



CEAT Sales Forces Dashboard Regional Service Manager - UX Document

Version. 01

Date: 25 January 2019

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User Journey

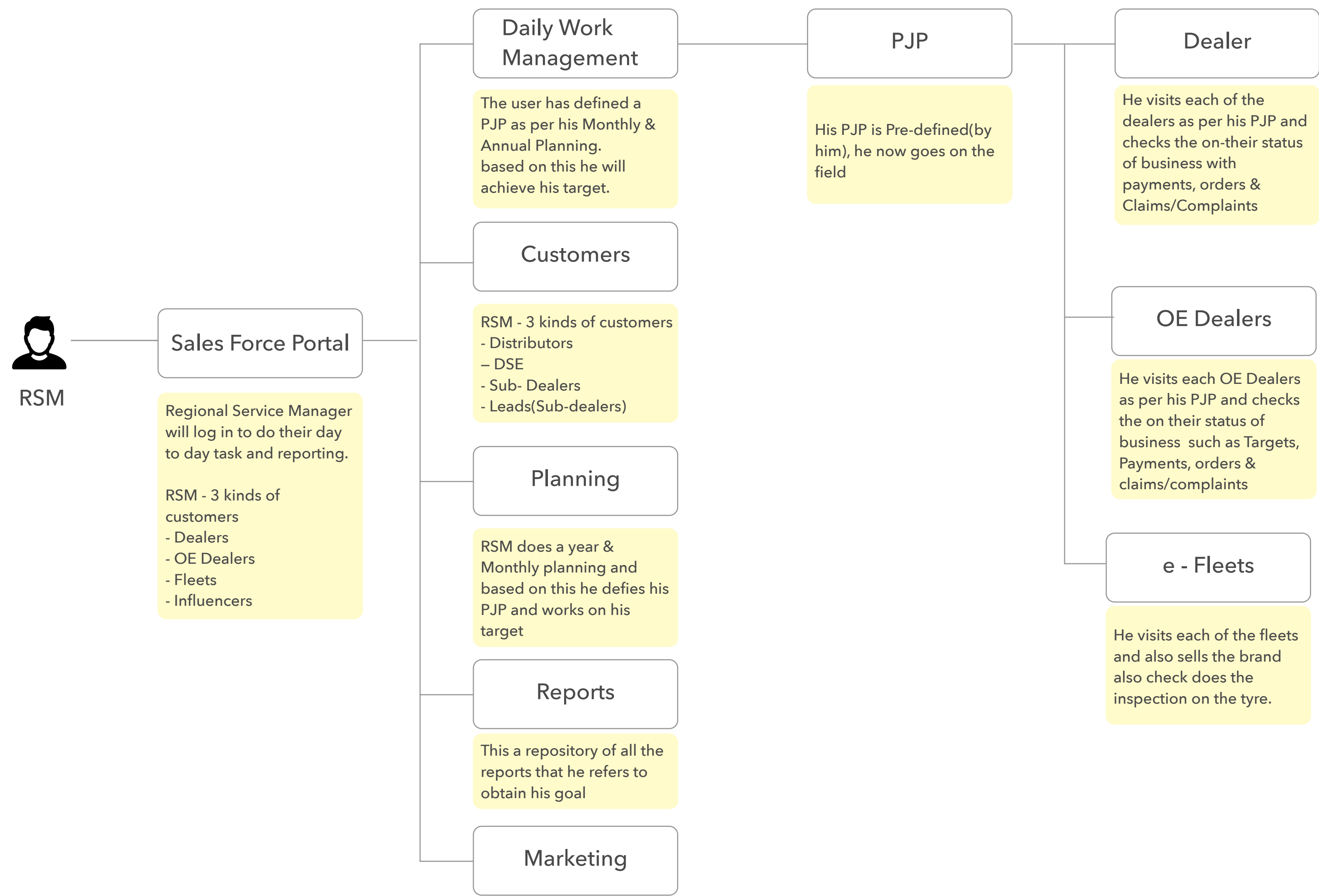
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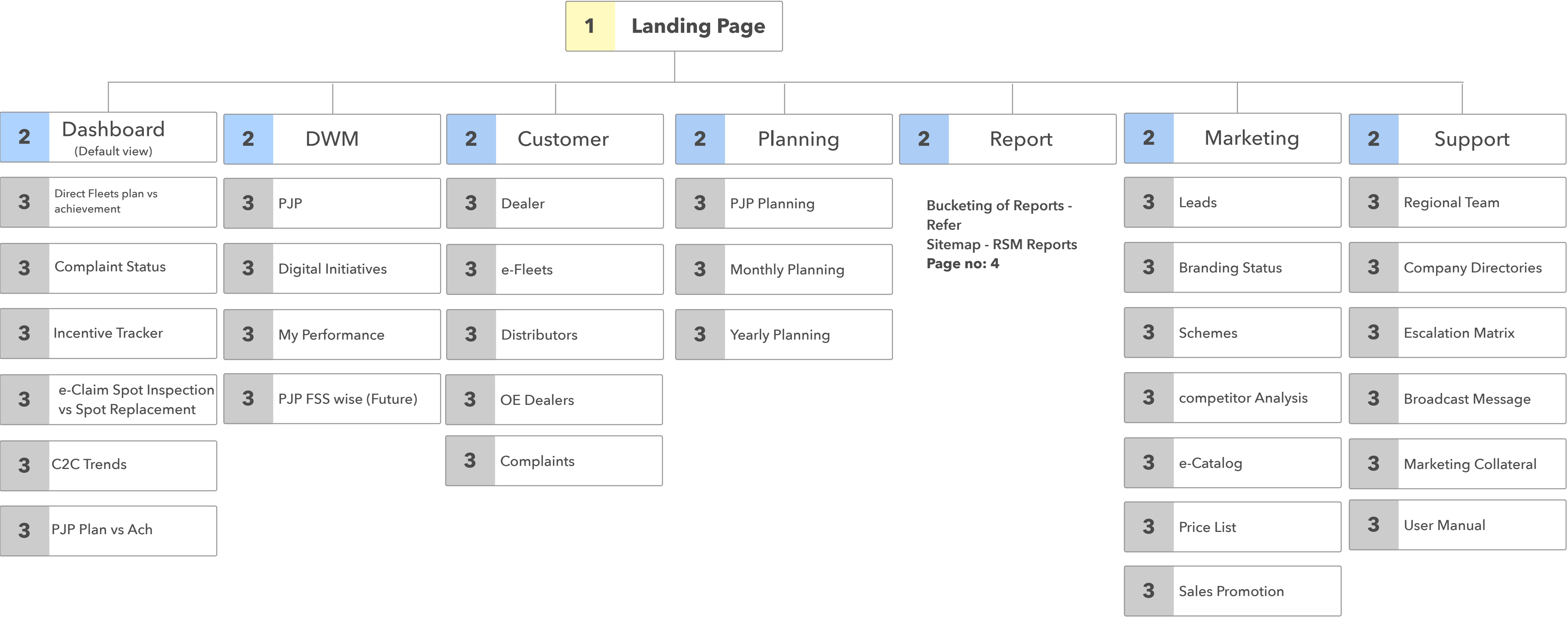
Sitemap

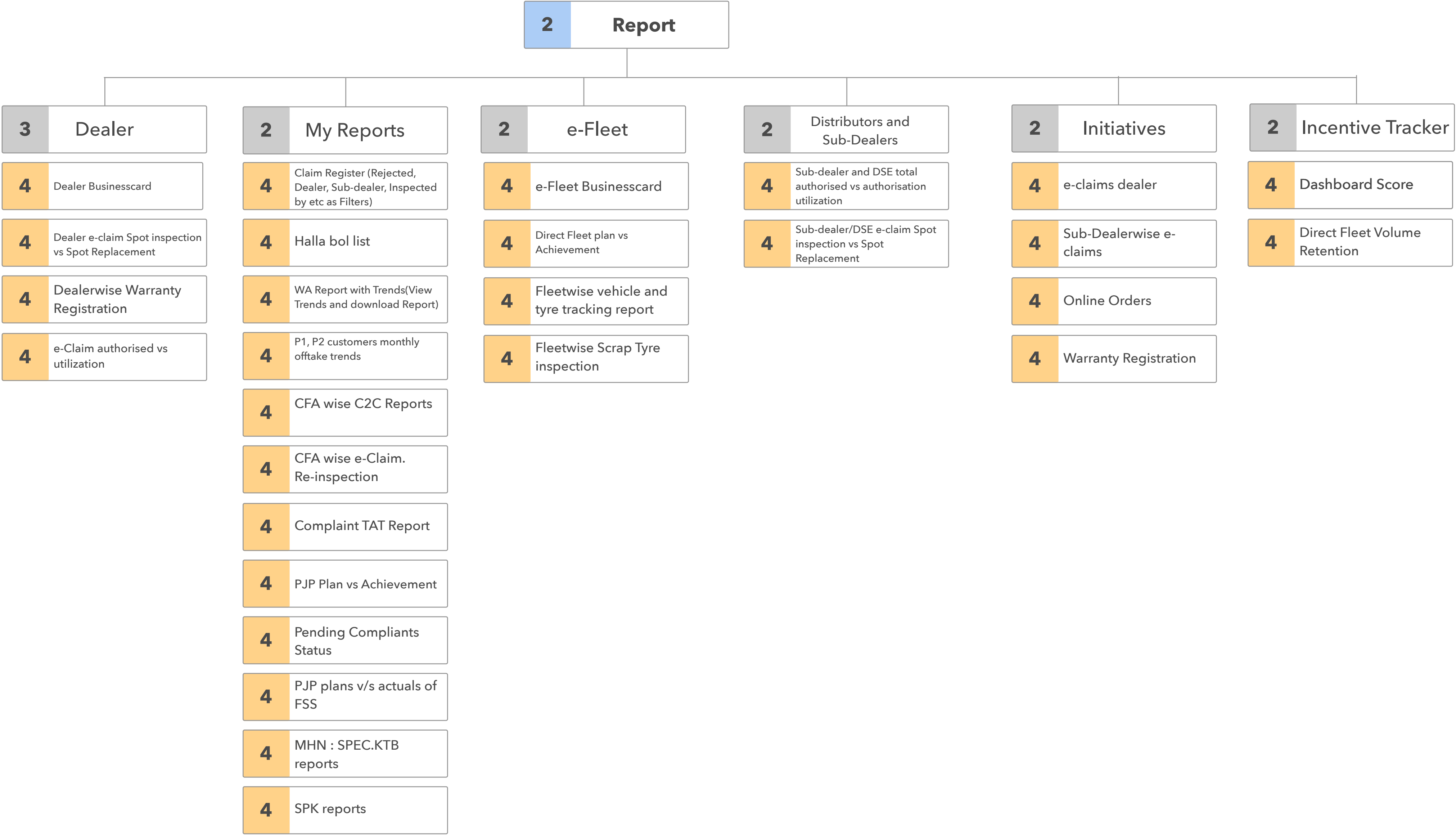
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CEAT Sales Forces Dashboard - RSM

Dashboard & Report Navigation

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Annotations

- 1
- Top Navigation as per sitemap (To be updated as per business) Key Navigation L1
- 2
- Direct Fleet Plan vs Actuals
- 3
- PJP plan vs Achievement
- The PJP for each week and achievement as per the current date
- 4
- C2c Trends
- 5
- Claim Spot Inspection vs Spot Replacement (TBD)
- 6
- Incentive Tracker
- 7
- Complaint Status

CEAT LOGO

HOME

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Planning

Reports

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Support

Home/Customers / Dealers

Hi **Amit Kumar**, Good Afternoon. Last login: 12:00PM ISD 23JAN2019

Direct Fleet Plan vs Actuals

Total Budget : 140

Achievement: 120

210

Budget

Achievement

December

TBB

TBR

LM

LCV

PCR

UVR

MC

SC

123

80

150

130

88

98

66

Report view to Added WIP

Claim Spot Inspection vs Spot Replacement (TBD)

Claims Received

Claims Inspected

Claims Replaced

Number Authorised

Number Utilised

Dealer

DT

Sub- dealer

CEAT Shoppee

PJP Plan vs Achievement

Plan

Achievement

OE Dealers

Influencers

P2Customers

P1Customers

Dealers

Incentive Tracker

Achievement

Planned

Dashboard Score

Direct Fleet Volume Retention

RO Value Achievement

Rupees :2,20,000

Complaint Status

VIEW ALL

Resolution Owner	Complaint Number	Status ▶
Nithin	1233132	Open (24days)
Hemanth	4243242	Open (14days)
Hemanth	4243242	Open (11days)
Hemanth	4243242	Open (4days)
Hemanth	4243242	Open (1days)
Nothin	4243242	Open (12hrs)

Screen Break

Annotations

- 1
- Sub- Navigation of Reports
These reports are bucketed as pe their usage.
- 2
- Dealer Report - Specific Search for each report in this category
- 3
- Spot Inspection and Replacement

A

Chart View - Depends on Quarterly view or Monthly view
Based on the business call,
This can be an applied view on all other sub tabs based on business requirement.

CEAT LOGO

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e-Fleet

Initiavtes

Incentives Tracker

Distributor

SEARCH

Dealer e-claim Spot inspection vs Spot Replacement

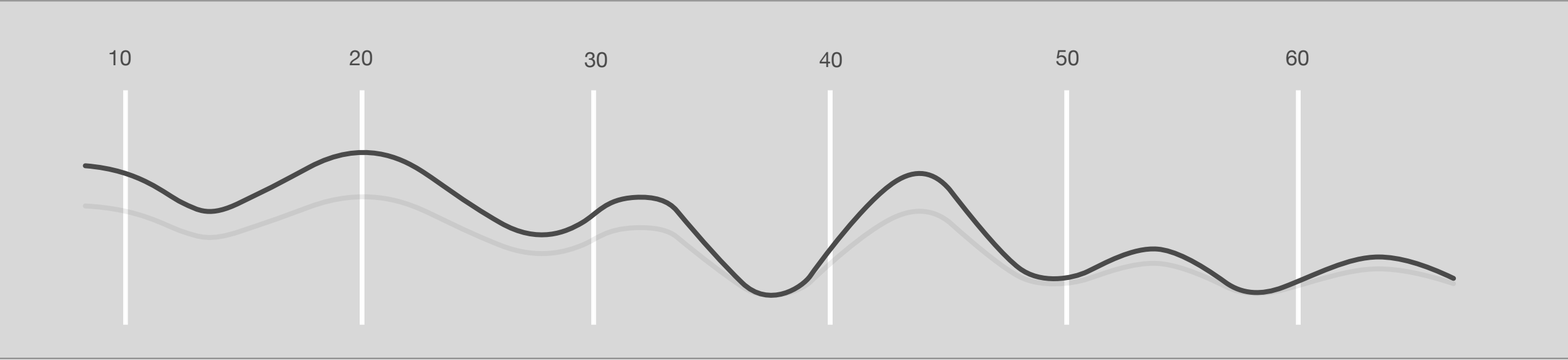
Number dealers and sub dealers are authorised and using authority.

Dealer Business Card

Spot inspection and replacement

Filter 1Please SelectFilter 2Please SelectReset

PRINTDOWNLOAD



SAP CODE ▶	NAME ▶	Category ▶ <div></div>	Balance Q2	Q3-TGT	Q3 -TGT (balance+ Q3Actual)
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15

Screen Break

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e-Fleet

Initiavtes

Incentives Tracker

Distributor

SEARCH

Claims register

Halla bol list

WA reports

WA trends

Reinspection at CFA level
(variation report)

PJP Plan Vs actuals

Incentive tracker

Dashboard score

Pending complaint status

Stock visibility

Claim rejected customers

MHN : SPEC.KTB reports

SPK reports

Download Selected

Download All

Claims Register

Filter 1

Please Select

Filter 2

Please Select

Reset

PRINT

DOWNLOAD

LOREM ▶	LOREM▶	LOREM ▶ <div>i</div>	LOREM	LOREM	LOREM
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15

Download Selected

Download All

Annotations

1 My Report - View

By Default the user can view the a report on Priority in the data preview.

Screen Break

CEAT LOGO

HOME DWM Customers Planning **Reports** Marketing Support

Home/Reports

Dealer

My Reports

e-Fleets

Initiavtes

Incentives Tracker

Distributor

SEARCH

Direct fleet Plan vs Actuals every month

FSS p1 and P2 customers with monthly off-take

Tyre tracking reports

Scrap tyre inspection report

Halla Bol List

Businesses Card

Fleet Pricing

Fleet Pricing

Fleet Plan vs Actuals

Filter 1

Please Select

 Filter 2

Please Select

[Reset](#)

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Customer Number	Customer Name ▶	Vehicle No. ⓘ	Tyre brand ▶	Tyre Pattern	Wheel Position
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15
50003381	R.R.Tyres	ND	-	5	15

Annotations

1 Filter view - interaction
This is a sample view of the filter not an actual data.

Filter 1:

Customised

Brand

Customer

Wheel Position

TBB/TBR

Brand 1

Brand 2

Brand 3

Brand 4

Filter 2:

Lorem

Lorem 1

Lorem 2

Lorem 3

Lorem 4

Front Right

Front Left

Left hand side back

Left hand side back

Screen Break

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SEARCH

Product Placement

Digital initiatives

Digital Initiatives

Filter 1

Please Select

Filter 2

Please Select

Reset

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Dealers	Category	Sales Volume	Warranty Registered	WR %
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5
50003381	R.R.Tyres	ND	-	5

Annotations

1 Initiatives View

Screen Resolution 1366×768

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SEARCH

Dashboard Score

Direct Fleet Volume Retention

Dashboard Score

Filter 1

Please Select

Filter 2

Please Select

Reset

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Parameters	MTD Target	Actual	Ach. MTD
CEAT Tyres tracked	40	35	88%
Non-CEAT Tyres Tracked	30	28	93%
No. of Customers Tracked	10	8	80%
% of claim Spot Inspection done	70	60	86%
% of claim Spot Replacement done	50	25	50%
% of Dealers / Distributors doing Claim Inspection	30	12	40%
% of Authorised sub dealers doing Claim Inspection	20	2	10%
Total	40.6	28.72	71%

Annotations

- 1 Initiatives View
Limited columns view

Screen Break

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Dashboard Score

Direct Fleet Volume Retention

Direct Fleet Volume

Filter 1

Please Select

Filter 2

Please Select

Reset

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Total Sale from same set of fleets as Q4 17-18

226

Total Sales in Q4 18-19

340

Total Target FOR 80% from Q4 17-18 Fleets

181

Total Balance for 100 %

-114

Balance for 80%

-11

% Achievement

150%

Territory	Customer Number	Customer Name	Sum of Invoice Qty-Q4-17-18	Sum of Invoice Qty-Q4-18-19
1	50010825	SARTHAK TYRE POINT	7	69
1	50015250	RANJANA TRADING CORPORATION	4	0
1	50016582	CHAUHAN ROAD CARRIERS	60	53
1	50018027	NITIN GOODS CARRIER	73	11
2	50018110	Singh Trading Company	6	0
2	50018226	NAVDURGA TRANSPORT COMPANY	18	27
2	50018294	New Satnam Infracon Pvt Ltd	-	0
2	53002801	LUCKNOW CITY TRANSPORT SERVICES LTD	-	32
		Total	226	340

Annotations

1 Initiatives View

Limited columns view

Screen Break



Page Break
Customer Flow

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Distributor

OE Dealer

Complaint

SEARCH

Filter

SAP CODE ▶	NAME ▶	Category ▶
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND
50003381	R.R.Tyres	ND

Dealer : R. R. Tyres

Info: Address 1, Sector , PIN

Available Limits ⓘ10,00,000

SDS ⓘ15,00,000

Permissible Limits ⓘ5,00,000

Total Outstanding ⓘ5,00,000

Net Over Due ⓘ00

Warranty Registrations

Dealer E-claim

Online Orders

Sales	WR	%
21425	2948	12

Received	Replaced	%
165	2948	42

No of Invoices	Online	%
467	7	1

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Service DealerScheme (TBD)

Scheme 112^

Scheme 212^

Scheme 312^

Scheme 412^

View All

BPLOU

DOWNLOAD

VIEW ALL

Category	BPLOU QTR	Availed	Remains	Current Month (Jan)
TBB	200	140	30	30
PCR	200	140	200	200
MC	200	140	300	300
3 Wheeler	200	140	100	100
Motocycle	200	140	83	83
Scooter	200	140	33	33
LCV	200	140	30	30

Annotations

1 Selected Dealer View

Info about the dealer, Warranty, Schemes & BPLOU

Screen Break

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Claim

Complaint

SEARCH

New Fleet

icon

Fleet info
FN - 63699

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Customer Name ▶	Category ▶	No of Vehicles ▶
Fleet1	P1	30
Fleet2	P1	40
Fleet3	P2	50
Fleet4	P3	20
Fleet5	P1	60
Fleet6	P1	60
Fleet7	P1	60
Fleet8	P1	60
Fleet9	P1	60
Fleet10	P1	60
Fleet11	P1	60
Fleet13	P2	60
Fleet17	P3	60

Details

Fleet Number :

FN-636999

Customer Name :

AVTC

Fleet ID:

001623231FX

Application:

On-Road

Lead/Haul Type:

Long - Above 400

Load Classification

Normal Load

No.Of Vehucles

45

Material Carried

others

Owner:

Aman Gupta [\[Change\]](#)

Customer Fleet Vehicle

New Vehicle

Vehicle Registration Number	Action
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎
HR55A5566	Edit ✎

Vehicle Registration Number **HR55A5566**

Vechile Make: **Tata Motor**

Trolley Number: **HSEA-123**

Tyre Pattern	Wheel Position	KM/1.0 mm wear	Projection @ 85% wear	Action
MILE XL RIB PRO	FRONT RIGHT	1538	27447	Inspect and update ✎
MILE XL RIB PRO	FRONT LEFT	1538	27447	Inspect and update ✎
MILE XL RIB PRO	LHDO	1538	27447	Inspect and update ✎
MILE XL RIB PRO	LHDI	1538	27447	Inspect and update ✎
MILE XL RIB PRO	DOLH	1538	27447	Inspect and update ✎
MILE XL RIB PRO	DILH	1538	27447	Inspect and update ✎
MILE XL RIB PRO	RHDI	1538	27447	Inspect and update ✎
MILE XL RIB PRO	RHDO	1538	27447	Inspect and update ✎

Annotations

1 Selected Fleet View

Info about the dealer, Warranty, Schemes & BPLOU