**Module name : Modifier\Toyota Service Management**

**Is existing module? : Yes**

**Dependency : -**

**Is new menu item : -**

**Menu item name : -**

**Menu Structure : Scheduled Action**

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**Developer : Alfalah**

1. **Task Description**

New Procedure to automatically create Scheduled Phone Call Activity for day-to-day Workdays for each Service Reminder PIC

1. **Task Details**
   1. Add New Field – Phone Call Categories (crm.lead.tag)
      1. Call Schedule before:

* Input
* Type: Text (format float)
* Pop Up Help Info: Number of days before the Service Day to remind the Customer, to be used in Auto Create Service Reminder Follow Up Schedule
  + 1. Time Start From:
* Input
* Type: Text (24:00 Hour)

Pop Up Help Info: Start time for the first Scheduled Call of the day, to be used in Auto Create Service Reminder Follow Up Schedule

* + 1. Time Interval Between:
* Input
* Type: Text (format float)
* Pop Up Help Info: Interval in minutes as estimation, in between each after Scheduled Calls, to be used in Auto Create Service Reminder Follow Up Schedule
  1. Scheduled Action:
     1. Auto Create Service Reminder Follow Up Schedule: this procedure automatically creates Scheduled Calls for Service Reminder PIC, based on:
* Scheduled Calls - Call Summary: Periodic Service Model (periodic.serving.model) – Service
* Scheduled Calls - Scheduled Date:
  + 1. Service Berkala ke - 1 (sequence 1): Month, e.g., 1 month after based on Delivery Order Date from SPK (Sales Order (Unit))
    2. Service Berkala ke - 2 (sequence 2): Month, e.g., 6 months after Service Berkala ke – 1 based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    3. Service Berkala ke - 3 (sequence 3): Month, e.g., 6 months after Service Berkala ke – 2 based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    4. Service Berkala ke - 4 (sequence 4): Month, e.g., 6 months after Service Berkala ke – 3 based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    5. Service Berkala ke - 5 (sequence 5): Average (days diff between sequence 2 to sequence 3 and days diff between sequence 3 to sequence 4 based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    6. Service Berkala ke - 6 (sequence 6): Average (days diff between sequence 3 to sequence 4 and days diff between sequence 4 to sequence 5 based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    7. Service Berkala ke – N (sequence N): Average (days diff between sequence (N-3) to sequence (N-2) and days diff between sequence (N-2) to sequence (N-1) based on PKB Date, PKB stage Completed, PKB Service Type: SBI, SBE
    8. Scheduled Calls – Scheduled Date: Phone Call Categories - Call Schedule before, Time Start From, Time Interval Between
* Responsible: Maintenance Reminder PIC, by Branch, divided for each person (PIC)
* Phone Call Category: Service Reminder Berkala
* Stage: Confirmed