

Auto Xtion Communication Platform | Customer User Manual

Revolutionising the way we Interact



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Welcome to Auto Xtion !

Auto Xtion Communication Platform is a feature-rich platform built to enhance the channel between Independent Mechanics (Members) and their Customers, built on open-source technology that provides online members & Customers with unprecedented flexibility to schedule Appointments, Service Requests and many more modern day features. Designed to be completely scalable, Auto Xtion Communication Platform offers its Users a stable, secure and enhanced solution.

Log in to your Auto Xtion account

With the Auto Xtion account you get access to all Auto Xtion services.

ENTER EMAIL AND PASSWORD

Email*

Email

Rego checks - Pink Slip

COMPANY: Mazda MODEL: BT-50 MAKE YEAR: 2016
DISCOUNT: 50 COUPON CODE: AXNYMCO50
FROM DATE: 2016-07-25 TO DATE: 2016-07-25
Description: Free Rego Checks available at the workshop. Visit Us to avail the offer.

Request

Close

Auto Xtion | Communication Platform

Kevin Sam



Vehicle Promotions Service Request Appointments Feedback

Vehicle

Vehicle Details:

NSW - 000

Mazda

BT-50

2016

Delete: ☐

Enter vehicle number

Delete: ☐

SUBMIT

Chapter 1.

Customer Registration

Log In to Auto Xtion:

1. For Customers:
 - a. A mail will be sent to containing your credentials and link to the platform by your Member (Mechanics).Log In page by using the url sent in the email, URL looks like this:
<http://www.portal.autoxtion.com.au/registration/customer-login>
 - b. Once you click on the link, you will see the following screen:

Log in to your Auto Xtion account

With the Auto Xtion account you get access to all Auto Xtion services.

ENTER EMAIL AND PASSWORD

Email*

Password*

[Forgot your password?](#)

- c. You can log in to the platform by entering your registered email and password.
 - d. Appropriate error message will be displayed if anything is missed or any wrong data is entered as shown:
 - e. If you enter wrong email or password the following error message is displayed on your screen:

Incorrect User Name or Password

- f. After filling in the correct information on the Log In page, Click **Log In** button, you will be redirected to the below screen.

The screenshot shows the 'Profile' page of the Auto Xtion platform. At the top, there is a dark header with the word 'Profile' in orange. Below the header, there is a dark button labeled 'Update Profile'. The main content area contains several input fields: 'XtionCustomer|' (with a blue border), 'Enter address', 'Enter license', 'vaisak@outlook.com', and 'Enter phone number'. At the bottom left of the form is an orange 'Submit' button.

- g. Update your personal details to access the platform services.
h. Click **Submit**, after filling the details and you will be redirected to the Vehicle page, more of this is discussed in the course of this document

The screenshot shows the 'Vehicle' page of the Auto Xtion platform. The top header is dark with 'Auto Xtion | Communication Platform' on the left and 'XtionCustomer' on the right. Below the header is a navigation bar with icons and labels for 'Vehicle', 'Promotions', 'Service Request', 'Appointments', and 'Feedback'. The main content area has a dark header with the word 'Vehicle' in orange. Below this, there is a section titled 'Vehicle Details:' with a subtitle 'Once you submit a vehicle details you can add other vehicle'. The form contains input fields for 'Enter vehicle number', 'Registration expiry date*', and three dropdown menus. A 'Delete: ☐' checkbox is also present. At the bottom of the form is an orange 'SUBMIT' button.

- i. Fill in your vehicle details for availing any promotions and scheduling appointments with your member.
j. In case you have forgotten your password, Click on **Forgot your password?** link, you will be redirected to the below screen:

The screenshot shows the 'Forgot your password?' page of the Auto Xtion platform. It features a light gray background. At the top, there is a white box with the text 'Kindly enter your registered Email !!' in orange. Below this is a white input field labeled 'Email Field'. At the bottom is an orange button labeled 'Recover my password'.

- k. Enter your registered email id and Click on **Recover my password** button, following actions will be performed:
- ✓ A recovery email will be sent to your registered email id.
 - ✓ You will see the following screen:

Password recovery mail sent !!

An email was sent to **vaisak@outlook.com** 0 minutes ago. Use the link in it to set a new password.

[login](#)

- ✓ Click on the recovery link given in your email, you will see the following screen in the browser:

submit

- ✓ Enter your new password, Click **Submit** button.

New password set !!

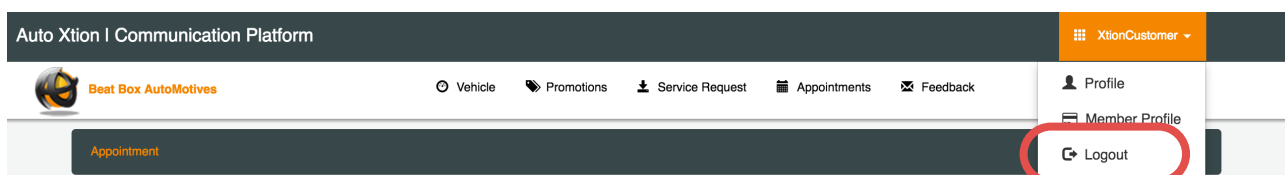
Your password has successfully been reset. You can use it right now on the login page.

[login](#)

- ✓ You can Log in to the platform with your new password.

Logout from Auto Xtion:

You can logout of the platform by clicking on the **Logout** button in the right drop menu as shown:



Chapter 2.

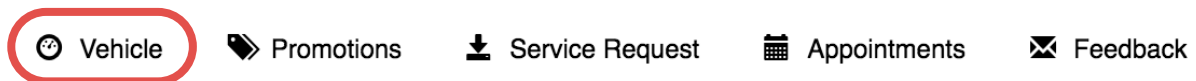
Vehicles

This will contain the list of all vehicles owned by you. You can add multiple number of vehicles and corresponding to the vehicles you specify promotions and special offers will be send.

NOTE : Kindly do fill the vehicle details. As this very compulsory for sending service request, scheduling appointments and receiving regular promotions.

Vehicle Manangement:

- a. Click **My Vehicles** in the navigation bar as shown:



- b. You will be redirected to the **list of vehicles** you own as shown:

A screenshot of the 'Auto Xtion | Communication Platform' interface. The top navigation bar includes 'Vehicle', 'Promotions', 'Service Request', 'Appointments', and 'Feedback'. Below this, a 'Vehicle' section contains a form titled 'Vehicle Details:'. The form has a header that says 'Once you submit a vehicle details you can add other vehicle'. It includes input fields for 'Vehicle Number' (with 'BJI1009' entered), 'Brand' (with 'BMW' selected), 'Model' (with 'X5' selected), 'Year' (with '2014' selected), and 'Registration expiry date' (with '2016-09-24' entered). There is a 'Delete: ☐' button next to the 'Year' field, which is circled in red. At the bottom of the form is a 'SUBMIT' button.

- c. You will see your vehicles details. Kindly add the new vehicle details if you wish to.
d. Click **Submit**, the newly added vehicle will be added.

e. You can add any number of vehicles after submitting one vehicle.

Vehicle Details: Once you submit a vehicle details you can add other vehicle

BJI1009	BMW	X5	2014	Delete: <input type="checkbox"/>
2016-08-13				
BJI1010	BMW	X4	2016	Delete: <input type="checkbox"/>
2016-11-19				
Enter vehicle number	-----	-----	-----	Delete: <input type="checkbox"/>
Registration expiry date*				

SUBMIT

f. If you wish to Delete a vehicle click on **Delete** check box and click **Submit**. The vehicle will be deleted as shown above.

g. If you wish to **Edit** the vehicle details, you can choose from the drop down list of available cars and change your vehicle and Click **Submit**.

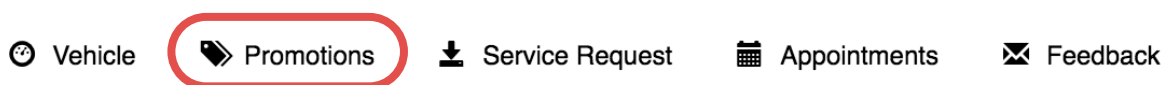
Chapter 3.

Promotions

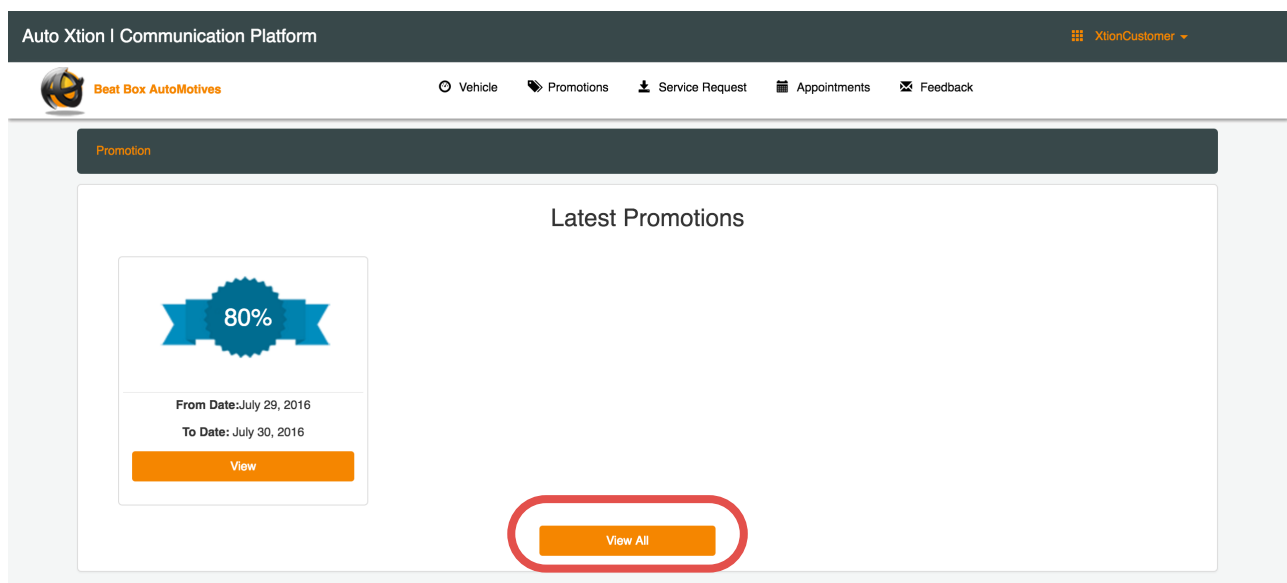
Promotions is special feature of the platform that lets you view unlimited amount of specials and offers sent by your member for you to avail.

Promotions will be made according to Make - Model - Year basis for a car. So the best part is you will be able to see promotions only for your car plus any additional offers applicable to all cars.

1. For adding a view promotion , navigate to **Promotions** link in the navigation bar as shown: You will see Latest promotions available for your car.

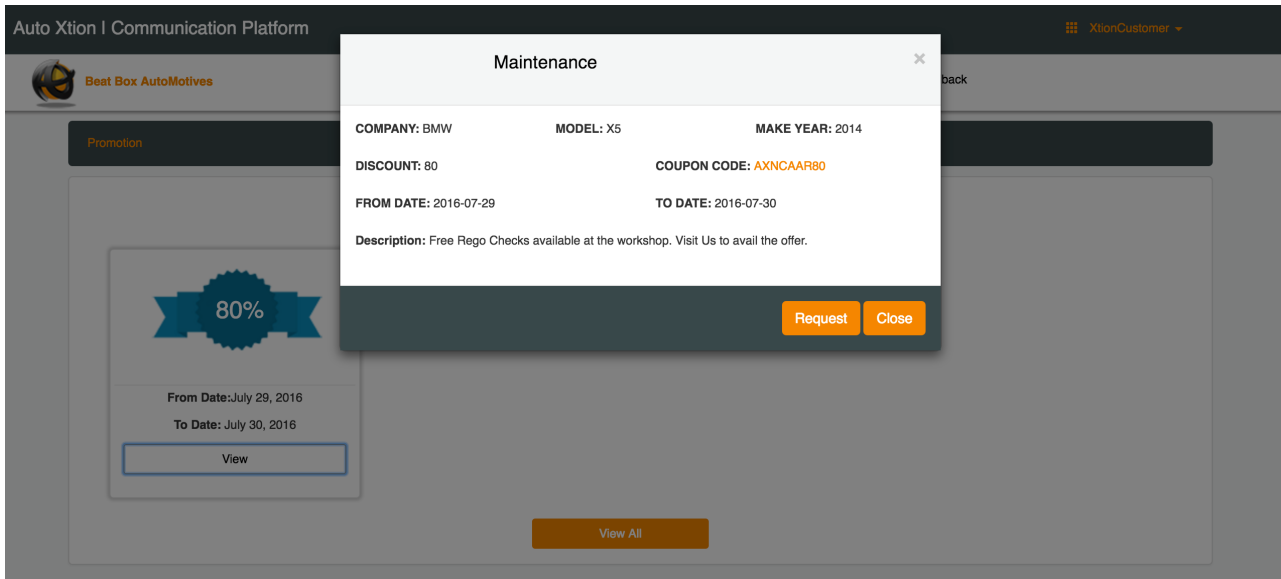


2. For seeing all the promotions for your car, Click **View All** button and can see the list of all promotions available for you.

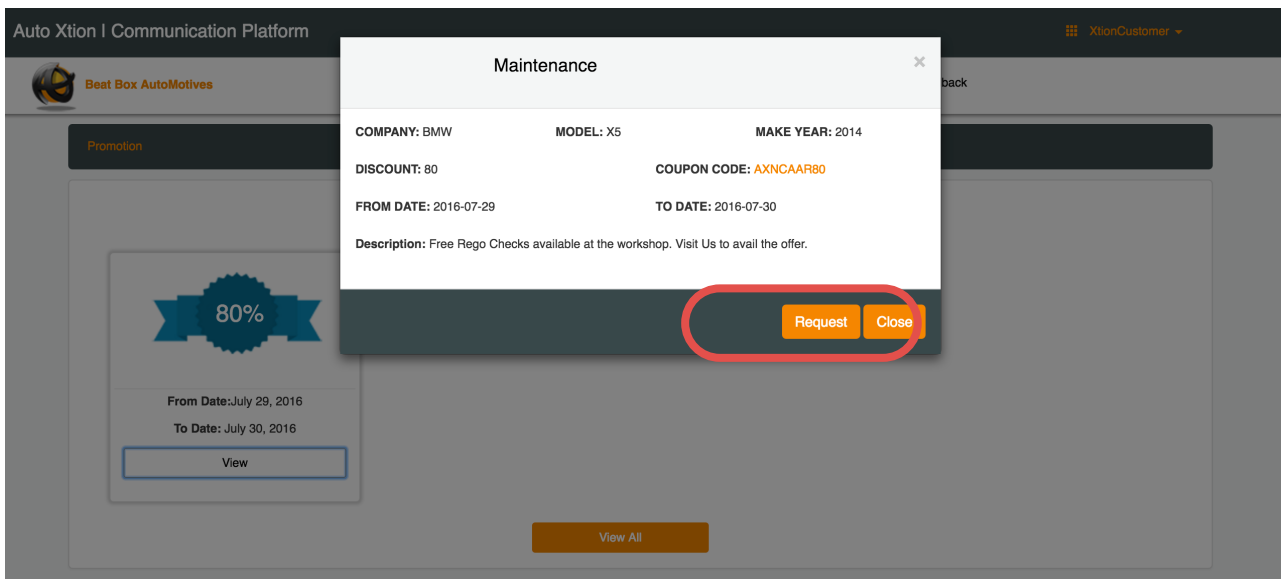


- a. You can view the details of individual promotions. Click **View** button on every promotion.

b. A pop up window will be shown in the screen



c. You can see the details for the promotion representing for which type of service the discount is available and the validity period for same.



d. If you wish to avail the promotions, click on **Request** button.

e. To go back Click **Close**.

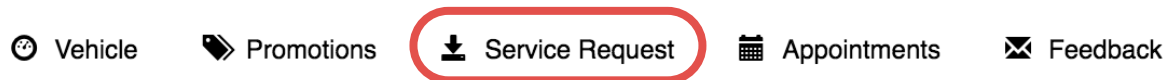
f. You will be redirected to the list of service request page. More information regarding this is provided in the course of this document.

Chapter 4.

Service Request

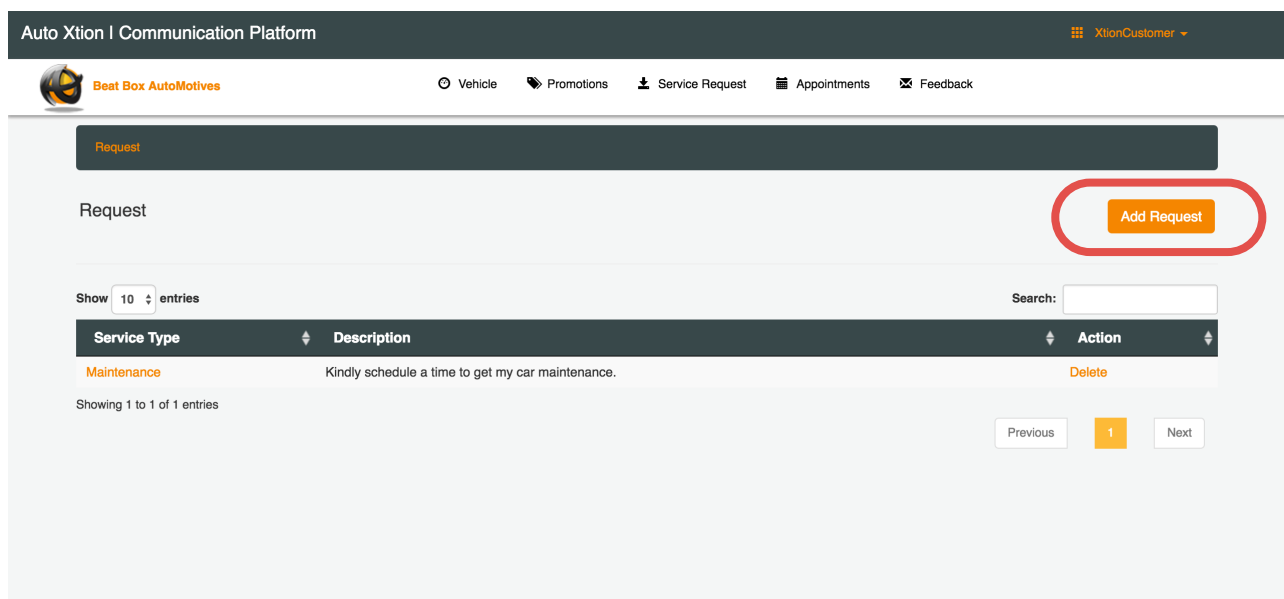
Service Request shows you the list of requests requested you created. You can Add, Edit, delete a particular service request.

1. For seeing your service request, Click **Service Request**, as shown: You will be navigated to the list of service request page as shown:



Service Request Management

- a. Click **Add Request** to add new service request as shown:



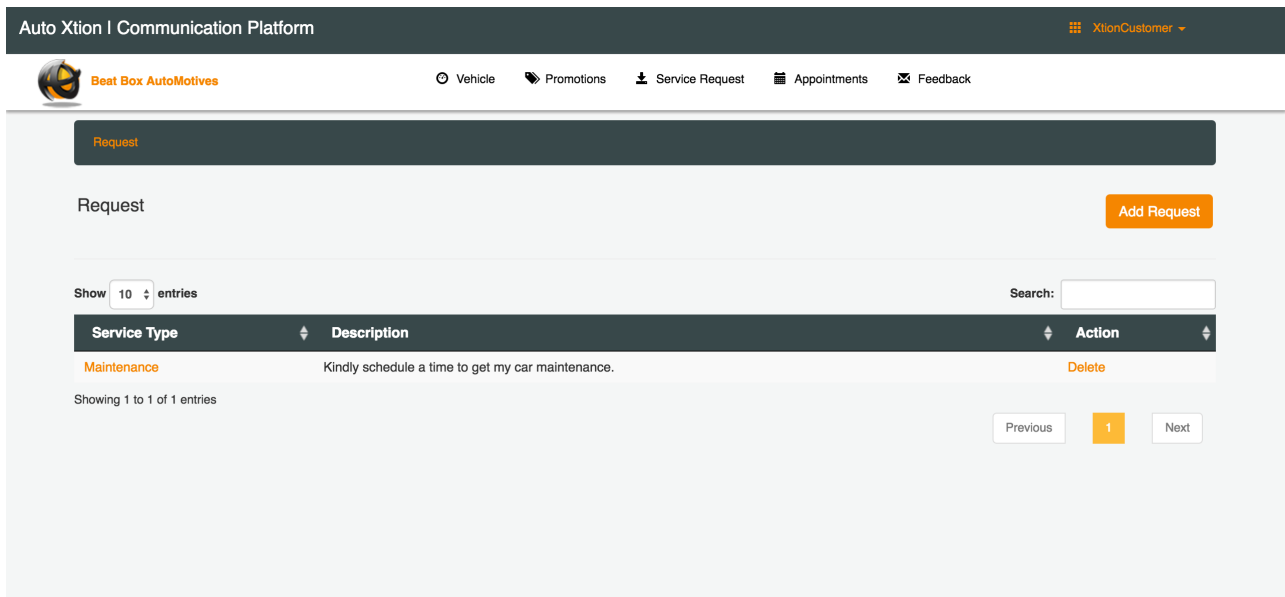
b. You will be redirected to the add new request screen:

The screenshot shows the 'Add Request' screen in the Auto Xtion Communication Platform. The header includes the platform name, a user profile 'XtionCustomer', and navigation links for Vehicle, Promotions, Service Request, Appointments, and Feedback. The main form area has a breadcrumb 'Request / Add Request'. It contains three fields: 'Service Type*' (a dropdown menu), 'Promotions' (a dropdown menu), and 'Request Description*' (a text area with the placeholder text 'kindly suggest the time to get my car etc.'). A blue 'SUBMIT' button is at the bottom left.

c. Select Service type from the drop down list. If any promotions are available for it they will appear in the drop down list and you can select any one to avail the offer:

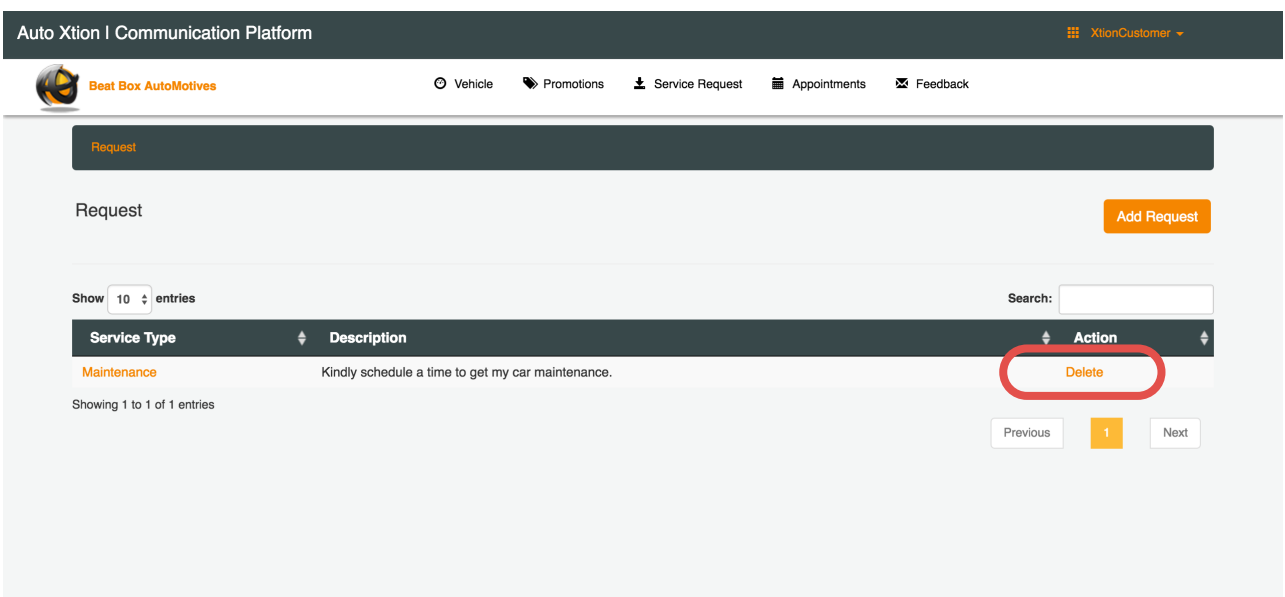
The screenshot shows the 'Service Type*' dropdown menu open. It has a blue header bar with a checkmark and a dashed line. The list of services includes: Log Book Service, Full Car Service, Repairs, Maintenance, Rego checks - Pink Slip, Rego checks - Blue Slip, Rego checks - LPG, LPG Installations, Tyres, Wheel Alignment, Air Conditioning repair and servicing, Engine management diagnostics, Auto Electrical services, Clutches and Transmissions, Mobile Service, Steering and suspensions, Fleet vehicles, Brakes, Radtiors and Cooling, Batteries, Exhausts, and Others.

- d. Add the description of what is the problem with your car and Click **Submit**. You will be redirected to the list of request page.



The screenshot shows the 'Request' page of the 'Auto Xtion I Communication Platform'. The header includes the platform name and a user profile 'XtionCustomer'. The main content area has a 'Request' title and an 'Add Request' button. Below this is a table with columns: 'Service Type', 'Description', and 'Action'. A single entry is shown with 'Maintenance' as the service type and 'Kindly schedule a time to get my car maintenance.' as the description. The 'Delete' button in the 'Action' column is highlighted with a red circle. The table is paginated, showing '1' of 1 entries.

- e. You can delete the request by clicking on **delete** in the Action column and that particular request will be deleted.




This screenshot is identical to the one above, showing the 'Request' page. The 'Delete' button in the 'Action' column of the table is highlighted with a red circle. The table contains one entry with 'Maintenance' as the service type and 'Kindly schedule a time to get my car maintenance.' as the description. The pagination shows '1' of 1 entries.

- f. An email reminder will send be send to Member for the same.

- g. You can **Edit** the request by clicking on Service Type Column and edit the description and service type if you want to.

Auto Xtion | Communication Platform

XtionCustomer



Vehicle

Promotions

Service Request

Appointments

Feedback

Request / Add Request

Service Type*

Maintenance

Promotions

Free Rego Checks available at the workshop. Visit Us to avail the offer.

Request Description*

Kindly schedule a time to get my car maintenance.

SUBMIT

Chapter 5.

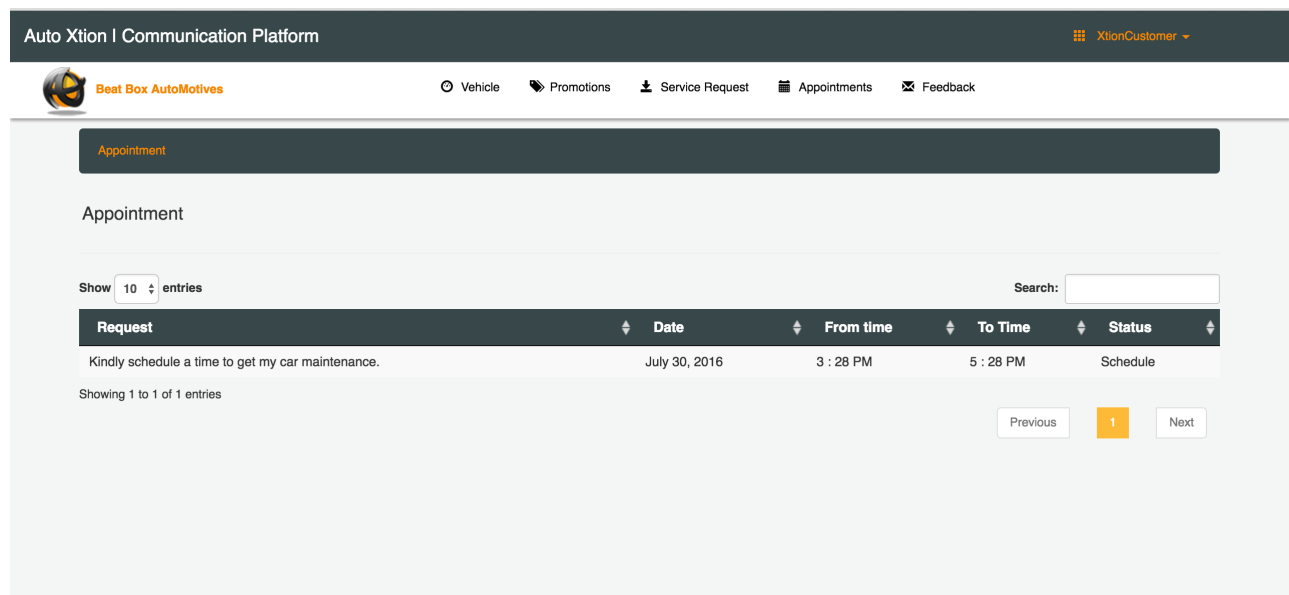
Appointments

You can manage all your appointments from a single location.

1. For seeing all your appointments in **Scheduled** and **Completed** state, Click **Appointments**, as shown:



2. List of all appointments will be shown:

The screenshot shows the 'Auto Xtion | Communication Platform' interface. At the top, there's a header with the platform name and a user profile 'XtionCustomer'. Below the header is a navigation bar with icons for 'Vehicle', 'Promotions', 'Service Request', 'Appointments', and 'Feedback'. The main content area is titled 'Appointment' and contains a table of appointment requests. The table has columns for 'Request', 'Date', 'From time', 'To Time', and 'Status'. One entry is visible: 'Kindly schedule a time to get my car maintenance.' scheduled for 'July 30, 2016' from '3 : 28 PM' to '5 : 28 PM' with a status of 'Schedule'. Below the table, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' pagination buttons.

Manage Appointments

- c. Once the date and time on which the appointment is scheduled is passed, the status of the appointment will change to **Completed** automatically.
- d. An automatic email reminder will be send to you after:
 - ✓ member schedules an appointment to the service you requested.
 - ✓ member reschedules an appointment, that is change the date and time.
 - ✓ member cancel's an appointment and in that you can directly call your member for knowing the issue.

More Feature's Coming Soon !!

Chapter 6.

Feedback

This will contain the list of feedback's that you have send to the members. Customers are provided a list of questions for feedback which they will answer and help improve customer service in an efficient way.

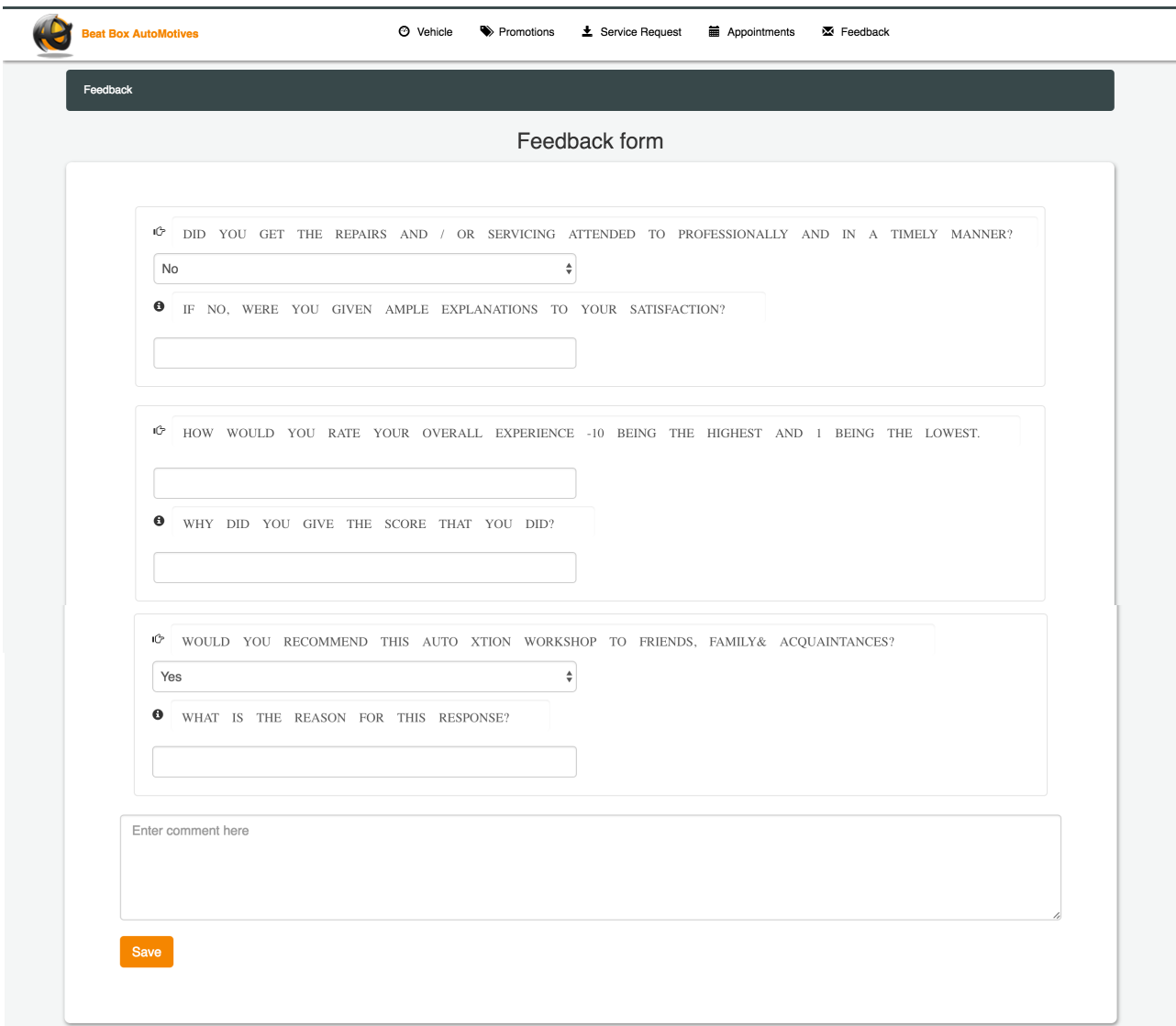
You can view all your feedbacks from a single location.

1. For seeing your all your feedbacks, Click **Feedback**, as shown:

 Vehicle  Promotions  Service Request  Appointments  Feedback

Customer Feedback

- a. You will be redirected to the add new screen.



The screenshot shows the 'Feedback form' interface. At the top, there is a navigation bar with the 'Beat Box AutoMotives' logo and several menu items: 'Vehicle', 'Promotions', 'Service Request', 'Appointments', and 'Feedback'. The 'Feedback' menu item is highlighted with a red border. Below the navigation bar, the 'Feedback form' is displayed. It contains three main sections, each with a question and a dropdown menu for the answer, followed by a text box for additional comments.

Feedback form

Q1 DID YOU GET THE REPAIRS AND / OR SERVICING ATTENDED TO PROFESSIONALLY AND IN A TIMELY MANNER?

A1 No

Q2 IF NO, WERE YOU GIVEN AMPLE EXPLANATIONS TO YOUR SATISFACTION?

A2 [Text box]

Q3 HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE -10 BEING THE HIGHEST AND 1 BEING THE LOWEST.

A3 [Text box]

Q4 WHY DID YOU GIVE THE SCORE THAT YOU DID?

A4 [Text box]

Q5 WOULD YOU RECOMMEND THIS AUTO XTION WORKSHOP TO FRIENDS, FAMILY& ACQUAINTANCES?

A5 Yes

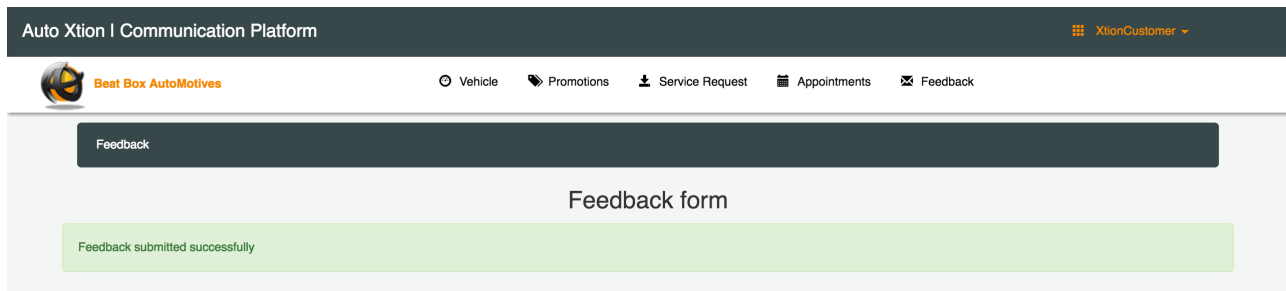
Q6 WHAT IS THE REASON FOR THIS RESPONSE?

A6 [Text box]

Enter comment here

Save

- b. Fill in the feedback form and Click **Save**, you will be presented with successful feedback submission message.



The screenshot displays the 'Auto Xtion I Communication Platform' interface. At the top, a dark header bar contains the platform name on the left and a user profile 'XtionCustomer' with a dropdown arrow on the right. Below this is a navigation bar with icons and labels for 'Vehicle', 'Promotions', 'Service Request', 'Appointments', and 'Feedback'. The main content area features a dark 'Feedback' button at the top, followed by the text 'Feedback form'. A green message box at the bottom of the form area states 'Feedback submitted successfully'.

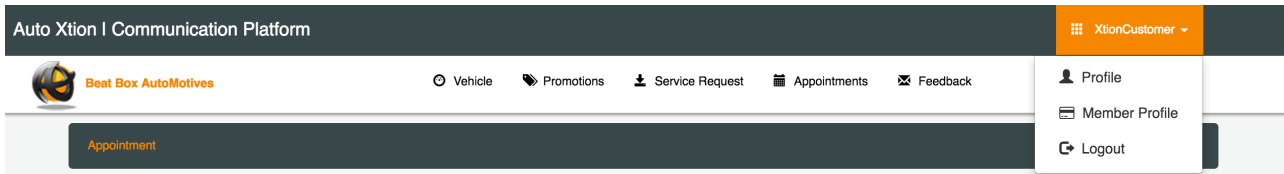
More Feature Coming Soon !!

Chapter 7.

Profile Management

Once your account is created with Auto Xtion, you can manage your profile details and see your member Business Card.

1. Navigate to the top right corner where your name appears, you will see the drop menu as shown:



Manage Profile

- a. You can view your personal details by Clicking on **Profile** in the drop down menu.
- b. You will be navigated to the following screen which will show your details.

A screenshot of the 'Profile' management page. At the top, there's a dark header with the word 'Profile'. Below it, there are two tabs: 'Update Profile' (active) and 'Change Password'. The form contains several input fields: 'XtionCustomer' (with a dropdown arrow), '7 Seville St, North Parramatta NSW 2151', 'DL-198788', 'vaisak@outlook.com', and '9898989898'. At the bottom left of the form is an orange 'Submit' button.

- c. To **update** your details, change the details in the screen shown above and Click **Submit**. Your details will be updated.

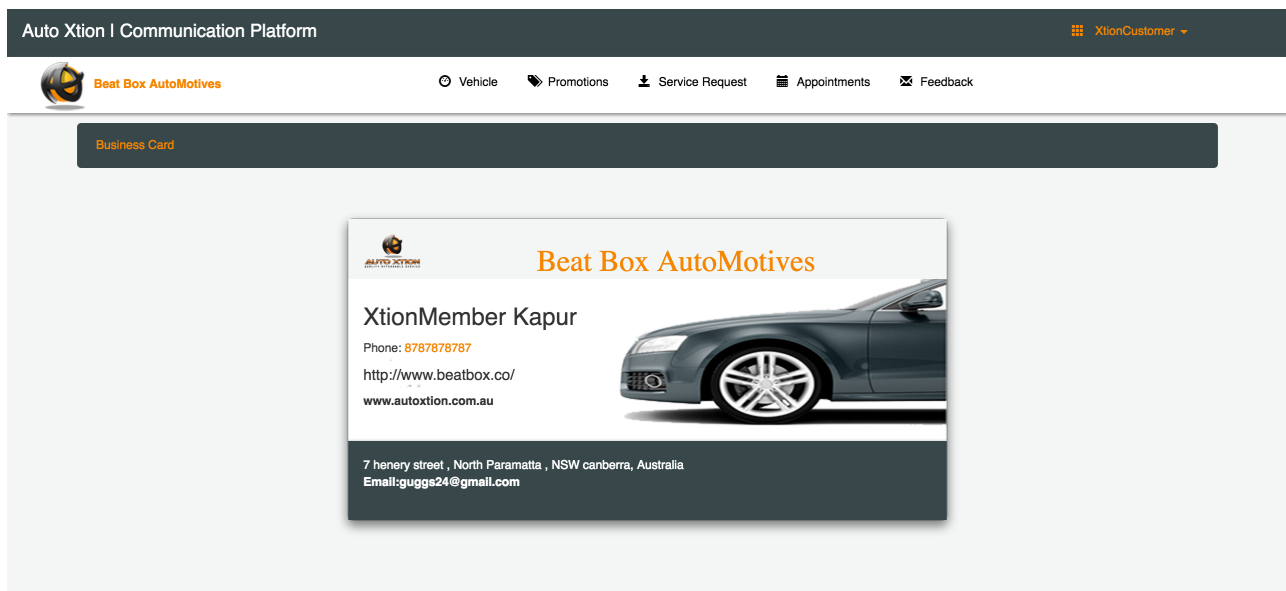
d. To **change password**, click on change password tab.

The screenshot shows the 'Auto Xtion I Communication Platform' header with the 'XtionCustomer' dropdown. Below the header is a navigation bar with icons for Vehicle, Promotions, Service Request, Appointments, and Feedback. The main content area has a 'Profile' tab selected, with sub-tabs for 'Update Profile' and 'Change Password'. The 'Change Password' form contains three input fields: 'Old Password*', 'New Password*', and 'Confirm Password*', followed by an orange 'Submit' button.

e. Enter your Old password and new password twice, Click **Submit**. Your password will be updated.

Business Card

a. You can view your member's business card by Clicking on **Business Card** in the drop down menu.

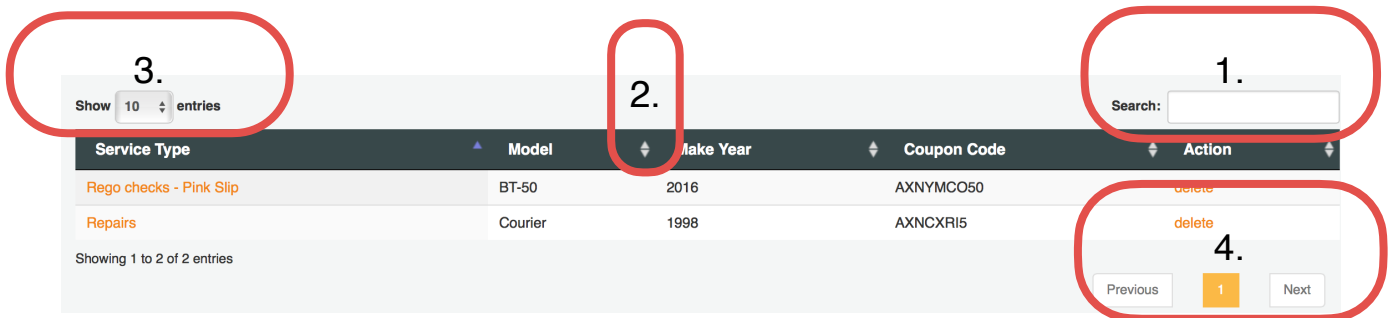


More Features Coming Soon !!

Chapter 8.

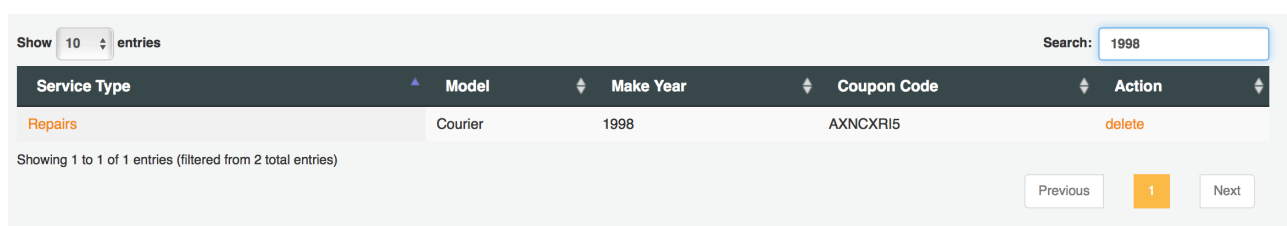
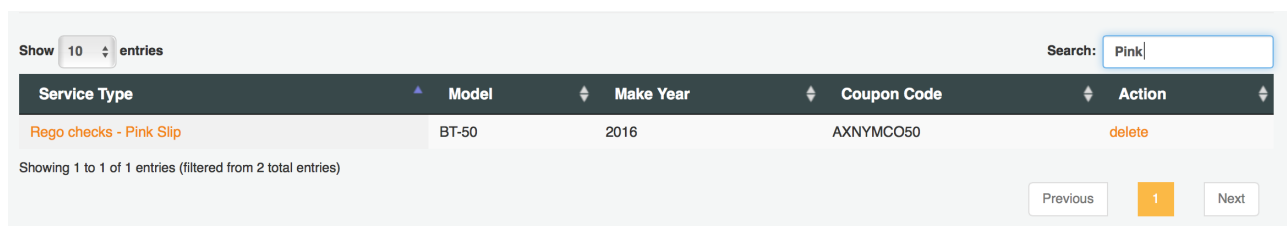
Common Platform Features

1. On every list page, you can see the following screen using which you can do searching, sorting and pagination.



Search

- a. It is represented by **1.** in the above image. This is a smart search in which you can type any of the **column parameters** available in the list and it will search the whole list of values.
- b. Examples of search shown:



Sorting

- a. Sorting is done as shown **2.** in the top image in the ascending and descending order on a **particular column**

Pagination

- Pagination is done as shown in **3. in the top image**. As the list values increases the number of pagination pages increases automatically.
- You can choose on how many items you want to see on the list page as show.

Showing 10 entries

Search: 1

Status	Model	Make Year	Coupon Code	Action
Rego checks - Pink Slip	BT-50	2016	AXNYMCO50	delete
Repairs	Courier	1998	AXNCXRI5	delete

Showing 1 to 2 of 2 entries

Previous 1 Next

Chapter 9.

Customer Role

FEATURE	ADD	EDIT	VIEW	DELETE / CHANGE STATUS
My Vehicles	✓	✓	✓	✓
Promotions	✗	✗	✓	✗
Service Request	✓	✓	✓	✓
Appointments	✗	✗	✓	✗
Feedback	✓	✓	✓	✓
Profile	✗	✓	✓	✗
Business Card	✗	✗	✓	✗

Chapter 10.

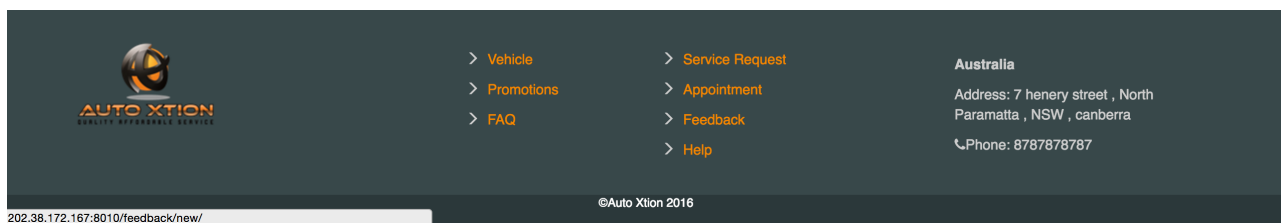
Header

Header contains the Menu items using which you can navigate to different features of the Auto Xtion Platform.



Footer

Footer contains the links to different features of the Auto Xtion Platform and your member address.



Contact Us

You can get information about Auto Xtion and email us for any queries regarding platform and other related issues at **info@autoxtion.com.au**