***1ststep : Opening the ticket***

My client is contacting me by email or on a market place to tell me that is smartphone is not working. I will redirect him to our after sell service website.

On this website, he will have to register:

-name

-adress/zip/city

-phone number

-email

-website or market place where he bought the phone in a drop list

-order number

-buying date (to select in a calendar)

-product brand (to select in a drop list)

-product name (to select in a drop list)

-color (to select in a drop list)

-capacity (to select in a drop list)

-IMEI number

-password to unlock the phone

-if iphone, the icloud address and icloud password

-accessories included in the box (to select in a drop list)

-the condition of the phone (to select in a drop list)

-the problem the client has with his phone (to select in a drop list)

At the end, he saves all the informations and gets a PDF to print with all the informations and also the rules he has to follow to send back the phone (You will get an example of the file we use now).

This operation we create a ticket in the database

I want all those informations recorded in a database to be able to manage the phone when we receive it and to manage the ticket.

It means, when we receive the phone, I want to be able to find all those informations by putting in a search bar, the name of the client, the order number or the imei number.

***2nd step: Validate the ticket***

When we will receive the product, the girl in the repair center will open the ticket on the back office to manage the phone, she will need all those informations to be able to know what to do with the phone, repair, exchange, refund, send to china to repair etc and confirm that everything is correct. Thenwe’ll confirm the reception and send an email automatically to tell the client that the phone has been received and that it will be manage soon.

Then, she will have to check all the informations and the phone itself to know if we can accept the phone under warranty or not.

There are many options to create:

-if the phone is received in perfect condition with no password and under warranty, we will manage it in a normal way.An email has to be sent automatically to the client to tell him that we received the phone and it will be repaired within 2 weeks.

-if the phone is received in perfect condition under warranty BUT with a password, we will need the password to manage it in a normal way.An email has to be sent automatically to the client to tell him that we received the phone but we cannot repair it as long as we don’t have the password.

-if the phone is received broken, An email has to be sent automatically to the client to tell him that we received the phone broken and he will have to pay to repair it.

-if the phone is not under warranty anymore, An email has to be sent automatically to the client to tell him that he will have to pay to repair it.

If the client has to pay to repair the phone, need to create an option to create an invoice. Then we’ll have to confirm that the client paid to validate the repair.

***3rd step:Fix the problems in the repair center in France***

Need to indicate that the phone is currently in the French repair center.

If we can repair directly in our repair center, we will select in a drop list in the ticket what we do to repair it (for example: change screen, change battery, flash the system etc.).

When it will arrive, we will select a status:

-need to repair

-waiting spare parts to be repaired

-waiting for the quotation to be paid to be repaired

-repaired

-cannot repair in France

I would like to associate a price toevery kind of repair (for example change screen iphone 6: 49€; change battery iphone 5c: 19€ etc.) to know how much it costs us.

Once it’s repaired, indicate the ticket as repaired and waiting to be shipped. (JUMP TO 5th STEP)

If we cannot repair the phone in our repair center, need to ship it to our chinese repair center

***4th step: Transfer the phone to our chinese repair center***

If we’ve selected “cannot repair in France” as statut, then we’ll have to ship the phone to our chinese repair center.

Need to indicate in the ticket that the phone is transferred to the chinese repair center. We have to be able to differentiate the phones in France and the phones in China for our organization.

Since the phone is transferred from France to China, we have to ship it, means we have to put a tracking number on this ticket to follow the shipment and we’ll have to validate the reception when the package will arrive.

When it will arrive, we will select a statut :

-need to give to the supplier

-transferred to the supplier

-back from the supplier and repaired

-waiting for informations to be repaired

-waiting for the quotation to be paid to be repaired

-back from the supplier and repaired

-waiting to be shipped

***5thstep: Ship the phone***

Need to indicate that the phone has been repaired and shipped by putting the tracking number, close the ticket and send automatically an email to inform the client that the phone has been shipped back

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