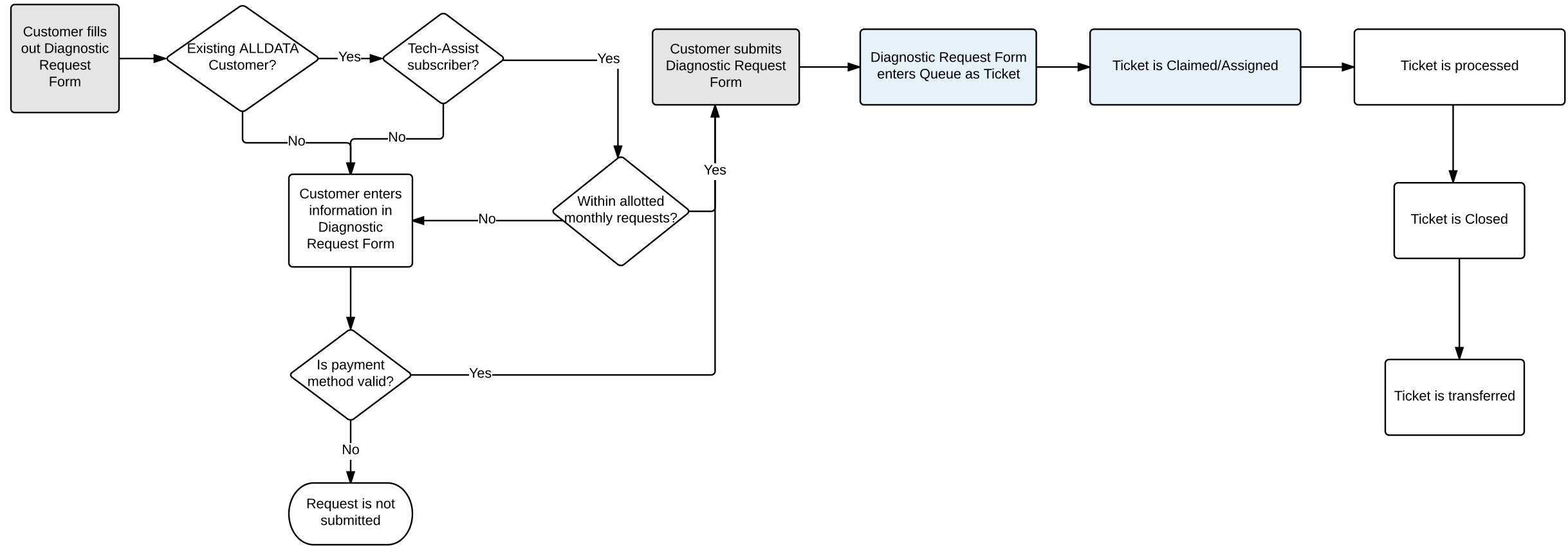




EBRS-11 EBRS Editor Ticket
EBRS-27 Update Tech-Assist Ticket
Wireframes and Diagrams
Version 2.0
July 21, 2016
Author: Marcie McKean

Date	Reason for Update	Description of Updates	Pages Updated	Author
08-05-16	Publish Personas	Added module to allow editor to select which persona to publish as	Editor Ticket	Marcie McKean
08-08-16	Suggested Repairs	Updated design to reflect suggested repairs	Editor Ticket layers- Repair, after edit repair, Case Match, Case Match when varified	Marcie McKean
08-17-16	Added Tech-Assist Ticket	Updated Tech-Assist Ticket design to reflect editor ticket	Tech-Assist Ticket	Marcie McKean
08-21-16	Add Queue	Added updated queue	Tech-Assist Queue	Marcie McKean
08-22-16	Added Ticket Life Cycle	Added the process that a ticket will go through	Queue Workflow	Marcie McKean

Which system actor(s) performs these tasks



Ticket Validation Workflow

Before Being Submitted to Queue

- Call Outs
1.

- Non-ALLDATA Customer access point
2.

- ALLDATA Customer access point
3.

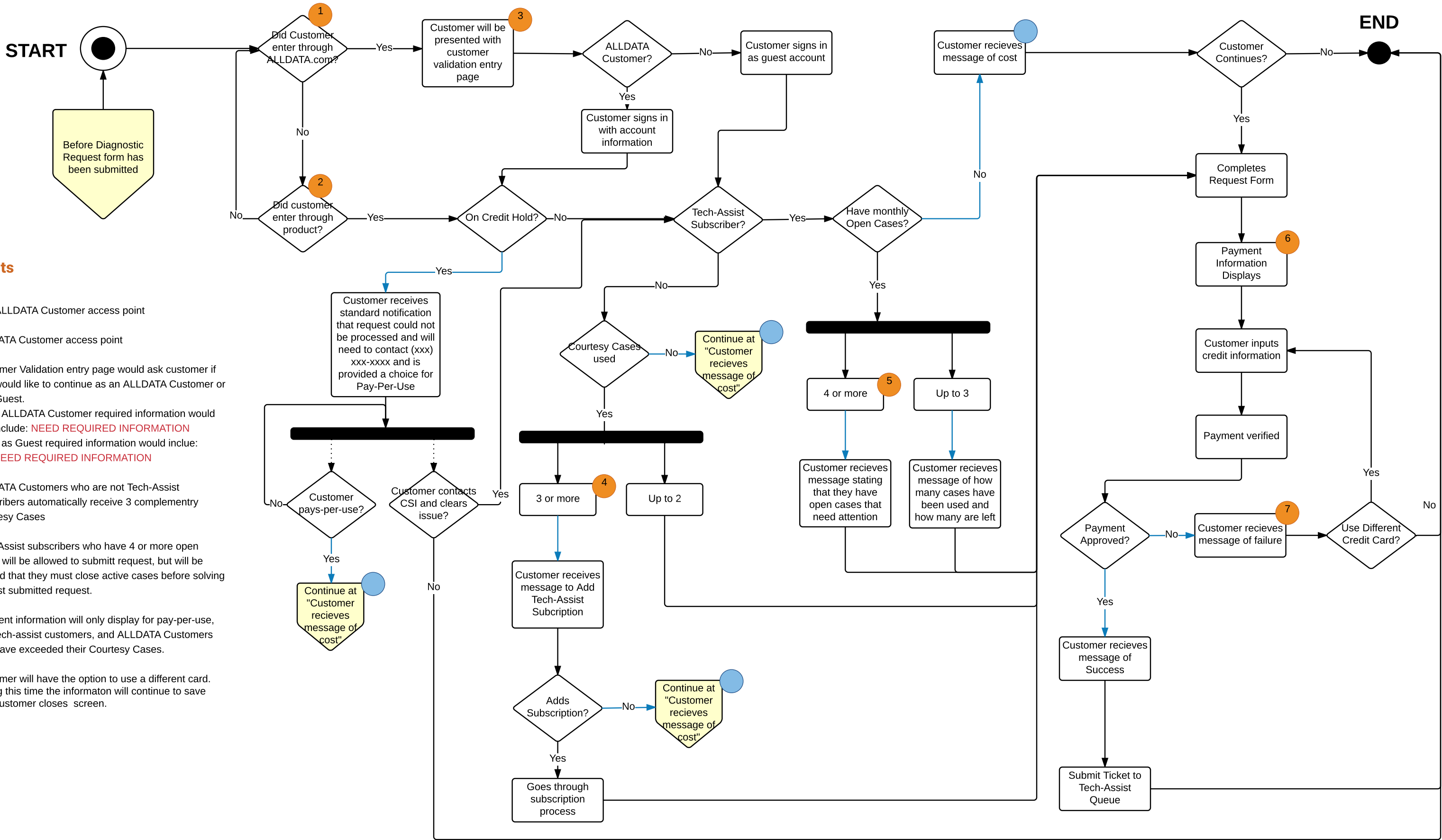
- Customer Validation entry page would ask customer if they would like to continue as an ALLDATA Customer or as a Guest.
 - If ALLDATA Customer required information would include: **NEED REQUIRED INFORMATION**
 - If as Guest required information would include: **NEED REQUIRED INFORMATION**
4.

- ALLDATA Customers who are not Tech-Assist subscribers automatically receive 3 complementary Courtesy Cases
5.

- Tech-Assist subscribers who have 4 or more open cases will be allowed to submit request, but will be notified that they must close active cases before solving the last submitted request.
7.

- Payment information will only display for pay-per-use, non-tech-assist customers, and ALLDATA Customers who have exceeded their Courtesy Cases.
7.

- Customer will have the option to use a different card.
 - During this time the information will continue to save until customer closes screen.

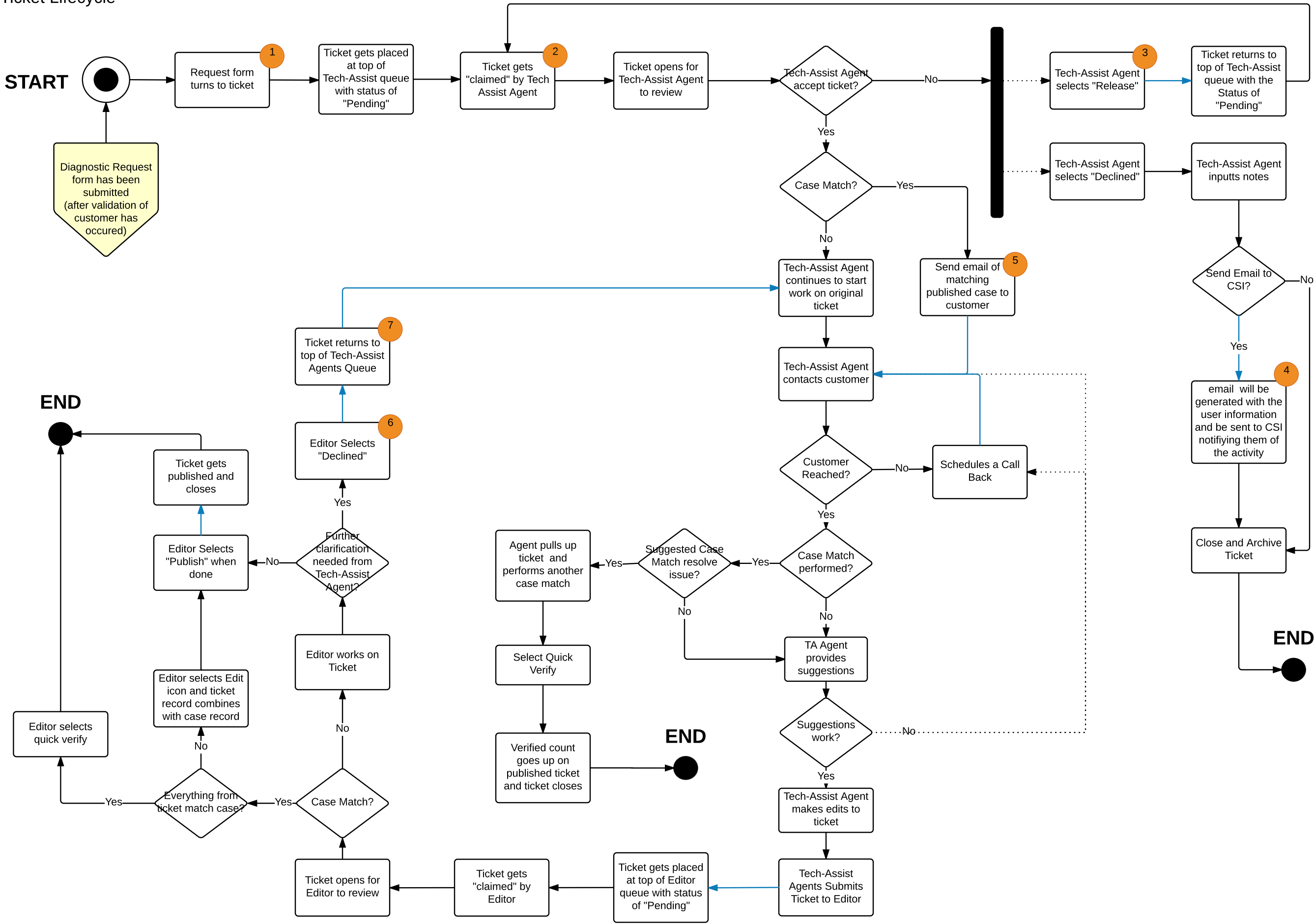


Queue Workflow

Ticket Lifecycle

Vie

Call Outs



1. Ticket will be assigned an auto generated number
Customer would be looked up in data bases to find ID number
 - Look up based on:
 - Company name
 - Phone Number
 - etc.
2. Ticket will automatically be put into status of "In progress"
Ticket will automatically be assigned to Tech-Assist Agent whom opened the Ticket
3. Tech-Assist Agent is removed from being assigned to the ticket for another agent to claim
Confirmation notification is shown to Tech-Assist Agent
4. Confirmation notification is shown to Tech-Assist Agent
Include ticket information and any notes on ticket
Automatically add note to case note section that ticket was frowarded to CSI and declined.
When an already published ticket displays in case match and email is selected. Notify agent that email has been sent.
 - automatcially add Case note to ticket stating that an email of Case # has been sent to customer.
 - Link Case #
 - automatically add "Suggested Case # to Tests performed.
 - Link Case #
 - results area should show "pending resolution" until verification of case repair from customer
6. Editor will be prompted to write a reason for the decline.
This will automatically add to the case notes area
Once sent the Editor will be shown a confirmation notification
7. Ticket will be placed at top of Tech-Assist queue with notification icon (!) in status bar,
Primary Tech will receive notification via email as well.

- Call Outs
1. Menu

2. Queue Display

3. Selected Ticket Display

4. Pending Ticket

5. In progress ticket/selected

6. Status bar w/call outs

7. In progress tickets/ not selected

← → ↺ ⬆

ALLDATA

Tech-Assist

jsmith

ANALYTICS

Dashboard

Ticket Backlog

Reports

CALL BACKS

My Call Backs

All Call Backs

TICKETS

My Tickets

All Tickets

Open

Submitted

Published

Declined

Archived

1

Search

2

Sort by

Filter by

3

Claim

Open

4

Ticket ID: 1840042

This Account Has Been Flagged by CSI

Submitted: 02-19-2016 10:27am

Re-Submitted: 01-18-2016 11:45am thill

Last Modified: 02-22-2016 9:00am vthao

In Progress

2 Open Cases

1 Verified Cases

0 Available Cases

T-A Customer: Yes

Type: Tech-Assist

5

2015 Chrysler Truck Town & Country Van V6-3.6L

02 -19-2016 10:40am

System/Symptom

DTC's

Tests Performed

TA Customer:

Ticket ID:

F/I system

Fuel press 55 psi

Type:

Customer ID: 815-780-8575

of Calls:

Assigned To:

6

2007 Ford Taurus V6-3.0L VIN U

02 -19-2016 10:27am

System/Symptom

DTC's

Tests Performed

TA Customer: Yes

Ticket ID: 1840042

Brakes

Replaced coil and plugs

Type: Tech-Assist

Customer ID: 999-681-3889

of Calls: 3

Assigned To: Vthao

7

IN PROGRESS

8

2004 Toyota Truck Tundra 4WD V8-4.7L (2UZ-FE)

02 -19-2016 10:30pm

System/Symptom

DTC's

Tests Performed

TA Customer: Courtesy Case

Ticket ID: 1840048

F/I system

Fuel press 55 psi

Type: Pay-Per-Use

Customer ID: 807-288-2272

of Calls: 1

Assigned To: Thill

9

IN PROGRESS

10

2015 Chrysler van Town & Country Van V6-3.6L

02 -19-2016 10:38am

System/Symptom

DTC's

Tests Performed

TA Customer: Yes

Ticket ID: 1840049

Brakes

P0146

Replaced coil and plug

Type: Community

Customer ID: 815-780-8575

of Calls: 2

Assigned To: Dkertson

11

IN PROGRESS

12

2015 Chrysler Truck Town & Country Van V6-3.6L

02 -19-2016 10:40am

System/Symptom

DTC's

Tests Performed

TA Customer:

Ticket ID:

F/I system

Fuel press 55 psi

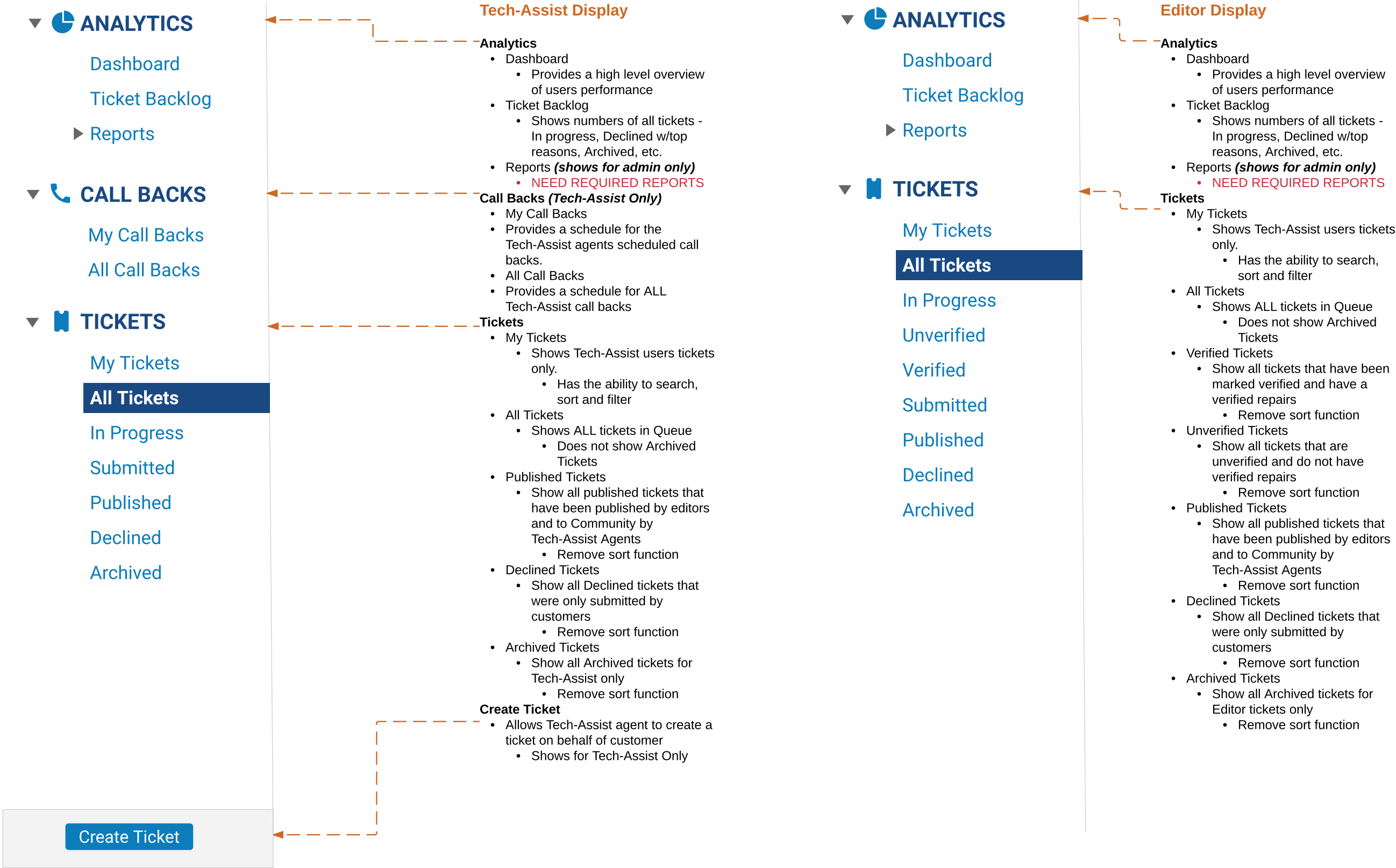
Type:

Customer ID: 815-780-8575

Create Ticket

Queue Menu

Tech-Assist and Editor Queue Menu



Open Ticket

Tech-Assist Ticket - **Layouts subject to change*



Call Outs

1. Shop History
2. Editor Area
3. Tech-Assist Column



Interactions (Present Mode)

- Select to open "Company Information" accordion
- Select to open "Vehicle Information" accordion
- Select to open "Vehicle Problem Information" accordion
- Select to view how changes in editor effect/display

- E. Select to close accordion
- F. Select to open "Tests Performed" accordion
- G. Select to open "Probable Causes" accordion
- H. Select to open "Repairs" accordion
- I. Select to open "Case Notes" accordion
- J. Select to schedule a call back for the ticket
- K. Select to Use Case Match
- L. Select to view reason for call back

- M. Select to open Quick Verify process
- N. Select to view CSI notes
- O. Select to see drop down menu
- P. Select "Decline" to decline a ticket
- Q. Select to Email CSI
- R. Select to Submit Ticket
- S. Select to email customer case match

← → ↺ ⬆

Ticket ID: 1840042

Submitted: 02-19-2016 10:27am
Re-Submitted: 02-22-2016 7:00am thill
Last Modified: 02-22-2016 9:00am vthao

Release

Preview

Publish

Submit

Close

2

0 Available Cases

1

N

Customer Type

Tech-Assist

TA Customer?

Yes

Scheduled Call Backs

▲

08/16/2016 4:00 AM

L

Complete

☐

2 Open Cases

^

2004 Toyota Truck Tundra 4WD
V8-4.7L(2UZ-FE)
2FMDK3JC6ABB65617
Body: Sedan
Transmission: Automatic
HVAC Type: Automatic
Odometer: 25-50 Miles

Q

2003 Honda Civic L4-1.7L CNG
5FMCD7JC6CFB65629
Body: Sedan
Transmission: Automatic
HVAC Type: Automatic
Odometer: 25-50 Miles

Q

1 Verified Cases

^

2015 Chrysler Van Town & Country V6-3.6L
2FMDK3JC6ABB65617
Body: Van
Transmission: Automatic
HVAC Type: Automatic
Odometer: 25-50 Miles

Q

▼

3 Calls

J

Schedule Call Back

K

Case Match

Status

O

Tech

In Progress

Vthao

Edgmon Farm & Auto

A

▼

2007 Ford Taurus V6-3.0L VIN U

▼

Vehicle Problem

^

System: Powertrain Management
Sub-System: Ignition System
Symptoms:

- Hard Start

DTCs:

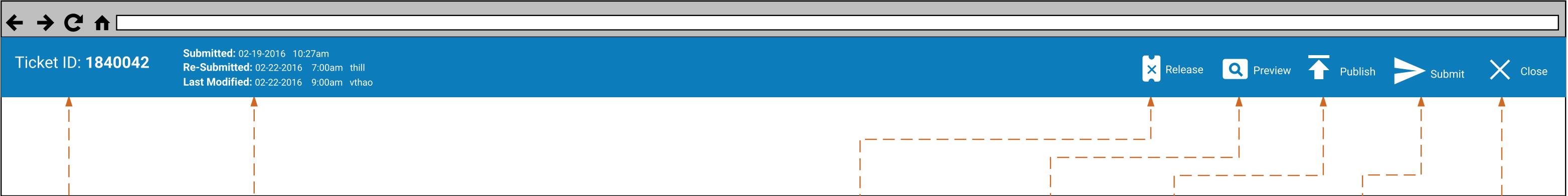
- P0030

Observations and Conditions:
Lorem ipsum dolor sit amet, pro timeam
patrioque eu. Viderer dissentias ei pri, eos te
mandamus salutandi. Odio dolor tritani vim no,
utamur impedit fabellas vix in. Omnis
temporibus liberavisse ut sit.
Virtute convenire id vis, nec an zril commune.

▼

Ticket Header

Tech-Assist Ticket - Header Functionality



Ticket ID
Given to request when it hits the queue

Time Stamps
Submitted
- Date and Time from when initially opened as a new ticket.
- Will never change.
Re-Submitted
- Date, Time and Agent
Last Modified
- Date, Time and Agent
- Will update when change is made to ticket.

Release Ticket
Allows TA agent to return the ticket to top of Tech-Assist queue.
• Close ticket and return to queue if selected

Preview Ticket
Only shows if ticket type is Community otherwise grey out. Allows TA agent to view ticket in publish mode without having to publish the ticket.

Publish Ticket
Only shows if ticket type is Community, otherwise fade out. Publishes and archives the ticket.
• Close ticket and return to queue if selected

Submit Ticket
Moves ticket to Editor queue.
• Close ticket and return to queue if selected

Close Ticket
Closes the ticket and returns the Editor to the Editor queue.

Ticket Customer History Column

Tech-Assist Ticket - Customer History Column Functionality

Ticket ID: 1840042

Submitted: 02-19-2016 10:27am

Re-Submitted: 02-22-2016 7:00am thill

Last Modified: 02-22-2016 9:00am vthao

0 Available Cases

Ticket Type
Tech-Assist

TA Customer?
Yes

Scheduled Call Backs

08/16/2016 4:00 AM

Complete ☐

2 Open Cases

2004 Toyota Truck Tundra 4WD V8-4.7L(2UZ-FE)

2FMDK3JC6ABB65617

Body: Sedan

Transmission: Automatic

HVAC Type: Automatic

Odometer: 25-50 Miles

2003 Honda Civic L4-1.7L CNG

5FMCD7JC6CFB65629

Body: Sedan

Transmission: Automatic

HVAC Type: Automatic

Odometer: 25-50 Miles

1 Verified Cases

2015 Chrysler Van Town & Country V6-3.6L

2FMDK3JC6ABB65617

Body: Van

Transmission: Automatic

HVAC Type: Automatic

Odometer: 25-50 Miles

Customer Detail Information

- Information will be brought over from what is currently on file.
- Available Cases and Flagged Account status can not be edited.
- Tech-Assist agent should be able to copy information if needed.
- Accordions should be auto opened.
- Agents can close and open accordions without effecting anything else

Flagged Account

- Only shows if account has been flagged by CSI
- When clicked shows lightboxed notification why account has been flagged.
 - Agent has the opportunity to send and email to CSI notifying them of the activity

Available Cases

- Show avialable cases a customer has that have been provided to them.
- This should be an automatic countdown dependent upon requests client submits.

TA Customer

- Display if client is a Tech-Assist Customer with Yes or No options

Ticket Type

- Display if client is Tech-Assist, Community, Pay-Per-Use, or Courtesy Case

Scheduled Call Backs

- Display all call backs scheduled for client
- Call backs that have not happen should display blue
 - When clicked will display notes provided as to why call back was scheduled.
- Call backs that have not happened and have passed the scheduled time should display red
- Call backs that have been completed should display grey
- Agents have the ability to mark the call back complete, changing the status on the schedule, call back tab and on the ticket.

Open Cases

- Display # of open cases in title
- Display open ticket vehicle details
- Agents have the opportunity to preview open cases full screen and will act similar to the publish preview.

Verified Cases

- Display # of verified cases in title
- Display verified ticket vehicle details
- Agents have the opportunity to preview verified cases full screen and will act simialar to publish preview

Scheduled Call Back

04:00 AM

08/16/2016

Spoke with Matt. Was busy and didn't have time to go over repair.
Scheduled call back to go over A.... B....C....

Flagged Account

This account has been flagged due to non-payment.
(include notes for reason of flag if any)

Do you wish to notify CSI of activity?

No

Yes

Flagged Account Message And Scheduled Call Back Message

Header:

- Background: Blue: #0c7cba
- Body: White: #ffffff

Content

- Background: White: #ffffff
- Body: Pulled over Note: Black: #000000
- Confirmation: Black: #000000 strong

Buttons

- No:
 - border: 1px Blue: #0c7cba
 - background: White: #ffffff
 - Text: Blue: #0c7cba
- Yes:
 - background: Blue: #0c7cba
 - Text: White: #ffffff

If a tech is creating a ticket on behalf of a customer the system should be able to identify if the customer is flagged

Edgmon Farm & Auto

Closed State

Accordion

- Header: White #fffff
- Body: N/A

Content

- Header: Blue: #0c7cba
- Body: N/A

Opened State

Applies when related editor accordion has been selected.

Accordion

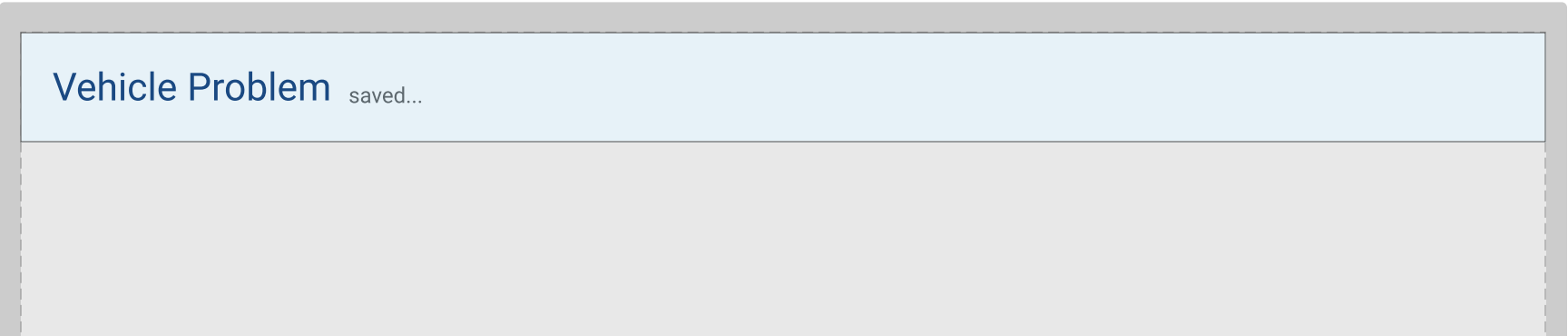
- Header: Dark Grey: #666666
- Body: Light Grey: #333333 at 5% opacity

Content

- Header: White: #ffffff strong
- Body: Titles: Black: #000000
- Text: Grey: #666666
- Icons: Blue: #0c7cba

Ticket Editor Area

Editor Ticket - Editor Area Functionality



Editor Area Overview

- Will display both form fields and rich text editor depending on content of accordion
- Will display information from the editor column accordions when double clicked
 - Header will display with accordion title when being edited.
- Automatic save and save statuses
 - Saved...
 - Saving Changes...
 - Changes not Saved...
- Fields that can not be edited will be greyed out
- Will have the ability to go full screen if needed.
- If no accordions are selected will show only grey area (empty state)

Rich Text Editor

- Will include
 - Font Color
 - Font Size
 - Bold
 - Italic
 - Underline
 - Number List
 - Bullet List
 - Left Indent
 - Right Indent
 - Left Align
 - Center Align
 - Right Align
 - Format Clear
 - Link
 - Insert Image
 - Full Screen
- Will have the ability to drag and drop images withing editor

Ticket Tech-Assist Column

Tech-Assist Ticket - Tech-Assist Column Functionality

Release

Preview

Publish

Submit

Close

3

Calls

Schedule Call Back

Case Match

Status

Tech

In Progress

Vthao

Edgmon Farm & Auto

2007 Ford Taurus V6.3-0L VIN U

Vehicle Problem

Tests Performed

Probable Causes

• Lorem ipsum dolor sit amet, ne ius animal regione.

• Et utinam cotidieque complectitur duo, ut ius possim accumsan, nulla altera his id.

• In mea utinam graece repudiare. Falli aliquip senserit an vel, mei ad debitis voluptua volutpat.

• Et nam habeo iriure postulant. Praesent necessitatibus ut quo, harum maiorum eleifend ut eos, ne sit alia electram. Meliore reprehendunt eam ad.

Repairs

Case Notes

Comments

Column Overview

- Upon initial open, automatically assign to Tech-Assist Agent.
- Tech-Assist Agent must change status manually
- Information will be carried over from submitted request
- When doubled clicked information from accordion will display in editor area.
- Will dynamically display edited information when being edited.
- Accordions will display how information will be published.
- Once section has been edited/modified "Revert to Original" button will display within accordion.
 - Revert to Original will clear all modifications of accordion and return to what the original submitted form contained.
- Case Match will allow Tech-Assist Agent to search for simialr cases.
 - If cases are found they will display as links. (side by side comparison of matching information within articles).
 - Tech-Assist Case Match will be a "partial match"
 - Will have option to add information to published article rather than publishing duplicate article.
- Number of Calls will display and be automatically updated.

Company Information

- Default closed
- Display company name when closed
- Editable

Vehicle Information

- Default closed
- Display vehicle when closed

Vehicle Problem

- Default opened
- Display images as they would show published

Tests Performed

- Default opened

Probable Causes

- Default closed
- Pull in probable cause data to display
- Uneditable - Grey out

Repairs

- Default opened
- Include both verified and suggested

Case Notes

- Default closed
- Case notes will be empty until Editor adds notes.

Comments

- Default closed
- Only show when ticket is a community ticket
- Agent can choose either a title or comments or repiars to comment on.

Accordion States

SAME OPEN & SELECTED STATES AS THE EDITOR TICKET

Status Types

- Pending** - When a ticket has not been claimed
- In Progress** - When a ticket has been claimed and is currently being worked on
- Unverified** - When a ticket has no verified repair
- Verified** - When a ticket has been verified and is ready to be submitted
- Declined** - When a ticket will not be worked on due to flagged status or already exists
 - When a ticket is put into decline status the editor will populate with a request to provide a reason and the agent will have the option to send an email to CSI about the activity or Delete the ticket.

Open Ticket

Editor Ticket V1 - **Layouts subject to change*



Call Outs

1. Tech-Assist Source Column
2. Editor Area
3. Editor Column



Interactions (Present Mode)

- Select to open "Company Information" accordion
- Select to open "Vehicle Information" accordion
- Select to open "Vehicle Problem Information" accordion
- Select to view how changes in editor effect/display

- E. Select to close accordion
- F. Select to open "Tests Performed" accordion
- G. Select to open "Probable Causes" accordion
- H. Select to open "Repairs" accordion
- I. Select to open "Case Notes" accordion
- J. Select to Decline a ticket from Tech-Assist Agent
- K. Select to Use Case Match
- L. Select to Publish a ticket when done editing

- M. Select to open Quick Verify process

Ticket ID: 1840042

Submitted: 02-19-2016 10:27am

Re-Submitted: 02-22-2016 7:00am thill

Last Modified: 02-22-2016 9:00am vthao

J

X Decline

M Preview

↑ Publish

L

X Close

Edgmon Farm & Auto

1

▼

2007 Ford Taurus V6-3.0L VIN U

▼

Vehicle Problem

^

System: Powertrain Management

Sub-System: Ignition System

Symptoms:

• Hard Start

DTCs:

• P0030

Observations and Conditions:

Lorem ipsum dolor sit amet, pro timeam patrioque eu. Viderer dissentias ei pri, eos te mandamus salutandi. Odio dolor tritani vim no, utamur impedit fabellas vix in. Omnis temporibus liberavisse ut sit.

Virtute convenire id vis, nec an zril commune.

Attachments:

Image Name.jpg

02-19-2016

Image Name.jpg

02-20-2016

Image Name.jpg

02-22-2016

Tests Performed

^

• Replaced coil and plugs

This is the result of the shortcut tests

• Replaced coil and plugs

This is the result of the shortcut tests

Repairs

^

Vthao

06-09-2016 9:50am

This is a freeform text field that the user fills out to document observations and conditions of the vehicle. There may be a longer description in this field than in the others.

2

Status

In Progress ▼

Editor

JAnderson ▼

Case Match

Edgmon Farm & Auto

A

▼

2007 Ford Taurus V6-3.0L VIN U

B

▼

Vehicle Problem

C

^

System: Powertrain Management

Sub-System: Ignition System

Symptoms:

• Hard Start

DTCs:

• P0030

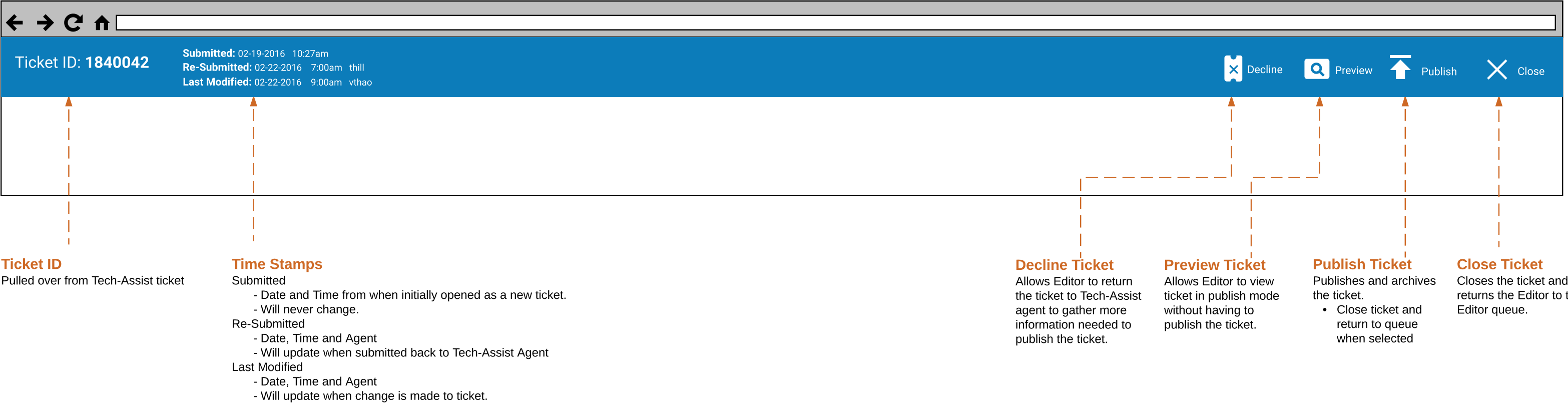
Observations and Conditions:

Lorem ipsum dolor sit amet, pro timeam patrioque eu. Viderer dissentias ei pri, eos te mandamus salutandi. Odio dolor tritani vim no, utamur impedit fabellas vix in. Omnis temporibus liberavisse ut sit.

Virtute convenire id vis, nec an zril commune.

Ticket Header

Editor Ticket - Header Functionality



Ticket TA Source Column

Editor Ticket - Tech-Assist Source Column Functionality

Ticket ID: 1840042

Submitted: 02-19-2016 10:27am
Re-Submitted: 02-22-2016 7:00am thill
Last Modified: 02-22-2016 9:00am vthao

Edgmon Farm & Auto

2007 Ford Taurus V6-3.0L VIN U

Vehicle Problem

System: Powertrain Management
Sub-System: Ignition System
Symptoms:

- Hard Start

DTCs:

- P0030

Observations and Conditions:
Lorem ipsum dolor sit amet, pro timeam patrioque eu. Viderer dissentias ei pri, eos te mandamus salutandi. Odio dolor tritani vim no, utamur impedit fabellas vix in. Omnis temporibus liberavisse ut sit. Virtute convenire id vis, nec an zril commune.

Attachments:

Image Name.jpg	02-19-2016
Image Name.jpg	02-20-2016
Image Name.jpg	02-22-2016

Tests Performed

- Replaced coil and plugs
This is the result of the shortcut tests
- Replaced coil and plugs
This is the result of the shortcut tests

Repairs

Vthao06-09-2016 9:50am

This is a freeform text field that the user fillls out to document observations and conditions of the vehicle. There may be a longer description in this field than in the others.

Accordion Overview

- Information brought over from Tech-Assist Ticket.
- Can not be edited or altered unless declined and returned to Tech-Assit agent.
- Editor should be able to copy and paste text if needed.
- Edior should be allowd to open multiple accordions.

Company Information

- Default closed
- Display company name when closed

Vehicle Information

- Default closed
- Display vehicle when closed

Vehicle Problem

- Default opened
- Include images as links

Tests Performed

- Default opened
- Include all tests from Tech-Assist ticket

Repairs

- Default opened

Edgmon Farm & Auto

Edgmon Farm & Auto

Shop, Site, or Company: Edgmon Farm & Auto
Shop Phone: (999) 999-9999
Contact: Melissa
Primary Phone: (580) 595-1858
Alternative Phone: (580) 595-1858
Email: absolutecartruckrepair@gmail.com
Time Zone: Pacific Time (US)
Preferred Language: English

Edgmon Farm & Auto

Shop, Site, or Company: Edgmon Farm & Auto
Shop Phone: (999) 999-9999
Contact: Melissa
Primary Phone: (580) 595-1858
Alternative Phone: (580) 595-1858
Email: absolutecartruckrepair@gmail.com
Time Zone: Pacific Time (US)
Preferred Language: English

Closed State

Accordion

- Header: White #ffffff
- Body: N/A

Content

- Header: Blue: #0c7cba
- Body: N/A

Opened State

Applies to default open or when clicked once.

Accordion

- Header: Med. Grey: #000000 at 15% opacity
- Body: Light Grey: #333333 at 5% opacity

Content

- Header: Dark Blue: #1a4982
- Body: Titles: Black: #000000
Text: Grey: #666666

Selected State

Applies when related editor accordion has been selected.

Accordion

- Header: Dark Grey: #666666
- Body: Light Grey: #333333 at 5% opacity

Content

- Header: White: #ffffff strong
- Body: Titles: Black: #000000
Text: Grey: #666666

Ticket Editor Column

Editor Ticket - Editor Column Functionality

×

Decline

🔍

Preview

⬆

Publish

×

Close

Status

Editor

In Progress

JAnderson

Case Match

Edgmon Farm & Auto

▼

2007 Ford Taurus V6.3-0L VIN U

▼

Vehicle Problem

▼

Tests Performed

▼

Probable Causes

▲

• Lorem ipsum dolor sit amet, ne ius animal regione.

• Et utinam cotidieque complectitur duo, ut ius possim accumsan, nulla altera his id.

• In mea utinam graece repudiare. Falli aliquip senserit an vel, mei ad debitis voluptua volutpat.

• Et nam habeo iriure postulant. Praesent necessitatibus ut quo, harum maiorum eleifend ut eos, ne sit alia electram. Meliore reprehendunt eam ad.

Repairs

▼

Case Notes

▼

Column Overview

- Upon initial open, automatically assign to Editor.
- Editor must change status manually
- Information will be carried over from Tech-Assist ticket until edited.
- When doubled clicked information from accordion will display in editor area.
- Will dynamically display edited information when being edited.
- Accordions will display how informatin will be published.
- Once section has been edited/modified "Revert to Original" button will display within accordion.
 - Revert to Original will clear all modifications of accordion and return to what the original Tech-Assist ticket contained.
- Case Match will allow Editor to search for simialr cases.
 - If cases are found they will display as links. (side by side comparison of matching information within articles).
 - Will have option to add information to current article rather than publishing duplicate article.

Company Information

- Default closed
- Display company name when closed
- Not editable (grey out)

Vehicle Information

- Default closed
- Display vehicle when closed

Vehicle Problem

- Default opened
- Display images as they would show published

Tests Performed

- Default opened

Probable Causes

- Default closed
- Pull in probable cause data to display

Repairs

- Default opened
- Include both verified and suggested

Case Notes

- Default closed
- Case notes will be empty until Editor adds notes.

Edgmon Farm & Auto



Closed State

Accordion

- Header: White #ffffff
- Body: N/A

Content

- Header: Blue: #0c7cba
- Body: N/A

Tests Performed



Opened State

Applies to default open or when clicked once.

Editable

Accordion

- Header: Med. Blue: #1a4982 at 15% opacity
- Body: Light Blue: #0c7cba at 5% opacity

Content

- Header: Dark Blue: #1a4982
- Body: Titles: Black: #000000
Text: Grey: #666666 and or Black:#000

Edgmon Farm & Auto



Un-Editable

Accordion

- Header: Med. Blue: #1a4982 at 15% opacity
- Body: Light Grey: #333333 at 5% opacity

Content

- Header: Dark Blue: #1a4982
- Body: Titles: Black: #000000
Text: Grey: #666666

Shop, Site, or Company: Edgmon Farm & Auto
Shop Phone: (999) 999-9999
Contact: Melissa
Primary Phone: (580) 595-1858
Alternative Phone: (580) 595-1858
Email: absolutecartruckrepair@gmail.com
Time Zone: Pacific Time (US)
Preferred Language: English

Tests Performed



Selected State

Applies when related editor accordion has been selected.

Editable

Accordion

- Header: Dark Blue: #1a4982
- Body: Light Blue: #0c7cba at 5% opacity

Content

- Header: White: #ffffff strong
- Body: Titles: Black: #000000
Text: Grey: #666666 and or Black:#000

Edgmon Farm & Auto



Un-Editable

Accordion

- Header: Dark Blue: #1a4982
- Body: Light Grey: #333333 at 5% opacity

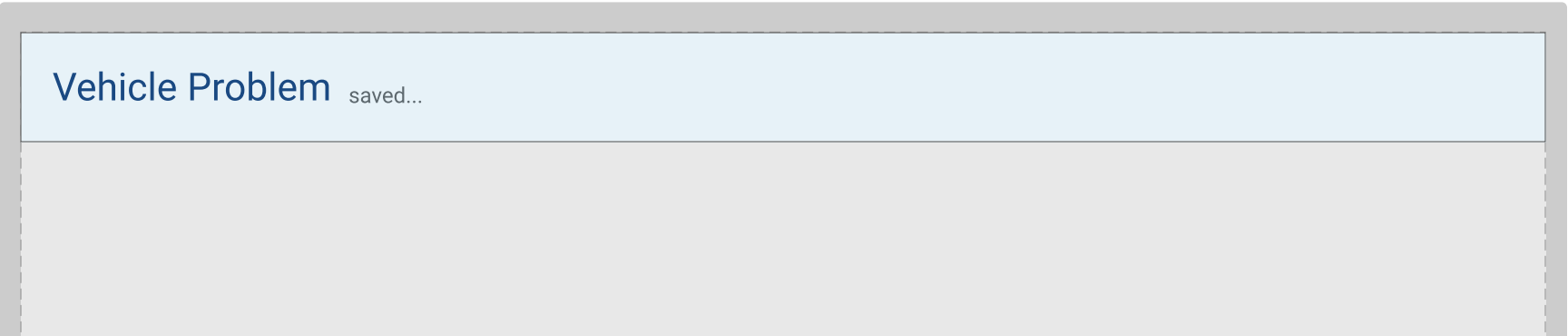
Content

- Header: White: #ffffff strong
- Body: Titles: Black: #000000
Text: Grey: #666666

Shop, Site, or Company: Edgmon Farm & Auto
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Ticket Editor Area

Editor Ticket - Editor Area Functionality



Editor Area Overview

- Will display both form fields and rich text editor depending on content of accordion
- Will display information from the editor column accordions when double clicked
 - Header will display with accordion title when being edited.
- Automatic save and save statuses
 - Saved...
 - Saving Changes...
 - Changes not Saved...
- Fields that can not be edited will be greyed out
- Will have the ability to go full screen if needed.
- If no accordions are selected will show only grey area (empty state)

Rich Text Editor

- Will include
 - Font Color
 - Font Size
 - Bold
 - Italic
 - Underline
 - Number List
 - Bullet List
 - Left Indent
 - Right Indent
 - Left Align
 - Center Align
 - Right Align
 - Format Clear
 - Link
 - Insert Image
 - Full Screen
- Will have the ability to drag and drop images withing editor

Editor Ticket Case Match Functionality

A

A. Toggle between Editor and Tech Assist view

- Will have same layout as current ticket
 - Pictures will display in line with content.
- Will display side by side
- Will display as non-editable (greyed out)
- Each case will have an action header

- Number display will appear at the top left of case match area
- If there are more cases than displayed the number should state x amount of total amount being shown.
- Users have two options to bring new cases into view.
 1. Close an individual case that is showing in the case match area from the case action header
 - If user chooses to close individual case the selected case will no longer display and all cases will move to the left allowing the next case to display
 2. Click the arrow next to the number display.
 - If user chooses to click the arrow next to the number display cases will move to the left allowing the next case to display
 - Arrow to the right will show to the left of the number display to allow user to navigate back to the first case if needed.

- Allows the user to perform the necessary action if any part of the case matches their current ticket.
- Includes:
 - Edit
 - Current ticket will grey out and move to the left as the source ticket and the case being edit will display on the right with the editor in the middle
 - An automatic note will display in Case Notes stating that Ticket# has merged with current case and state what changes were added/made.
 - Editor will be allowed to re-publish case when finished and current ticket will be archived.
 - Status of current ticket will change to merged
 - Current ticket will also have an automatic note stating which case was updated.
 - Verify
 - If cases match, editors can just verify the already published case and not duplicate cases.
 - When clicked, will add a number next to verified repair on published case.
 - Automatic note will display in case notes
 - Close
 - Users can close individual cases
 - When closed cases move to the left and allow other cases to display if there are other cases

EBRS Request Form

Request Form

Diagnostic/Repair Assistance Request

What are we helping you diagnose?

*Required Fields

Main Queue Functionality

Functionality within pulled information

Tech-Assist Field Options

Shown on the following
select Menu Items:

Sort by

- Date
- Type
- Pending
- In Progress

Filter by

- Type

▼
- Tech

▼
- Editor

▼
- Group

▼
- Status

▼

Editor Field Options

Sort by

- Date
- Type
- Pending
- In Progress
- Unvarified
- Varified

Filter by

- Type

▼
- Tech

▼
- Editor

▼
- Group

▼
- Status

▼

- Needs to have the ability to select mulitple facets from each item

Type - Tech-Assist, Pay-Per-Use, Courtesy Case, Community

Tech - List created in set up by administrator

Editor - List created in set up by administrator

Group - List created in set up by administrator

Status - Pending, In progress, Unvarified, Varified, Deleted (deleted is permission based)