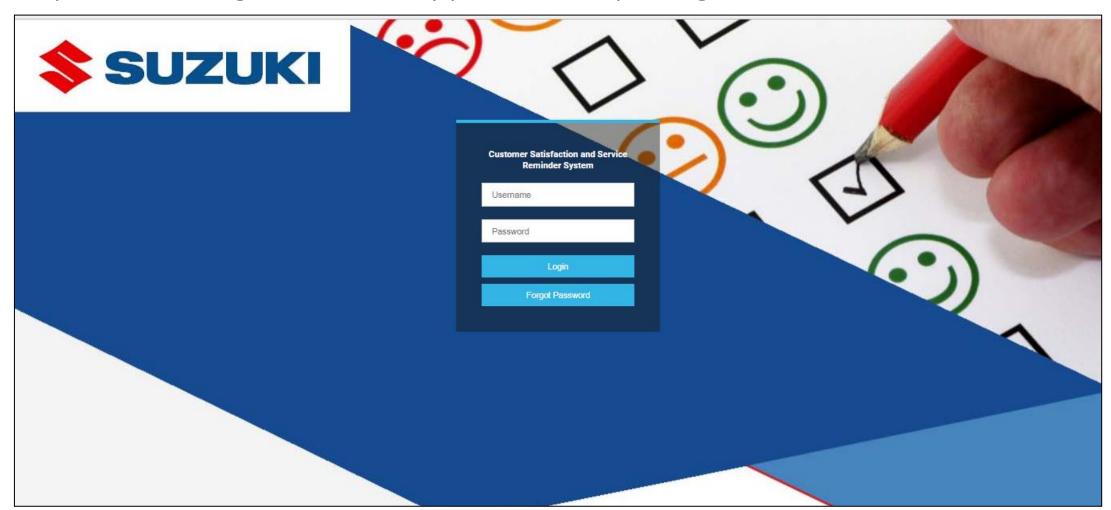
# System Login -

Steps and Processes to be followed

# Opening the Application

Step 1: Login in application through link - www.suzukifeedback.com

Step 2: Following screen will appear after opening the above link.



# Logging in the application

#### Step 1: Enter User id and Password in following fields.

(Individual User Id & Password is provided to each outlets).

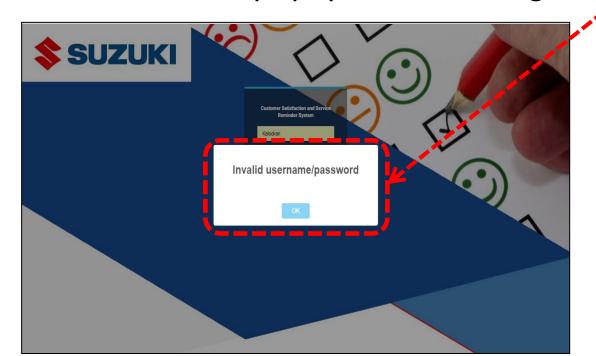


# Logging in the application

Step 2: At first time System login, Dealer has to mandatory create the new password for data security purpose.

Step 3: In case Dealer updated the incorrect Username or Password, message "Invalid username / password" will appear on the login screen.

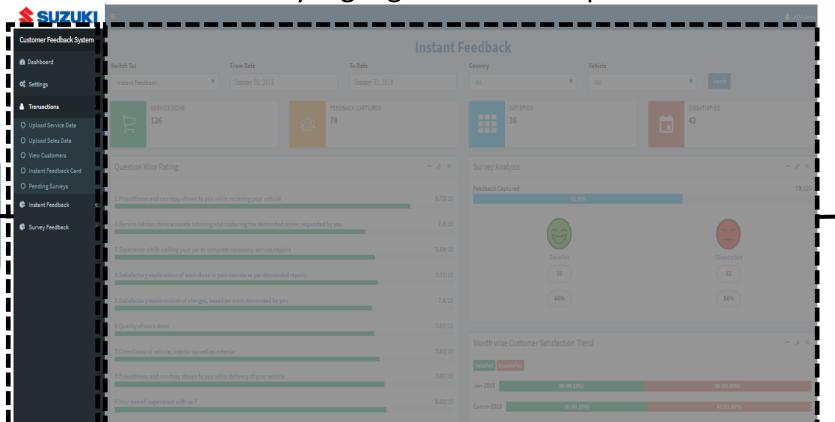
Step 4: In case Dealer forget the password, new password will be generated through "Forgot Password" option on the login screen. The new password will be sent automatically by System on the registered e-mail id of the dealer outlet.





# After Login - View of the application

- ❖ Once User id and Password are accepted, Dealer enters in the following main screen.
- The main Screen is divided in two major portions :
  - A) Menu Bar For Transactions & Reports access.
  - B) Dashboard Present Key highlights of Critical parameters.



Menu Bar : for carrying out transactions & generate reports

<u>Dashboard</u>: to show key insights into the application

# Understanding the Menu Bar

Takes the user to the dashboard

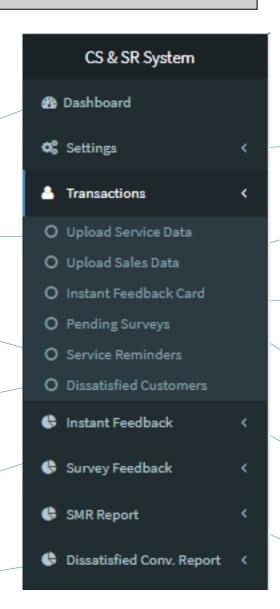
Allows user to upload details of vehicles serviced at the workshop

View details of the customers whose service is due and update screen for input of follow-up details

View details of the customers who are found dis-satisfied during various sources (Instant / Survey Feedback / PSF etc.)

Reports based on Customer Survey Feedbacks – Customer & Question wise

Reports based on Customer converted from dis-satisfied to satisfied



Setting option for updating the Dealer Master –
Dealer Manpower details & list of vehicle
models

Allows user to upload details of the new cars sold to the customers at the showroom

Allows user to do online Data entry of Instant feedback cards in the system

Capture survey of the customers who have not responded to the online survey sent to them on email/SMS

Reports based on Customer Instant Feedbacks – Customer & Question wise

Reports based on Customer converted from Service Due Vs Done.