Early Repair Usage Guide
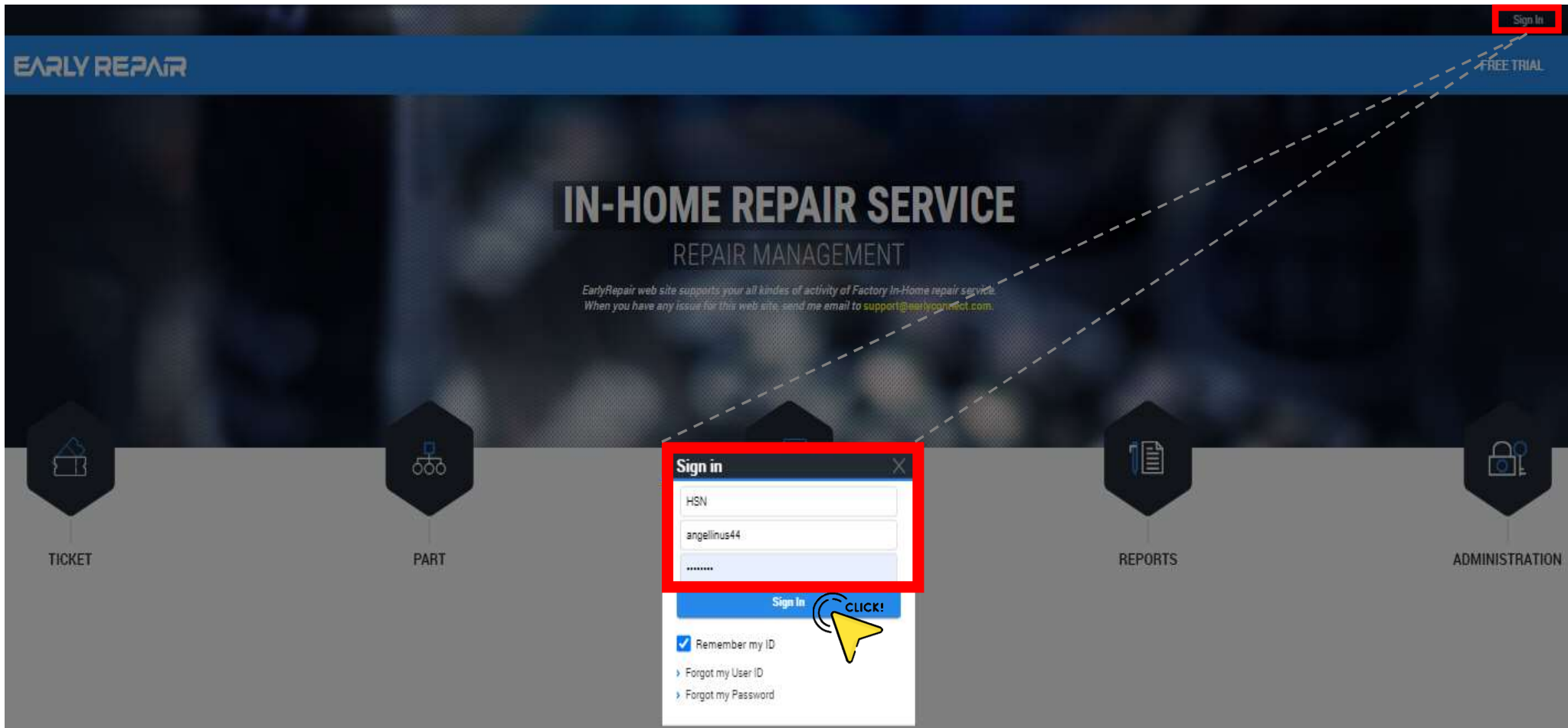## Desktop version

Triage Team

1. Initial ID Setup

Input "HSN", user ID and password

2. Ticket

"Ticket" is the section which technician will mainly use !

2. Ticket
Work calendar (Monthly)

*** Ticket appearance indicates the following status ***

Confirm: ready to service

Pending: waiting for complete

Complete: waiting for the claim

Claimed: Ticket completely done

2. Ticket
Work calendar (Daily)

*** Ticket appearance indicates the following status ***

Confirm: ready to service

Pending: waiting for complete

Complete: waiting for the claim

Claimed: Ticket completely done

2. Ticket
Work map

Check your route through the "work map" !

Sort by name !

Check ticket status properly !

3. Ticket Detail
How to print ticket

Click print!

Custom pages to print out.
Need to print Ticket info &
Assessment form

"Assessment form"

3. Ticket Detail
"General Information" section

Callout (green):
1. Cx information
2. Name, Phone #, email, address
3. Chat between Cx & Scheduler

Callout (orange):
1. Product information
2. Unit Model code & S/N
3. Warranty Status
4. Exploded view, User manual... etc

3. Ticket Detail
"Service Tracking" section

1. Service type ***
2. Scheduled info (date, status)
3. Inquiry (All the info tech need to be aware)

3. Ticket Detail
"Repair Parts" section

Callout box:
1. Part name
2. Part No.
3. Part PO Status
4. Part ETA

Need to delete not used parts !

3. Ticket Detail
"Other Information" section

Check attached picture related to the ticket !

Click "New file" to Upload new picture !