Input Kundan: vers.0.9

Overview

Apps

General

A platform for data about assets, sensors and customer inquiries/service tasks (tickets).
There are two Apps needed. A classical ticketing system and a Asset Management System. There is access needed for Ticket_Manager (like a external call center), Customer_Manager (back office manager), Customer (Register/ Login), Asset_Manager, Warehouse_Manager as well.
Multilanguage (de, en and later fr)

TICKET SYSTEM

For the Ticket System the main task are support/service cases/calls from customers of a forklift dealer.

A ticket contains: (english/german)

Ticket-ID/Ticket-ID,
Title/Betreff,
Customer Data: Company/Firma, Name/Name, Telephone/Telefon, Email/Email
Description/Beschreibung,
Status (Neu / New, In Bearbeitung / In Progress, Warten auf Kunde / Waiting for Customer, Gelöst / Resolved, Geschlossen / Closed, Abgelehnt / Rejected, Wieder geöffnet / Reopened, Escaliert / Escalated)
Priorität/Priority (Low/Niedrig, Middle/Mittel, High/Hoch)
Categorie/Kategorie (NN)
Creation Date/Erstellungsdatum
Creator/Ersteller
Assigned to / Beartbeiter
Last Updated / Letzte Aktualisierung
Deadline / Fälligkeitsdatum
Attachements/Anhang (Upload)
Internal Notes / Interne Notizen
Activity Log / Historie
Related Tickets / Verknüpfte Tickets
Solution / Lösung
Feedback / Feedback
Department / Abteilung (Sales, Sales UE, Sales STH, Service)

ASSET MANAGEMENT SYSTEM

The Asset Management System is an App that manages assets (like forklift trucks) and maintain inventory
There is access needed for an
Asset_Manager, Responsible for managing all machinery and assets in the system. The Asset Manager monitors maintenance schedules, machine conditions, and location tracking.

Customer_Manager, Responsible for the sale and marketing of machinery. The Sales Manager handles sales offers, customer relationships, and sales reports.

Warehouse_Manager, Manages the storage and location of machinery and logistics. The Warehouse Manager is responsible for assigning and tracking machines within the warehouse.

Finance_Manager, Tracks and manages the financial aspects of machinery, including depreciation, insurance costs, and maintenance expenses.

A Asset contains: (german/english)
General Information:
Asset-ID/Asset ID
Beschreibung/Description
Marke/Brand
Modell/Model
Maschinenkategorie/Machine Category
Seriennummer/Serial Number
Baujahr/Year of Manufacture
Hubhöhe/Lift Height
Tragkraft/Capacity
Mast/Mast
Bauhöhe/Closed Height
Kaufdatum/Purchase Date
Kaufpreis/Purchase Price
Batterie/Battery
Batteriebeschreibung/Battery Description
Batterie geladen am/ Balttery Charg Due Date
Anbaugerät/Attachements
Standort/ Location:
Status/ Status (Neu/New, Gebraucht/Used, Miete/Short Time Hire)
Eigentümer/Owner
Zuweisung/Assignment
Zustand/Condition
Betriebsstunden/Operating Hours

Details:
Wartungsplan/Maintenance Schedule
Letzte Wartung/Last Maintenance
Nächste Wartung/Next Maintenance
Wartungskosten/Maintenance Costs
Garantie/Warranty
Garantieablaufdatum/Warranty Expiration Date
Standorthistorie/Location History
Betriebsstatus/Operational Status
Nutzungshistorie/Usage History
Kraftstoffart/Fuel Type
Kraftstoffverbrauch/Fuel Consumption
UVV fällig am/UVV Due Date
Anmerkungen/Notes

Finance and Depreciation:
Abschreibungsmethode/Depreciation Method
Nutzungsdauer/Useful Life
Restwert/Residual Value
Buchwert/Book Value

Leasinggeber/Lease Company
Leasingnehmer/User
Jahresabschreibungskosten/Annual Depreciation Cost
Gesamtbetriebskosten/Total Operating Costs

Attachements:
Upload up to 20 Pictures of trucks
Upload Documents: XLSX, pdfs, Word

Development – wishes to discuss

Django Framework. CI/CD via gitlab, local development only with sqlite-file, production only with postgres-db, venv, https, deployment to Render, Digital Ocean, Heroku or what best fits (server need to run and save data in Europe!), consent banner following GDPR regulation, regular automated data back up
Send Status-Emails
CSS: bootstrap5, Tailwind or any other
Java Script: Yes
In the frontend, the platform provides login-individualized content for both employees and customers. The content is always related to the individual login, the role assignment and the associated content and rights. A user can have several roles at the same time.
Every single content record made by a user should have a timestamp and the author.
The platform should be trilingual (German, English and French).
Suggested Main Navigation: Tickets, Assets, My Fleet, Search Form, Login -> Login (Profile/Settings)/Register, Select Language