



CEAT Sales Forces Dashboard Territory Lead - UX Document

Version. 2

Date: 25 January 2019

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User Journey

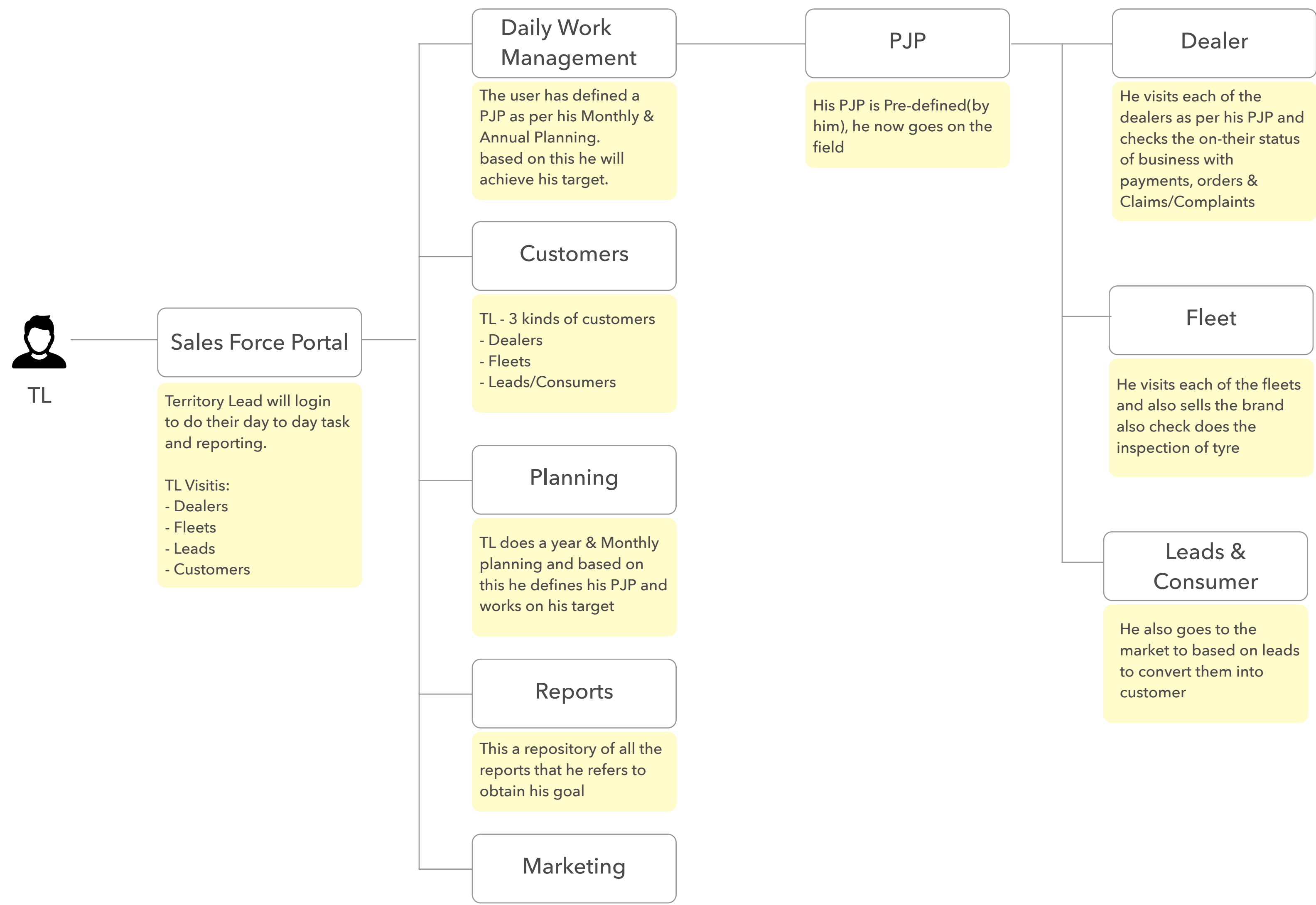
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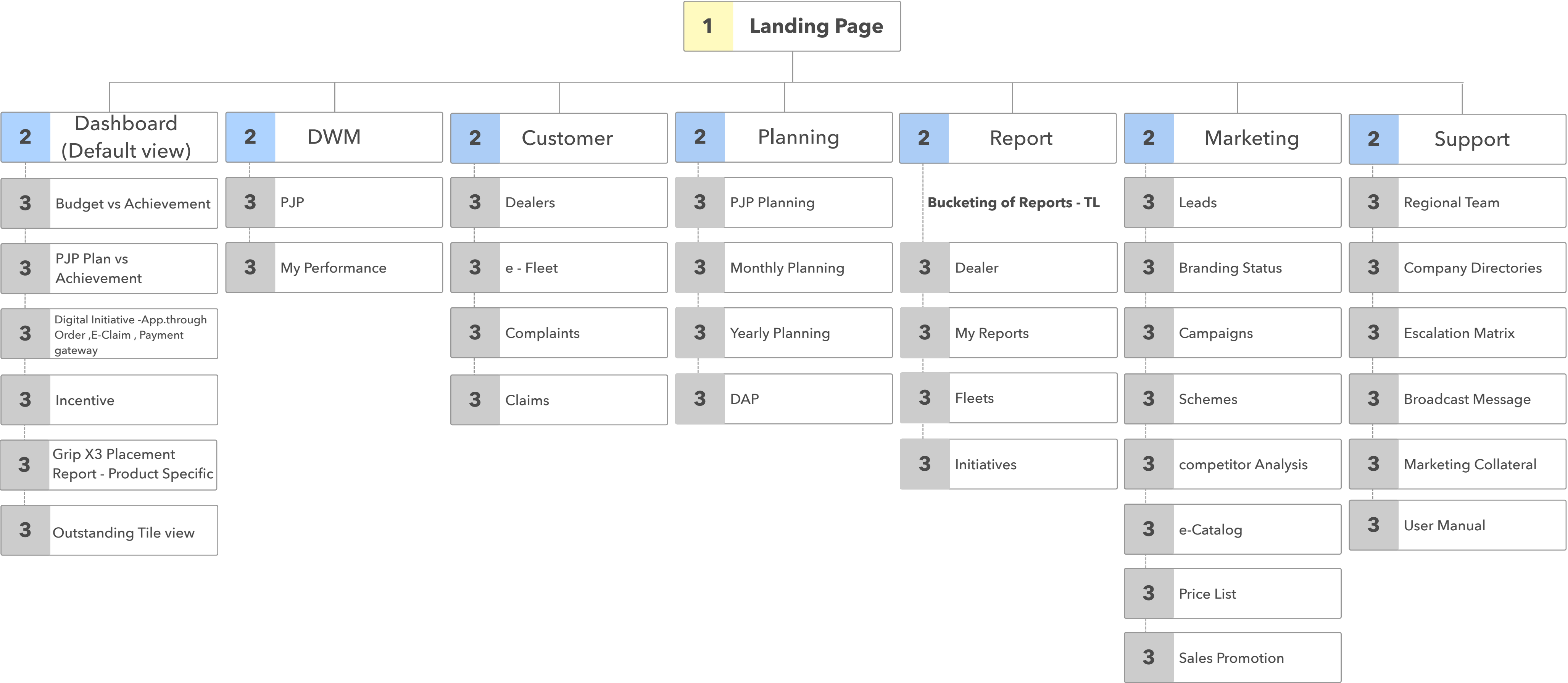
Sitemap

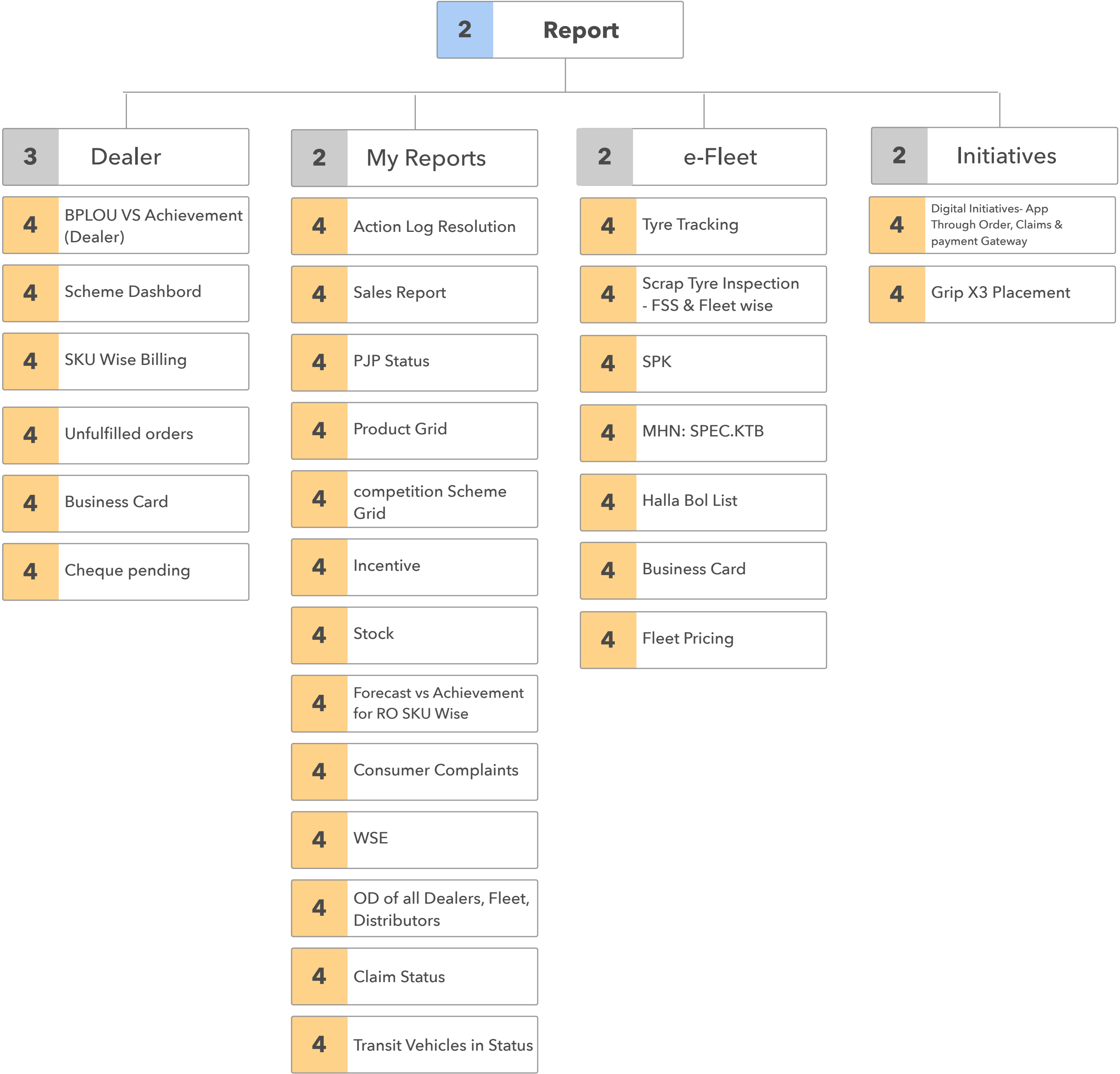
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Wireframe

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CEAT Sales Forces Dashboard - Territory Lead Dashboard & Report Navigation

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Annotations

- 1
- Top Navigation as per sitemap (To be updated as per business) Key Navigation L1
- 2
- Budget vs Achievement
- 4
- Snapshot view of Budget plan and achievement for each category
- 5
- 3
- PJP plan vs Achievement
- The PJP for each week and achievement as per the current date
- 4
- Dealer Wise Overdue
- This is tabular data of dealers of their overdue
- The arrangement is as per the priority of payments to be made
- 5
- Action Logs.
- 6
- 6
- Incentive Tracker
- for RO Percentage & Achivement vs Target
- 7
- 7
- Digital Initiative

1

CEAT LOGO

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

2

Forecast vs Achievement

Forecast : 140

Achievement: 120

86%

Budget

Achievement

December

TBB

TBR

LM

LCV

PCR

UVR

MC

SC

Categories

3

PJP Plan vs Achievement

75%

PJP plan

Achievement

Influencer

Customers

Dealers

2%

1%

21%

4

Dealerwise Overdue

Customer Name	Overdue Amount ▶
<u>R.R.TYRES SALES & SER.</u>	38186.00
<u>BHARAT TYRES -GDM</u>	49429.00
<u>SHRINATHJI CORPORATION</u>	93066.00
<u>SHREE SONAL SHAKTI TYRE</u>	1,64,694.00
<u>MURLIDHAR TYRE</u>	1,62,992.00
<u>SIDDHIVINAYAK TYRES</u>	1,55,922.00

5

Action Logs

5 Pending in next 6 days

Dealer / Fleet	Description	Resolution Time
<u>B.K Tyres</u>	<u>In-Shop Branding</u>	23/01/2019
<u>A1 Tyres</u>	<u>Claim Pending</u>	13/01/2019
<u>B1 Tyres</u>	<u>CN issue</u>	03/01/2019
<u>C1 Tyres</u>	<u>Scheme issue</u>	03/01/2019

6

Incentive Tracker

Part B

Achievement vs Target

0.1%

Achievement

65%

Part A

RO Percentage

Achievement

60%

My Territory

Achievement

Target

7

Digital Initiative

Legend 1

Legend 2

Online Order

Spot Claim Replacement

Warranty Registrations

75%

55%

85%

CEAT LOGO

HOME

DWM

CustomersPlanningReportsMarketingSupport

Home/DWM

DWM

Planning Assist

Previous Day Performance

Pending Action-logs

Plan vs Achievement

Filter 1Please SelectFilter 2Please SelectReset

PRINT

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Value

Total

TBB

TBR

MC

SC

PC

UV

Trf

Trr

Others

Todays Target

TBB91

TBR80

MC30

SC40

PC70

UV50

Trf96

Trr20

Other10

Dealer Name	QTY BPLOU/Target	Monthly Target	Deficit	Limit	Overdue
M/S.BHARAT TYRES	6	4	1.8	1.00	1.00
M/S.CARRIER TYRES	30	31	1.8	5.00	5.00
HARDUTTRAIRANGLAL P.LTD	70	30	1.8	20.00	20.00
HINDUSTAN TYRE HOUSE	8	3	1.8	8.00	8.00
MILLENNIUM ENTERPRISES	8	3	1.8	8.00	8.00

New Action Log

Annotations

1 DWM
Daily | Weekly | Monthly View have to be discussed

2 Planning Assist

A Todays Target

Screen Break

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DWM

New Action Log

Planning Assist ⓘ

Previous Day Performance ⓘ

Pending Action-logs ⓘ

Plan vs Achievement

Filter 1Please Select▼Filter 2Please Select▼Reset

PRINTDOWNLOAD

Value

TotalTBBTBRTBRCMSCPCUVTrfTrrOthers

Todays Target	
TBB	91
TBR	80
MC	30
SC	40
PC	70
UV	50
Trf	96
Trr	20
Other	10

Dealer Name ▶	QTY BPLOU/Target	Monthly Target	Deficit	Limit	Overdue
M/S.BHARAT TYRES	6	4	1.8	1.00	1.00
M/S.CARRIER TYRES	30	31	1.8	5.00	5.00
HARDUTTRAIRANGLAL P.LTD	70	30	1.8	20.00	20.00
HINDUSTAN TYRE HOUSE	8	3	1.8	8.00	8.00
MILLENNIUM ENTERPRISES	8	3	1.8	8.00	8.00

Annotations

1

On-Click the Graph(stats) get highlighted with relavent categories of business of that specific dealer

Screen Break

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DWM

Planning Assist ⓘ

Previous Day Performance ⓘ

Pending Action-logs ⓘ

Previous Day Performance

Achievement		
TBB	91	▲
TBR	80	▼
MC	30	▼
SC	40	▲
PC	70	▲
UV	50	▼
Trf	96	▲
Trr	20	▼
Other	10	▲

PJP Adherence

34%

Action Logs - List with Status

New Action Log

PRINT

DOWNLOAD

Annotations

1 Previous Day Performance

A Action Logs - List

Screen Break

CEAT LOGO

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Home/DWM

DWM

Planning Assist ⓘ

Previous Day Performance ⓘ

Pending Action-logs ⓘ

Pending Action-logs

PRINT

DOWNLOAD

Customer Name▶	Escalation Level	Description	Open Since Days
BHARAT	L1	–	6
BHARAT	L3	–	30
Rajiv	M1	–	70
indu	L2	–	8
Rahul	L4	–	8

Annotations

1 Pending Action-logs

A List

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
- BPLOU VS Achievement (Dealer)
- This a Report with Snapshot view visible by default

TL can filter specific to the current report and Download the report for as per their use.

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.

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1

Dealer

My Reports

e-Fleet

Initiavtes

2

SEARCH

3

BPLOU VS Achievement (Dealer)

Scheme Dashbord

SKU Wise Billing

Unfulfilled orders

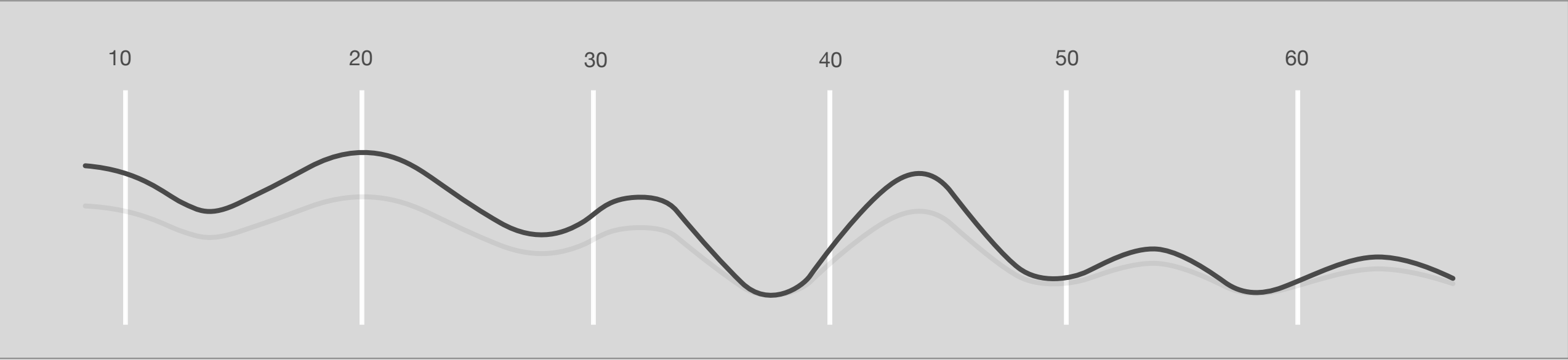
Business Card

Cheque pending

BPLOU vs Achievement - Data Preview

Filter 1Please SelectFilter 2Please SelectReset

PRINTDOWNLOAD



SAP CODE ▶	NAME ▶	Category ▶	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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My Reports

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SEARCH

Sales Report

Action Log Resolution

PJP Status

Product Grid

competition Scheme Grid

Incentive

Stock

Forecast vs Achievement for RO SKU Wise

Consumer Complaints

WSE

OD of all Dealers, Fleet, Distributors

Claim Status

Transit Vehicles in Status

Download Selected

Download All

Sales Report

Filter 1Please SelectFilter 2Please SelectReset

PRINT

DOWNLOAD

LOREM	LOREM	LOREM	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

Screen Break

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Sales Report ⓘ

Action Logs Report ⓘ

PJP Status ⓘ

Product Grid ⓘ

Compassion Scheme Grid ⓘ

Incentive ⓘ

Stock ⓘ

Forecast vs Achievement for RO SKU Wise ⓘ

Consumer Complaints ⓘ

WSE ⓘ

OD of all Dealers, Fleet, Distributors ⓘ

Claim Status ⓘ

Transit Vehicles in Status ⓘ

Download Selected

Download All

Action Logs Report

PRINT

No Data Preview available

Please download to view the report

DOWNLOAD

DOWNLOAD

Annotations

1 Data Preview Unavailable for theis report.

Note: This an exception senario (this view totally depends on the data that can not be shown in th window.)

Screen Break

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SEARCH

SEARCH

Tyre Tracking ⓘ

Scrap Tyre Inspection - FSS & Fleet wise ⓘ

SPK ⓘ

MHN: SPEC.KTB ⓘ

Halla Bol List ⓘ

Businesses Card ⓘ

Fleet Pricing ⓘ

Tyre Tracking Report

Filter 1Please SelectFilter 2Please SelectReset

PRINTDOWNLOAD

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

SEARCH

Product Placement ⓘ

Digital initiatives ⓘ

Digital Initiatives

Filter 1

Please Select

Filter 2

Please Select

Reset

PRINT

DOWNLOAD

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
- Limited columns view

Screen Break



Page Break

Customer Flow

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SEARCH

Action Item

SAP CODE ▶	NAME ▶	Category ▶ <div></div>
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

Scheme Status (TBD)

Scheme 1

12^

Scheme 2

12^

Scheme 3

12^

Scheme 4

12^

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

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Claim

Complaint

SEARCH

New Fleet

icon

Fleet info
FN - 63699

PRINT

DOWNLOAD

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

Feelt 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]

Feelt Business Card

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

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 e-Fleet View

Info about the dealer, Warranty, Schemes & BPLOU

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Complaint

SEARCH

Action Item

PRINT

DOWNLOAD

Claim ID	NAME ▶	Category ▶ <div>i</div>
50003381	<u>Name 1</u>	ND
50003381	Name 2	ND
50003381	Name 3	ND
50003381	Name 4	ND
50003381	Name 5	ND
50003381	Name 6	ND
50003381	Name 7	ND
50003381	Name 8	ND
50003381	Name 9	ND
50003381	Name 10	ND
50003381	Name 11	ND
50003381	Name 13	ND
50003381	Name17	ND

Claim Details (As per the current process)

Annotations

- 1 Selected Claim View
- Claim detail to be as per the current system.

Screen Break

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Action Item

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Complaint ID	Assigned to	Open Since(Days) ▶
50003381	<u>Name 1</u>	23
50003381	Name 2	20
50003381	Name 3	10
50003381	Name 4	12
50003381	Name 5	12
50003381	Name 6	10
50003381	Name 7	12
50003381	Name 8	12
50003381	Name 9	9
50003381	Name 10	12
50003381	Name 11	34
50003381	Name 13	12
50003381	Name17	12

Complaint Details

Complaint ID :

234123JDP1

Complaint Type:

Product issue

Open Since :

2/01/2019 (23 Days)

Owner :

Amit

Region:

Mumbai West[B123O]

Complaint Description

Escalate

Close

Assigned to	Date	Remarks
L1, Ravi	23/3/2019	Remarks1
L2, Rajiv	23/3/2019	Remarks1
L3, Dilip	23/3/2019	Remarks1
L4, Ravi	23/3/2019	Remarks1
M1, Ravi	23/3/2019	Remarks1

Annotations

1 Selected Complaint View

Info about the dealer, Warranty, Schemes & BPLOU