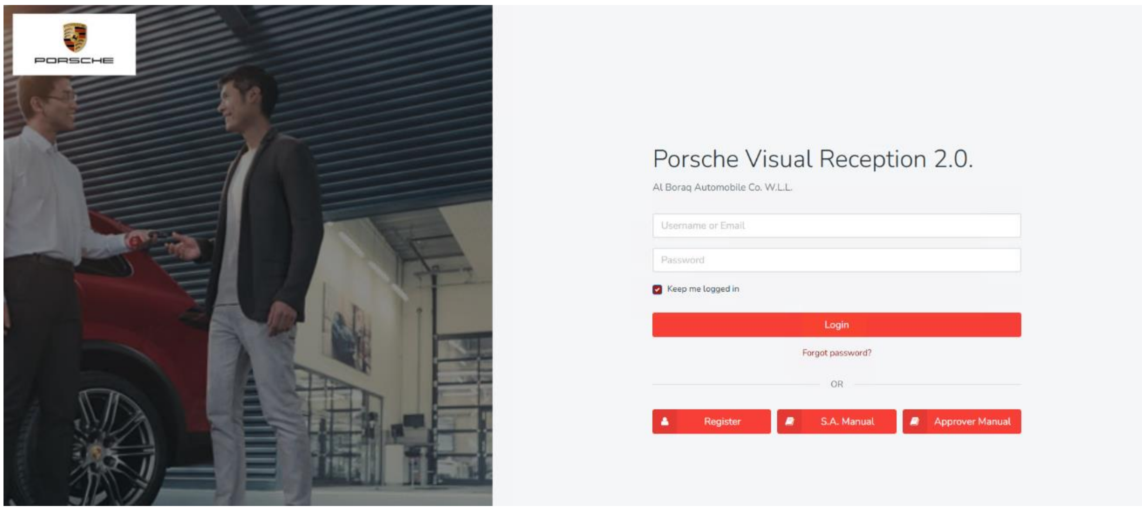
PVR 2.0 Screenshots

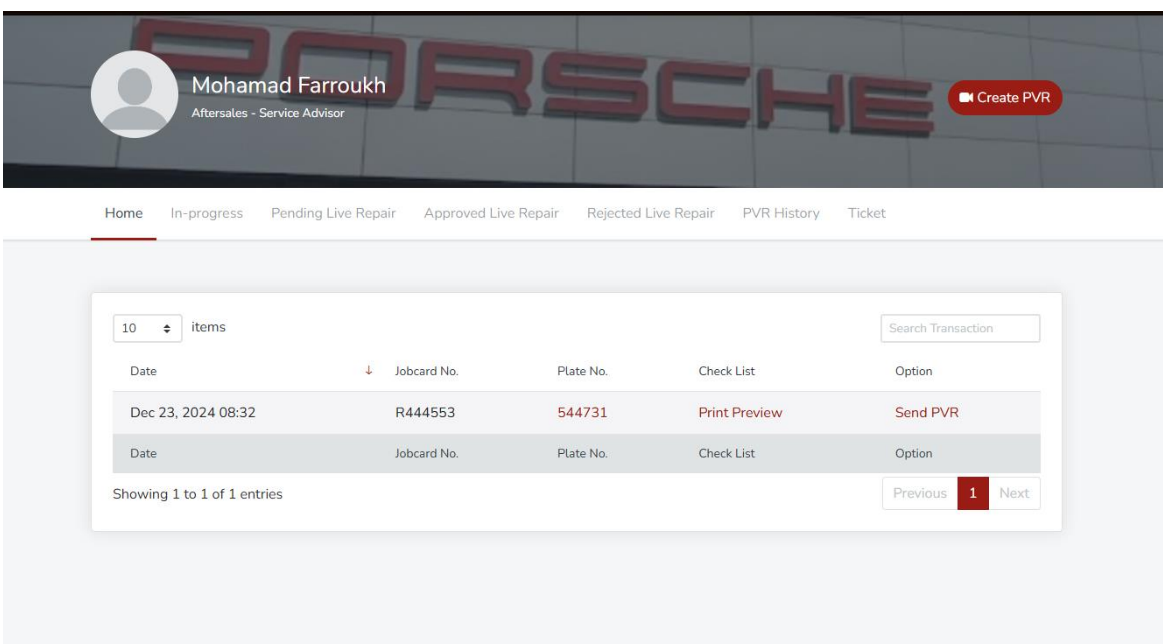
Login Page:

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



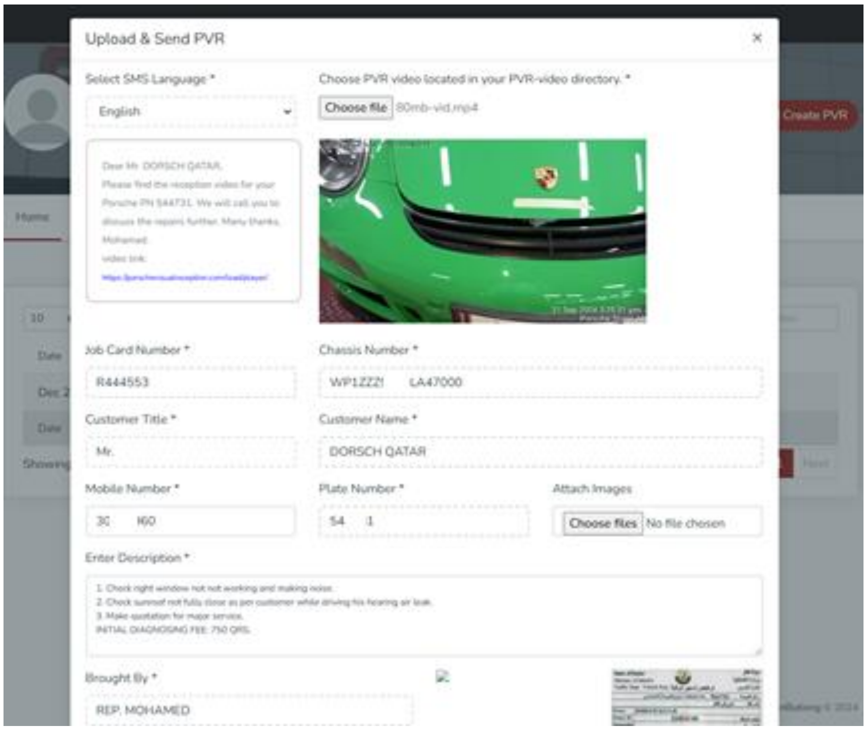
Service Advisor - Home Page:

- 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.



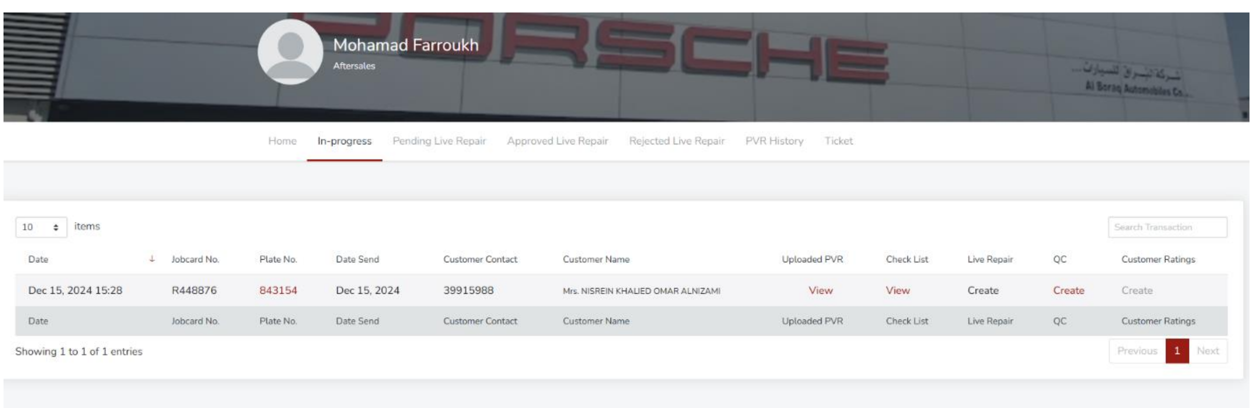
Service Advisor - Upload & Send PVR:

- 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.



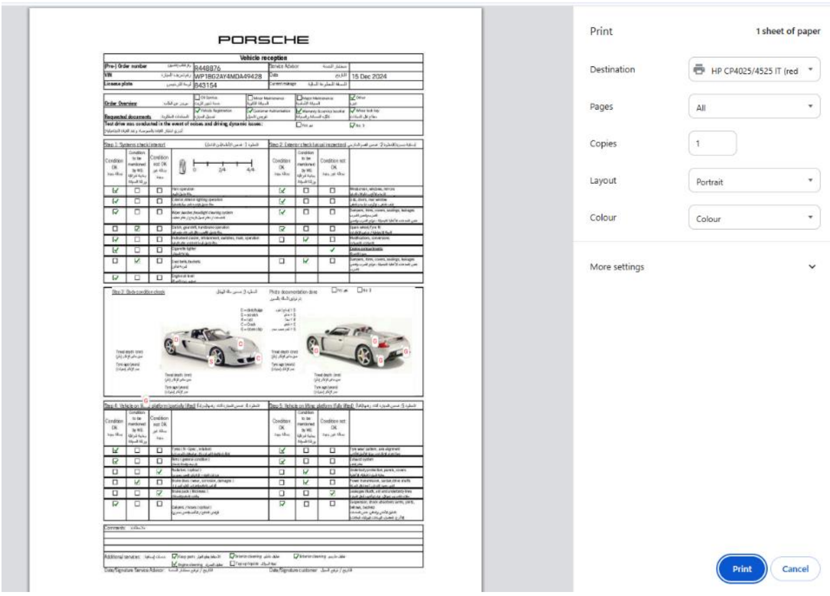
Service Advisor - In-progress Tab

- 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.



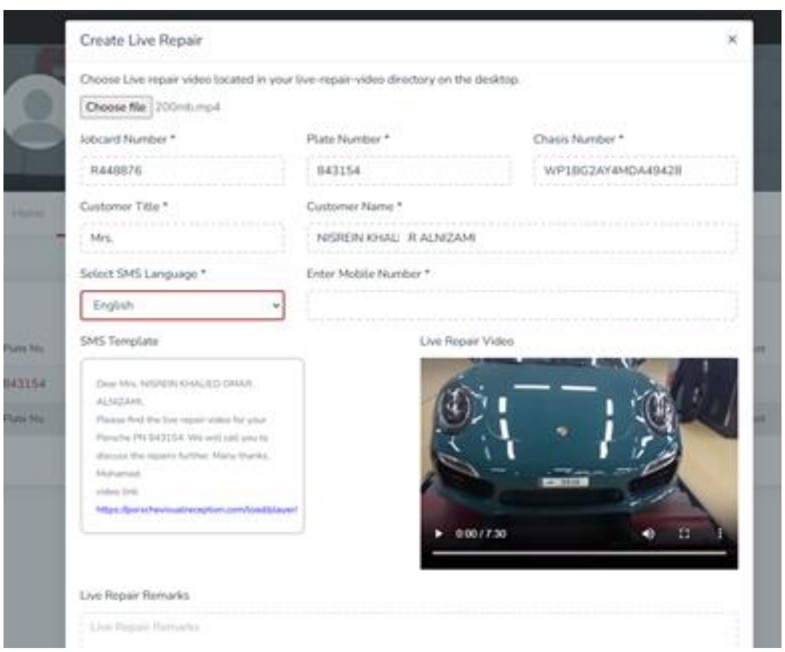
Service Advisor - Checklist Printing

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



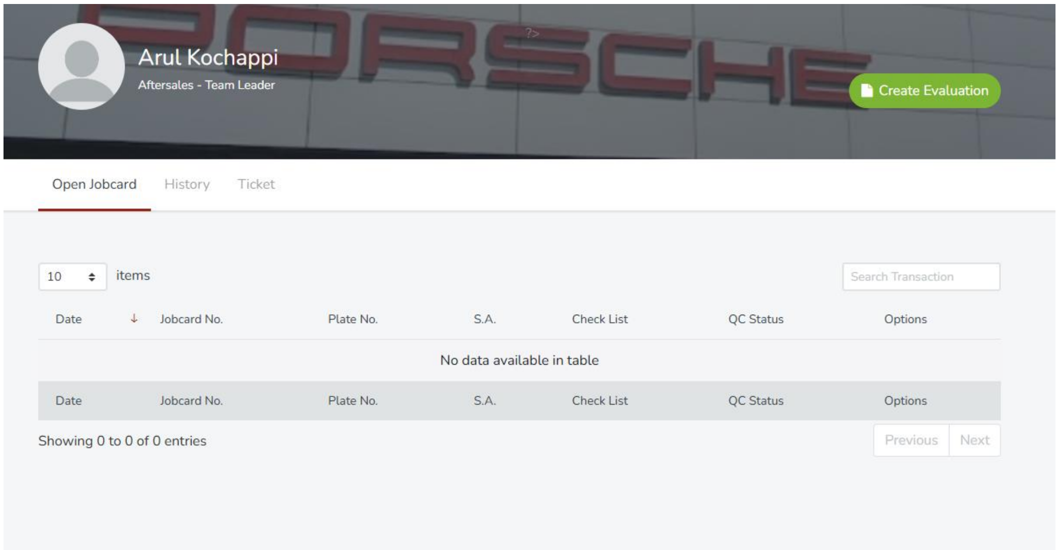
Service Advisor - Live Repair

- 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.



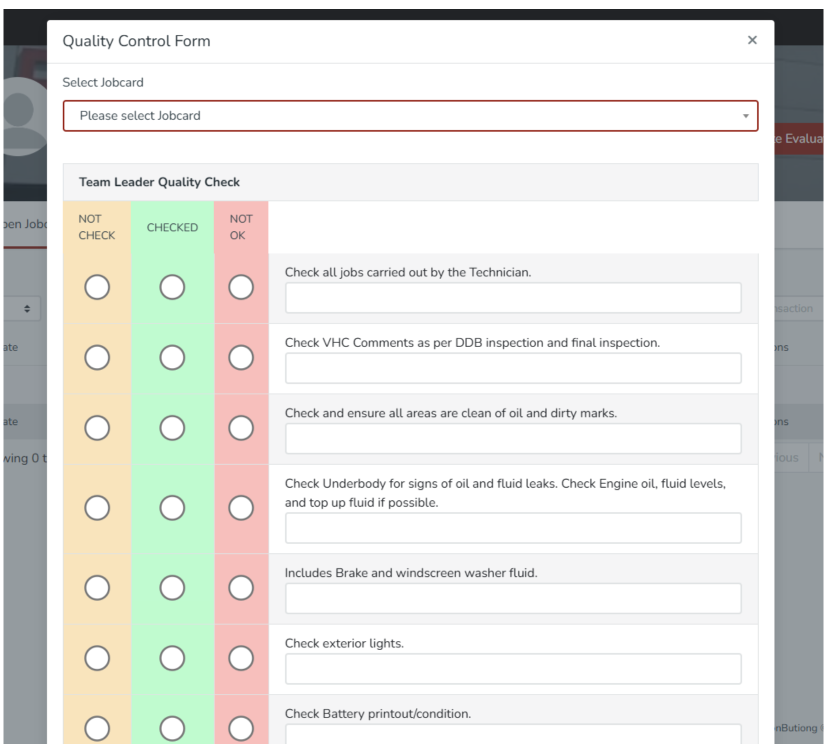
Team Leader – Home Page

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



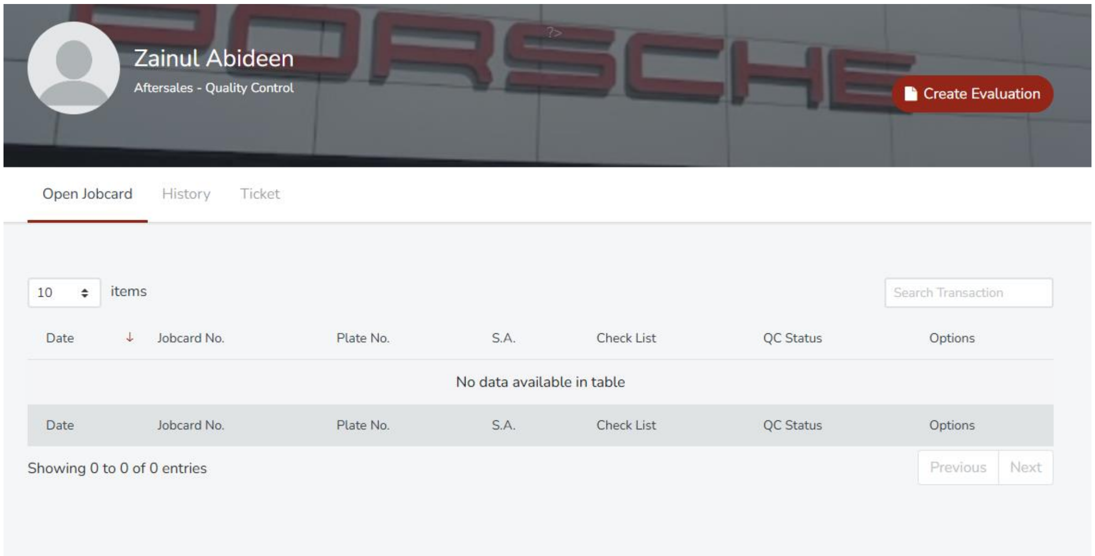
Team Leader – Create QC Form

- 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.



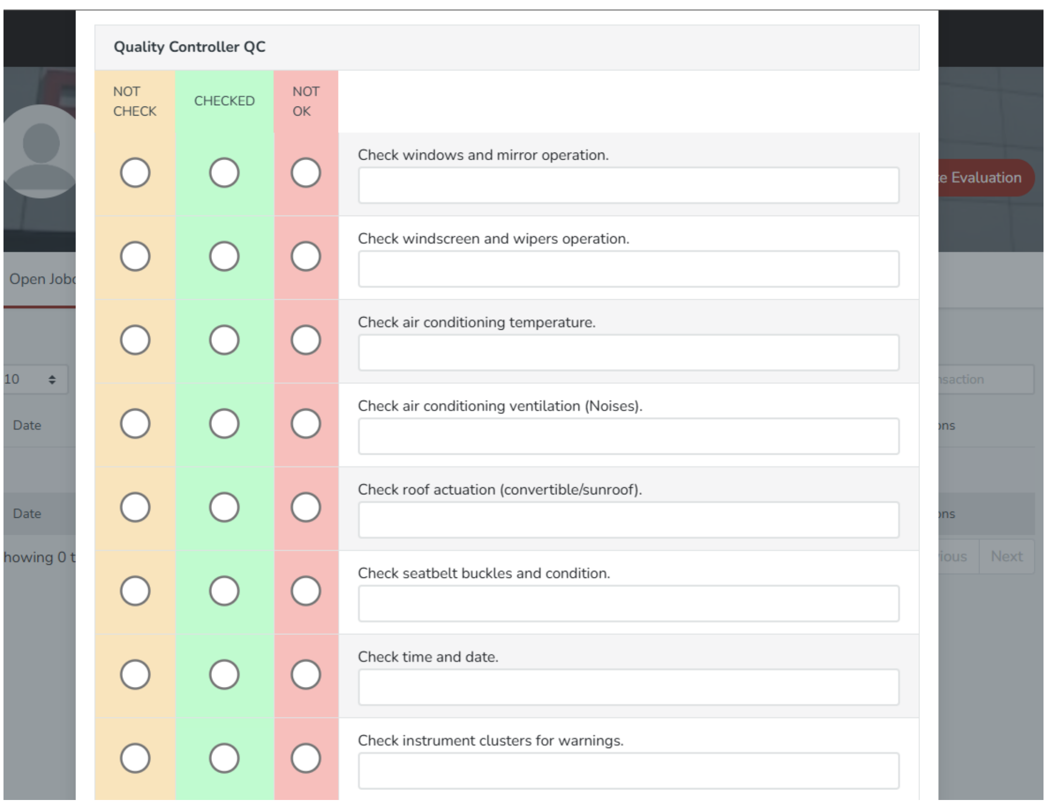
Quality Control – Home Page

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



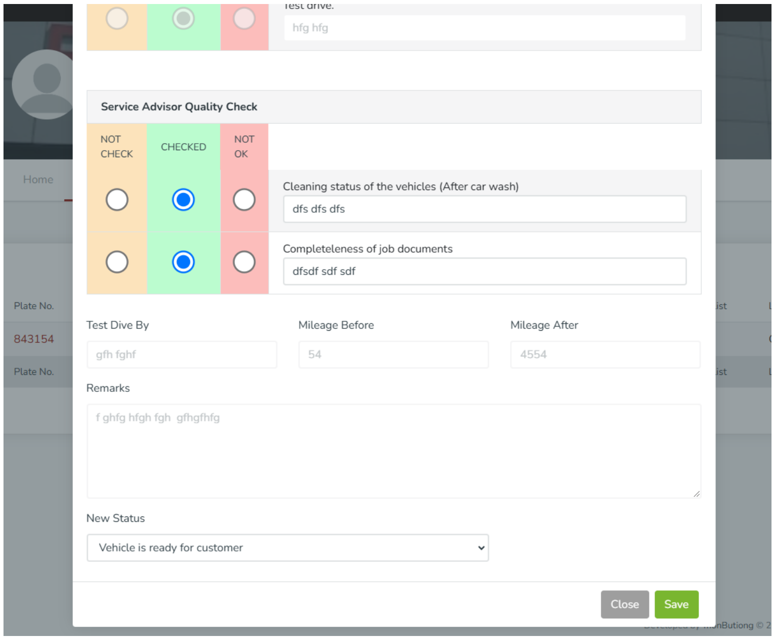
Quality Control – Update QC Form

- 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.



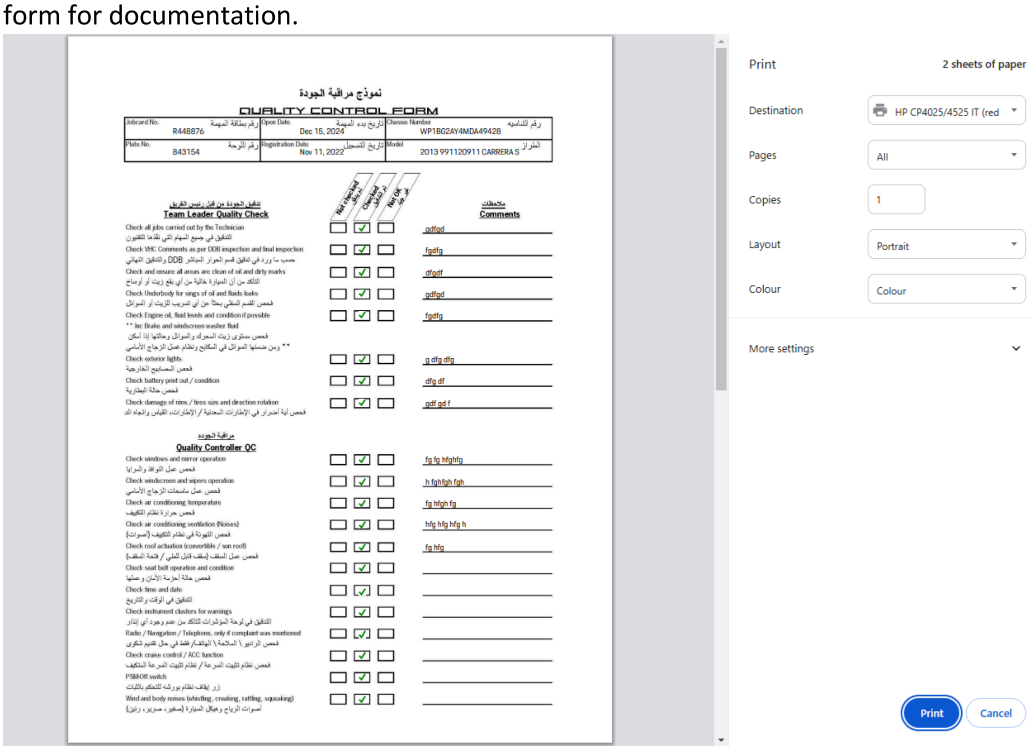
Service Advisor – Update QC Form

- 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.



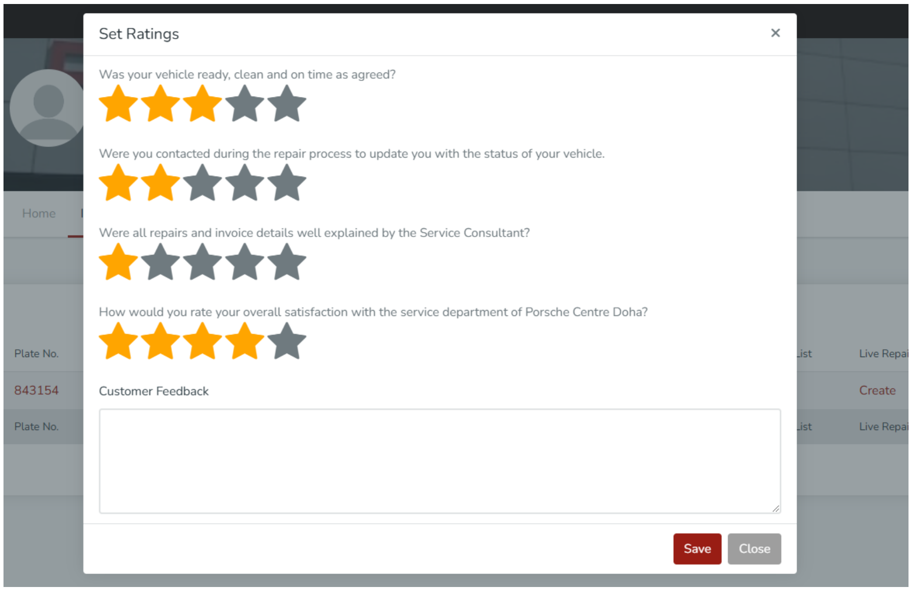
Service Advisor – Print QC Form

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



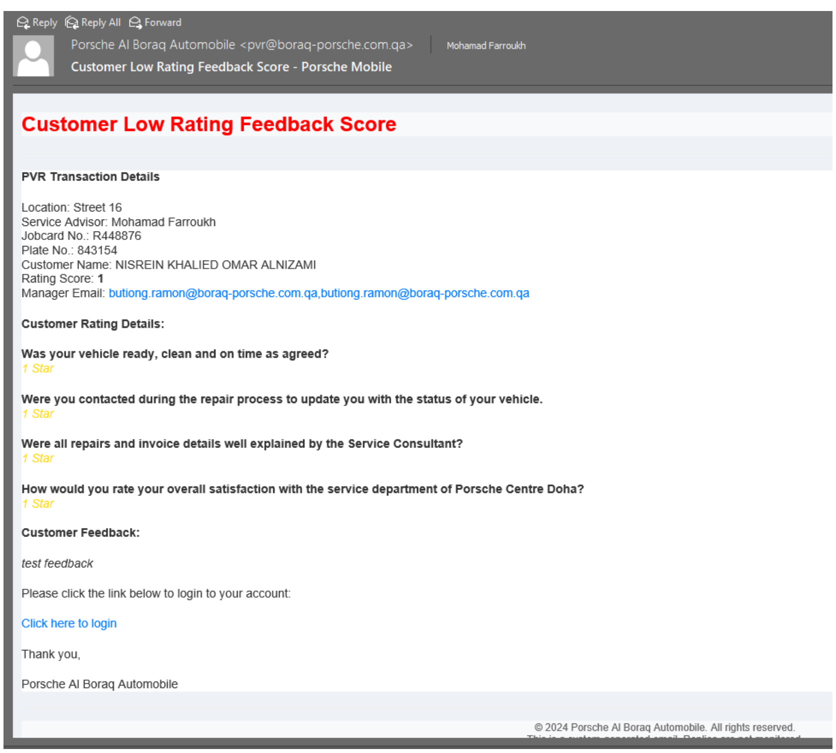
Service Advisor – Customer Ratings

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



Service Manager – Email Notification

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



Reply Reply All Forward

Porsche Al Boraq Automobile <pvr@boraq-porsche.com.qa> | Mohamad Farroukh

Customer Low Rating Feedback Score - Porsche Mobile

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,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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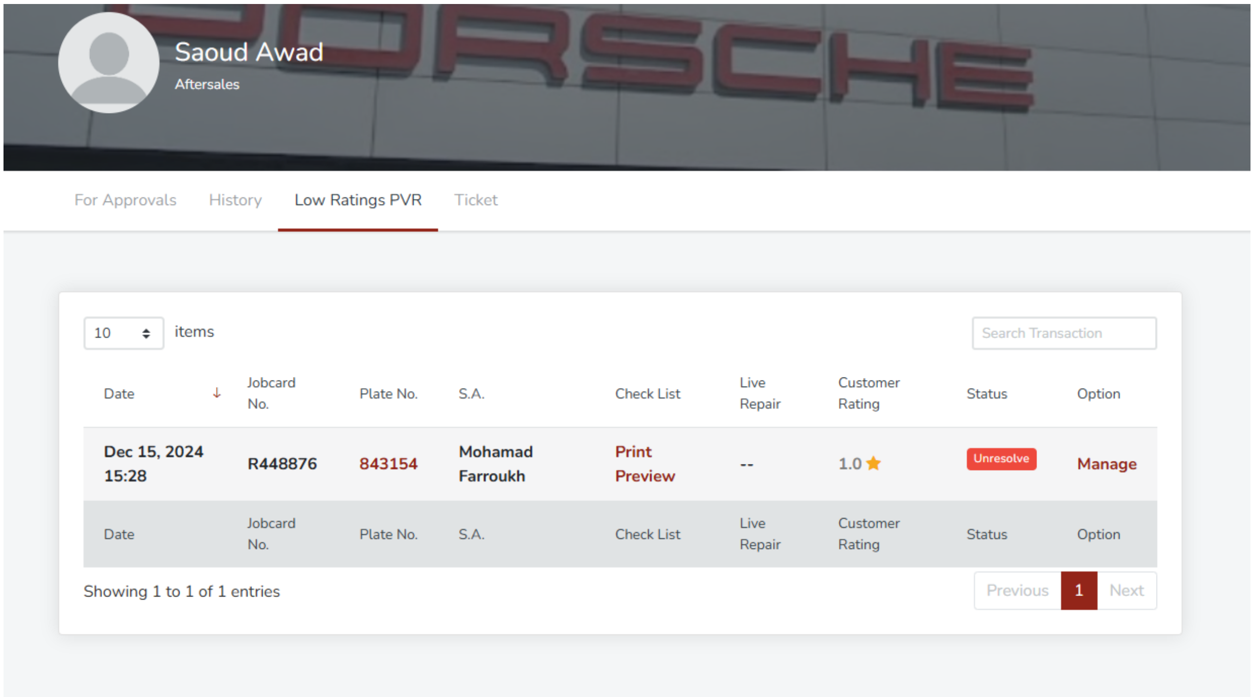
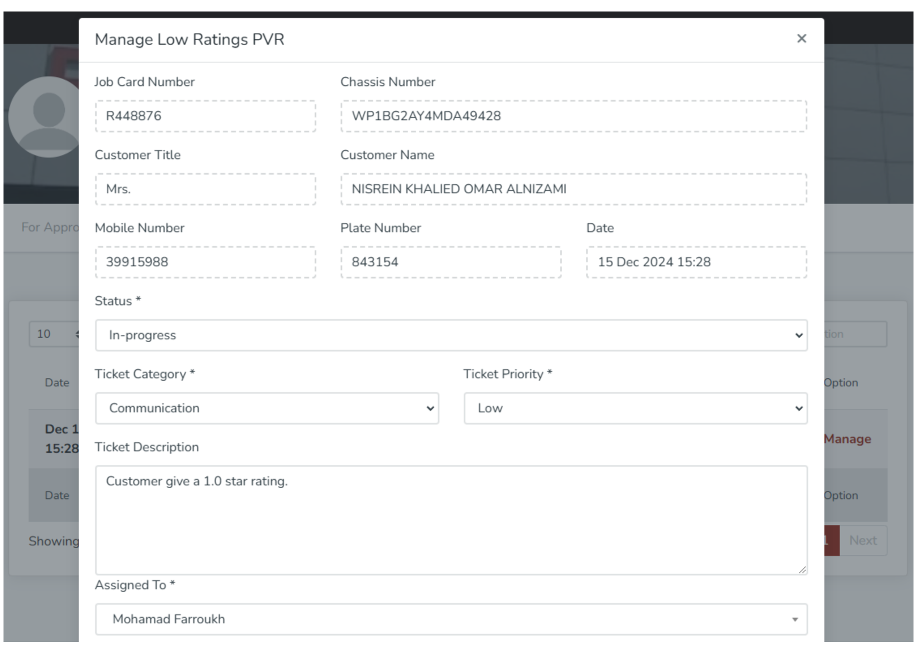
Service Manager – Low rating Feedback Module

-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.



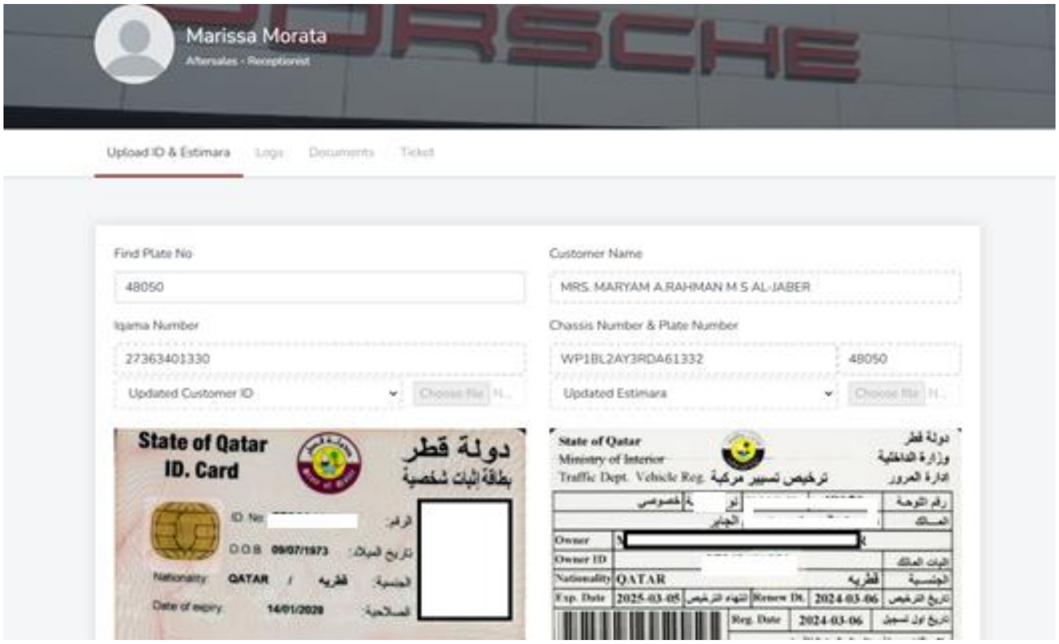
Service Manager – Create New Ticket

- 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.



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.



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