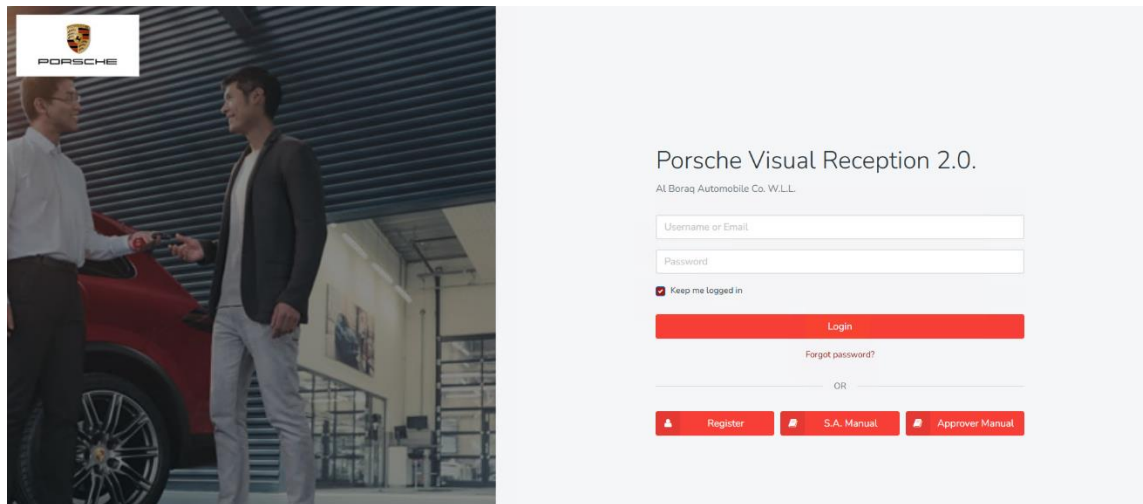


# PVR 2.0 Screenshots

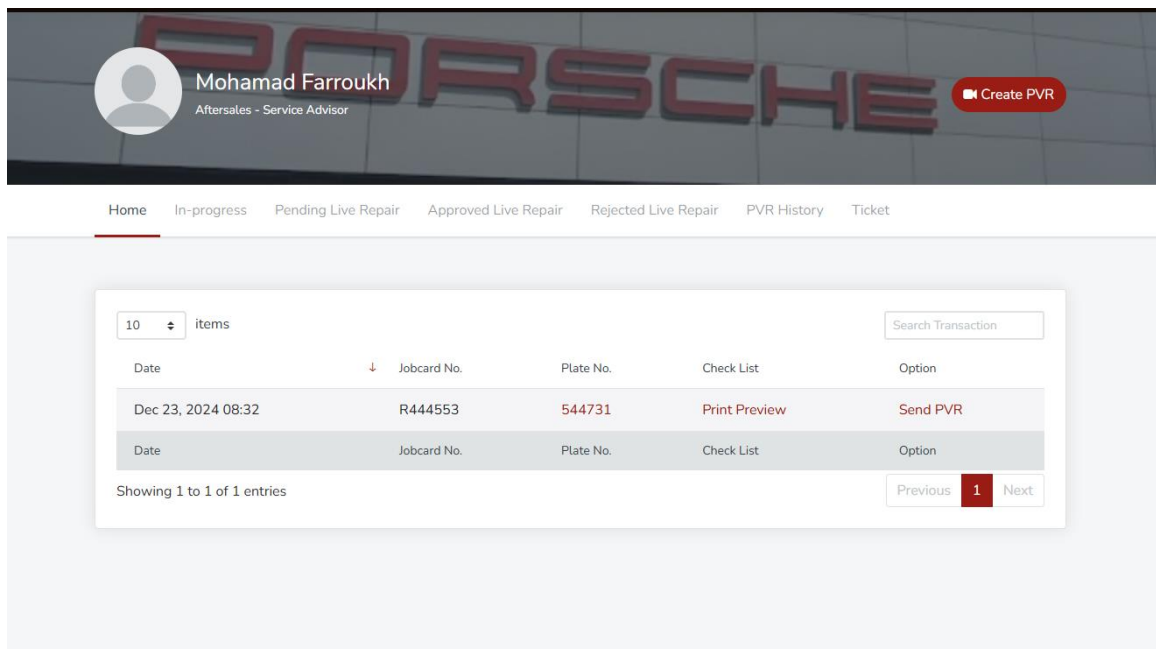
## Login Page:

- The login page of PVR 2.0 is accessible to specific user categories, including Administrators, Receptionists, Service Advisors, Quality Control personnel, and Service Managers.



## Service Advisor - Home Page:

- List all PVR transactions created with corresponding checklist records. These transactions are designated for uploading the PVR videos, which are recorded and saved on the S.A. desktop.



## Service Advisor - Upload & Send PVR:

- After completing the checklist and recording the customer's vehicle, selecting the PVR transaction list on the homepage (as shown in the sample screenshot below) will upload the attached video and send it directly to the customer.

The screenshot shows a form titled "Upload & Send PVR". It includes fields for "Select SMS Language" (set to English), "Choose PVR video" (with a "Choose file" button and a video thumbnail of a green car), "Job Card Number" (R444553), "Chassis Number" (WP1ZZZ1 LA47000), "Customer Title" (Mr.), "Customer Name" (DORSCH QATAR), "Mobile Number" (30 860), "Plate Number" (54 1), and "Enter Description" (with a list of instructions). There is also a "Brought By" field (REP. MOHAMED) and an "Attach Images" section with a "Choose files" button.

## Service Advisor - In-progress Tab

- This module enables the S.A. to track active and ongoing PVR transactions, including the status of live repairs, if applicable, or the Quality Control status for PVRs currently under QC review.

The screenshot shows the "In-progress" tab in the Service Advisor interface. It displays a table of PVR transactions with columns for Date, Jobcard No., Plate No., Date Send, Customer Contact, Customer Name, Uploaded PVR, Check List, Live Repair, QC, and Customer Ratings. The table shows one entry for Dec 15, 2024, with Jobcard No. R448876 and Plate No. 843154. The "Uploaded PVR" and "Check List" columns have "View" links, while "Live Repair" and "QC" have "Create" links. The "Customer Ratings" column has a "Create" link. The interface also includes a search bar, a "Showing 1 to 1 of 1 entries" message, and navigation buttons for "Previous" and "Next".

Date	Jobcard No.	Plate No.	Date Send	Customer Contact	Customer Name	Uploaded PVR	Check List	Live Repair	QC	Customer Ratings
Dec 15, 2024 15:28	R448876	843154	Dec 15, 2024	39915988	Mrs. NISREIN KHALIED OMAR ALINZAMI	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Create</a>	<a href="#">Create</a>	<a href="#">Create</a>

## Service Advisor - Checklist Printing

- The checklist is now generated and printed directly from the system, eliminating the need for a manual checklist.

Print 1 sheet of paper

Destination: HP CP4025/4525 IT (red)

Pages: All

Copies: 1

Layout: Portrait

Colour: Colour

More settings

Print Cancel

## Service Advisor - Live Repair

- Creating a live repair for an in-progress PVR transaction enables the S.A. to provide updates on the status and services for customer vehicles. This process can be performed multiple times and is subject to approval by the service manager.

Create Live Repair

Choose Live repair video located in your live-repair-video directory on the desktop.

Choose file: 20Gmb.mp4

Jobcard Number \* R448876 Plate Number \* B43154 Chassis Number \* WP1BG2AY4MD49423

Customer Title \* Mrs. Customer Name \* NISREEN KHALIL R ALNIZAMI

Select SMS Language \* English Enter Mobile Number \*

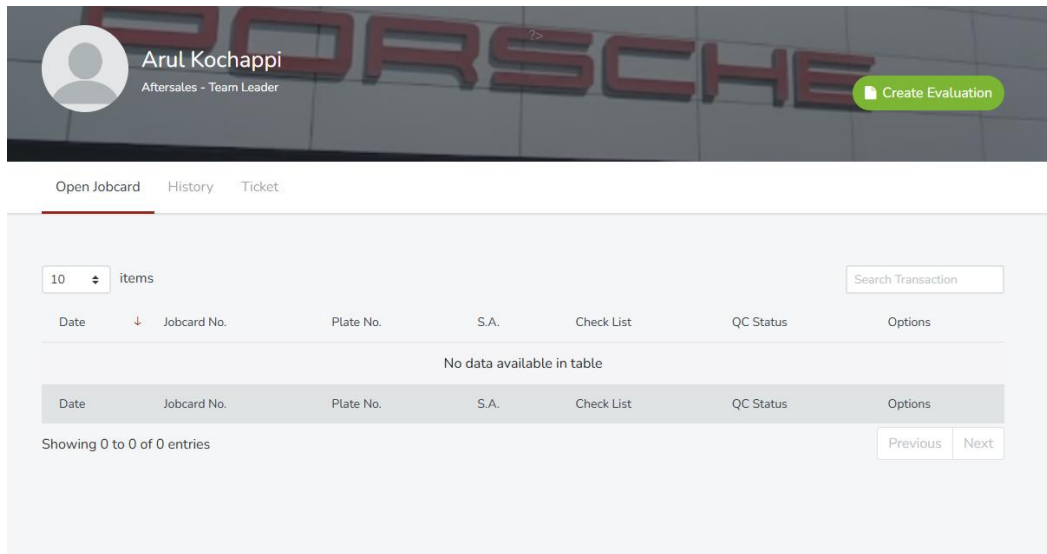
SMS Template

Live Repair Video

Live Repair Remarks

## Team Leader – Home Page

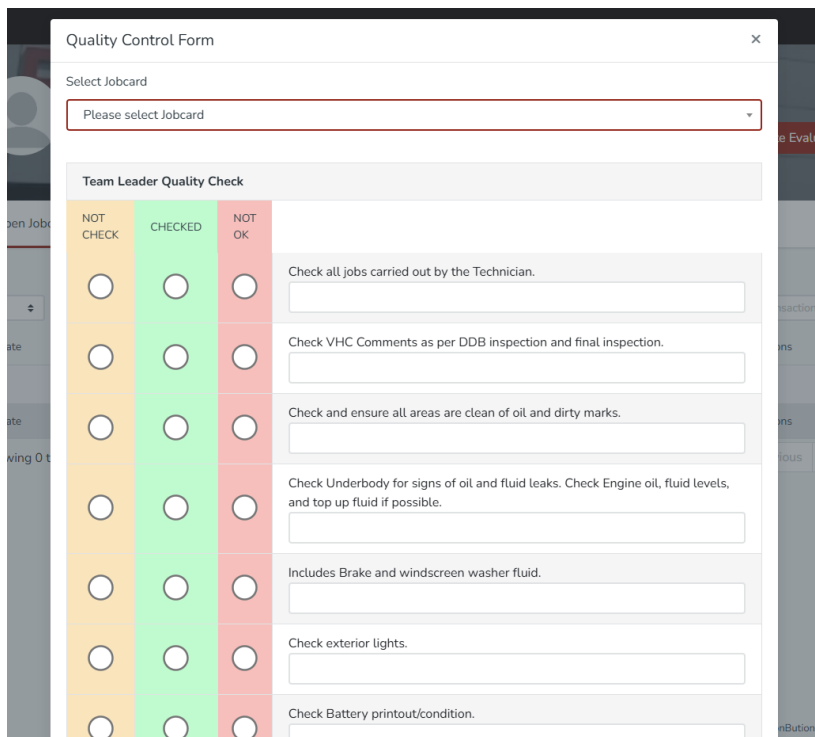
- The team leader will initiate the QC form for a PVR transaction associated with the job card.



The screenshot shows the Team Leader Home Page. At the top, there is a header with a user profile for 'Arul Kochappi' (Aftersales - Team Leader) and a 'Create Evaluation' button. Below the header, there are tabs for 'Open Jobcard', 'History', and 'Ticket'. The main content area features a table with columns: Date, Jobcard No., Plate No., S.A., Check List, QC Status, and Options. A message 'No data available in table' is displayed. Below the table, it says 'Showing 0 to 0 of 0 entries'. There are 'Previous' and 'Next' buttons at the bottom right of the table area.

## Team Leader – Create QC Form

- The team leader can choose the job card associated with the PVR transaction created by S.A. and complete the relevant section of the QC form pertaining to the team leader.



The screenshot shows the 'Quality Control Form' modal. It has a 'Select Jobcard' dropdown menu with the text 'Please select Jobcard'. Below this is the 'Team Leader Quality Check' section, which contains a table with three columns: 'NOT CHECK', 'CHECKED', and 'NOT OK'. Each column has a radio button. To the right of these columns are seven rows of checkboxes and text input fields for various inspection items:

NOT CHECK	CHECKED	NOT OK	Check Item
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check all jobs carried out by the Technician.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check VHC Comments as per DDB inspection and final inspection.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check and ensure all areas are clean of oil and dirty marks.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check Underbody for signs of oil and fluid leaks. Check Engine oil, fluid levels, and top up fluid if possible.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Includes Brake and windscreen washer fluid.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check exterior lights.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Check Battery printout/condition.

## Quality Control – Home Page

- The quality control user can now view all active QC transactions created by the team leader.

The screenshot shows the Quality Control Home Page for user Zainul Abideen, who has the role of Aftersales - Quality Control. The page features a header with the user's profile, name, and role, along with a 'Create Evaluation' button. Below the header, there are tabs for 'Open Jobcard', 'History', and 'Ticket'. The main content area displays a table with columns: Date, Jobcard No., Plate No., S.A., Check List, QC Status, and Options. A message 'No data available in table' is shown. At the bottom, it indicates 'Showing 0 to 0 of 0 entries' and includes 'Previous' and 'Next' navigation buttons. A search bar labeled 'Search Transaction' is also present.

## Quality Control – Update QC Form

- Similar to the team leader, the QC user will be able to select and update a QC form, allowing them to complete the section related to the QC evaluation along with its status.

The screenshot shows the 'Quality Controller QC' form. It features a table with three columns for status selection: 'NOT CHECK' (yellow), 'CHECKED' (green), and 'NOT OK' (red). Each column contains a radio button. To the right of these columns are seven rows of evaluation items, each with a text input field for comments:

- Check windows and mirror operation.
- Check windscreen and wipers operation.
- Check air conditioning temperature.
- Check air conditioning ventilation (Noises).
- Check roof actuation (convertible/sunroof).
- Check seatbelt buckles and condition.
- Check time and date.
- Check instrument clusters for warnings.

## Service Advisor – Update QC Form

- after the QC form is fill out by the team leader and quality control staff the last qc form will be on service advisor closing the PVR transaction.

## Service Advisor – Print QC Form

- Once the final evaluation on the QC form is completed, the Service Advisor can print the finalized QC form for documentation.

## Service Advisor – Customer Ratings

- Once the PVR transaction is completed and the QC form is finalized, the customer rating forms will become available.

The screenshot shows a 'Set Ratings' modal window. It contains four star rating questions, each with five stars. The first three questions have 4 stars selected, and the fourth has 5 stars selected. Below the questions is a text area for 'Customer Feedback'. At the bottom right are 'Save' and 'Close' buttons.

**Set Ratings**

Was your vehicle ready, clean and on time as agreed?  
★★★★★

Were you contacted during the repair process to update you with the status of your vehicle?  
★★★★★

Were all repairs and invoice details well explained by the Service Consultant?  
★★★★★

How would you rate your overall satisfaction with the service department of Porsche Centre Doha?  
★★★★★

Customer Feedback

**Save** **Close**

## Service Manager – Email Notification

- If customer feedback receives a 1-star rating, an email notification will automatically be sent to the assigned service manager.

The screenshot shows an email notification. The header includes 'Porsche Al Boraq Automobile' and 'Mohamad Farroukh'. The subject is 'Customer Low Rating Feedback Score - Porsche Mobile'. The body contains details about a PVR transaction, a 1-star rating, and a link to login.

**Customer Low Rating Feedback Score**

**PVR Transaction Details**

Location: Street 16  
Service Advisor: Mohamad Farroukh  
Jobcard No.: R448876  
Plate No.: 843154  
Customer Name: NISREIN KHALIED OMAR ALNIZAMI  
Rating Score: 1  
Manager Email: [butiong.ramon@boraq-porsche.com.qa](mailto:butiong.ramon@boraq-porsche.com.qa)

**Customer Rating Details:**

Was your vehicle ready, clean and on time as agreed?  
★ 1 Star

Were you contacted during the repair process to update you with the status of your vehicle?  
★ 1 Star

Were all repairs and invoice details well explained by the Service Consultant?  
★ 1 Star

How would you rate your overall satisfaction with the service department of Porsche Centre Doha?  
★ 1 Star

**Customer Feedback:**

test feedback

Please click the link below to login to your account:  
[Click here to login](#)

Thank you,  
Porsche Al Boraq Automobile

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## Service Manager – Low rating Feedback Module

-List all PVR transactions with low customer feedback ratings, including their status. This module enables the service manager to create tickets to address concerns related to low ratings from customers.

The screenshot shows the 'Low Ratings PVR' section of the Service Manager. At the top, there is a header with a user profile for 'Saoud Awad' (Aftersales) and a background image of a 'PORSCHE' sign. Below the header, there are navigation tabs: 'For Approvals', 'History', 'Low Ratings PVR' (selected), and 'Ticket'. The main content area displays a table of transactions with a search bar and pagination controls.

10 items

Search Transaction

Date	Jobcard No.	Plate No.	S.A.	Check List	Live Repair	Customer Rating	Status	Option
Dec 15, 2024 15:28	R448876	843154	Mohamad Farroukh	<a href="#">Print Preview</a>	--	1.0 ★	<a href="#">Unresolve</a>	<a href="#">Manage</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

## Service Manager – Create New Ticket

- From identifying low ratings to creating a new ticket to address the underlying reasons, this process enables the ticket author to tag the relevant individuals involved in investigating and resolving the issue through the ticketing module.

The screenshot shows the 'Manage Low Ratings PVR' form. It contains fields for Job Card Number, Chassis Number, Customer Title, Customer Name, Mobile Number, Plate Number, Date, Status, Ticket Category, Ticket Priority, Ticket Description, and Assigned To.

Manage Low Ratings PVR

Job Card Number: R448876

Chassis Number: WP1BG2AY4MDA49428

Customer Title: Mrs.

Customer Name: NISREIN KHALIED OMAR ALNIZAMI

Mobile Number: 39915988

Plate Number: 843154

Date: 15 Dec 2024 15:28

Status: In-progress

Ticket Category: Communication

Ticket Priority: Low

Ticket Description: Customer give a 1.0 star rating.

Assigned To: Mohamad Farroukh



## Receptionist – Upload scanned ID & Estimara

- The receptionist can update the ID and Estimara in the DMS by logging into their account, enabling them to search for details using the plate number and attach PDF or image files.

**Marissa Morata**  
AfterSales - Receptionist

Upload ID & Estimara   Logs   Documents   Ticket

**Find Plate No**  
48050

**Iqama Number**  
27363401330

Updated Customer ID

**Customer Name**  
MRS. MARYAM A. RAHMAN M S AL-JABER

**Chassis Number & Plate Number**  
WP1BL2AY3RDA61332   48050

Updated Estimara

**State of Qatar ID Card**  
ID No: [redacted]  
DOB: 09/07/1973  
Nationality: QATAR  
Date of expiry: 14/01/2028

**State of Qatar Ministry of Interior Traffic Dept. Vehicle Reg.**  
Owner: [redacted]  
Owner ID: [redacted]  
Nationality: QATAR  
Exp. Date: 2025-03-05  
Reg. Date: 2024-03-06

END OF DOCUMENT