored with Canadian Tire. A multi-point inspection is included with this service.
- ☐ **Tire Repair**
Demounting and inspection, removal of damaged material, and sealing the damage with rubber patch. A multi-point inspection is included with this service.

Booking Summary

Info [Change](#)
123123@hotmail.com, 555-555-5555

Selected Date & Time [Change](#)
Monday, October 30, 3:00 PM

Selected Services
Tire Change-over (Off-rims)

Current Location [Change](#)
Miss.Mavis & Dundas, ON

Vehicle [Change](#)
2022 Alfa Romeo Stelvio

Save & Continue

[Back to Location](#)



AOA - Information Save Button

Current Description: Triggers when the user clicks on the "Save" button after the user enters their contact and address information in the Automotive Appointment Page.

Update request: Please update the name, triggers, and description as follows:

- **New name:** AOA - Continue to Information Click
- **New Description:** Triggers when the user clicks on the "Save & Continue" button in the select Date & Time page in the Automotive Appointment. Return Value "Day of the Week | Date | Time | Page Flow".

The diagram illustrates the user flow for the Automotive Appointment (AOA) process. It consists of four steps: Location, Services, Date, and Info. The 'Date' step is highlighted with a red arrow pointing to it from the 'Save & Continue' button in the Booking Summary section.

Select Date & Time

October 2023

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Times Available: October 30, 2023

Morning

8:00 AM 9:00 AM 10:00 AM

Afternoon

2:00 PM 3:00 PM

● = Appointment Available

Booking Summary

Info [Change](#)

123123@hotmail.com, 555-555-5555

Selected Date & Time

Monday, October 30, 3:00 PM

Selected Services [Change](#)

Tire Change-over (Off-rims)

Current Location [Change](#)

Miss.Mavis & Dundas, ON

Vehicle [Change](#)

2022 Alfa Romeo Stelvio

Save & Continue

Back to Services

Auto - AOA - Back to Service Button

Current Description: Triggers when the user presses "Back to Service" button in the Service page in the Automotive Appointment. Returns "Page Flow".

Update request: Please update the name and description to accurately reflect the current AOA flow.

- **New Name:** Auto - AOA - Back to Service Click
- **New Description:** Triggers when the user **clicks** "Back to Services" in the **Select Date & Time** page in the Automotive Appointment. Returns "Page Flow".

The screenshot displays the 'Booking Appointment For: 2022 Alfa Romeo Stelvio' interface. The main flow consists of four steps: Location, Services, Date, and Info. The 'Date' step is currently active, indicated by a red arrow pointing to it from the 'Back to Services' button in the 'Booking Summary' sidebar. The 'Select Date & Time' section shows a calendar for September 2023, with days of the week (SUN, MON, TUE, WED, THU, FRI, SAT) listed below. The 'Booking Summary' sidebar on the right contains the following information:

- Selected Services:** Tire Change-over (Off-rims) [Change](#)
- Current Location:** Miss.Mavis & Dundas, ON [Change](#)
- Vehicle:** 2022 Alfa Romeo Stelvio [Change](#)

At the bottom of the sidebar, there are two buttons: 'Save & Continue' (green) and 'Back to Services' (white with a red border). A red arrow points from the 'Back to Services' button to the 'Date' step in the main flow.

AOA - Appointment Time Click

Current Description: Triggers when user selects a time in the "Select Date & Time". Returns Date | Time | Page Flow. (NOTE: Not the finalized appointment as the event triggers every time a new time is selected. Refer to event ID:331 for user's finalize appointment.)

Update request: Update to restore its functionality. Name and Description are ok.



Select Date & Time

<

October 2023

>

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

= Appointment Available

Times Available: October 30, 2023

Morning

8:00 AM
•

9:00 AM
•

10:00 AM
•

Afternoon

2:00 PM
•


3:00 PM
•

AOA - Continue to Review Booking Request Button

Current Description: Triggers when the user clicks on the "Continue to Review Booking Request" button in the Service page of the Automotive Appointment flow. Return Value "Day of the Week | Date | Time | Page Flow".

Update request: Please update the name, triggers, and description as follows:

- **New Name:** AOA - Continue to Review Booking Request Click
- **New Description:** Triggers when the user clicks "Save & Continue" button after the user enters their contact and address information in the Info page of the Automotive Appointment flow.



Enter Information

Contact Information

First Name asdada	Last Name asdadasd
Email 123123@hotmail.com	Mobile Phone 555-555-5555

Address Information

Address awseawe		
Postal Code N2E 3H7	City Kitchener	Province Ontario

Once your appointment is confirmed, you will receive a booking confirmation SMS text message.

Booking Summary

Info
123123@hotmail.com, 555-555-5555

Selected Date & Time [Change](#)
Monday, October 30, 3:00 PM

Selected Services [Change](#)
Tire Change-over (Off-rims)

Current Location [Change](#)
Miss.Mavis & Dundas, ON

Vehicle [Change](#)
2022 Alfa Romeo Stelvio

Save & Continue

Back to Date & Time


Auto - AOA - Back to Date & Time Button

Current Description: Triggers when the user presses "~~Back to Service Appointment~~" button in the ~~Service~~ page in the Automotive Appointment. Returns "Page Flow".

Update request: Please update the name and description to accurately reflect the current AOA flow.

- **New Name:** Auto - AOA - Back to Date & Time Click
- **New Description:** Triggers when the user clicks "**Back to Date & Time**" in the **information** page in the Automotive Appointment. Returns "Page Flow".

2022 Alfa Romeo Stelvio AUTO SERVICE APPOINTMENT



Booking Appointment For:
2022 Alfa Romeo Stelvio

✓
Location

✓
Services

✓
Date

Info

Enter Information

Booking Summary

Info
123123@hotmail.com, 555-555-5555

Selected Date & Time [Change](#)
Monday, October 30, 3:00 PM

Selected Services [Change](#)
Tire Change-over (Off-rims)

Current Location [Change](#)
Miss.Mavis & Dundas, ON

Vehicle [Change](#)
2022 Alfa Romeo Stelvio

[Save & Continue](#)

[Back to Date & Time](#)