Service Workflow Report

Workflow Information

Workflow Number:	SWF-66887063
Device Serial:	TEMP-001
Current Step:	1 of 10
Status:	IN_PROGRESS
Started:	6/25/2025

Ticket Information

Ticket Number:	2506250001
Customer:	dfg
Priority:	medium
Created:	6/25/2025

Service Steps Progress

Step 1: Request Device for Repair

IN PROGRESS

Initial device request with tracking and defect description

Device Serial Number
TEMP-001

Defect Description
-

Customer Tracking Number
-

Assigned Agent
98e336b1-e7a0-401b-b959-3fc5f6fd8db4

Requested Date
6/25/2025

Comments
-

Attachments (PDF or image)
-

Step 2: Ship Loaner to Customer

NOT STARTED

Optional loaner device shipment to customer

Send Loaner Device

-

Loaner Model

-

Loaner Serial Number

-

Loaner Tracking Number

-

Shipment Date

-

Loaner Agent

-

Comments

-

Attachments (shipment label)

-

Step 3: Receiving, Inspection & Cleaning

NOT STARTED

Device received, inspected, and cleaned

Date Received

-

Cleaning Date

-

Product ID Confirmation Date

-

Responsible Agent

-

Received Parts

-

Inspection Comments

-

General Comments

-

Attachments (inspection photos)

-

Step 4: Defect Analysis

NOT STARTED

Analysis of device defects and required parts

Analysis Date
-

Responsible Agent
-

Findings Description
-

Replacement Parts
-

Diagnostic Summary
-

Comments
-

Attachments (test logs, photos)
-

Step 5: Quote & Approval

NOT STARTED

Generate quote and obtain customer approval

Quote Number
-

Quote Date
-

Responsible Agent
-

Approval Status
pending

Approval Date
-

Invoice Number
-

Comments
-

Attachments (quote PDF)
-

Step 6: Correction and Technical Report

NOT STARTED

Perform repairs and generate service report

Correction Date

-

Responsible Agent

-

Repair Description

-

Parts Used

-

Test Checklist

-

Final Repair Approval

-

Comments

-

Attachments (service report, photos)

-

Step 7: Repair and Report

NOT STARTED

Final service approval by different agent

Approver Agent

-

Approval Date

-

I certify this service is complete and correct

-

Approval Comments

-

Attachments (final signed report)

-

Step 8: Device Return to Customer

NOT STARTED

Ship repaired device back to customer

Shipment Date
-

Responsible Agent
-

Return Tracking Number
-

Shipment Comments
-

General Comments
-

Attachments (shipment label)
-

Step 9: Post-Service

NOT STARTED

Confirm customer received and tested device

Confirmation Date
-

Responsible Agent
-

Customer Contact Name
-

Confirmation Status
-

Confirmation Notes
-

General Comments
-

Step 10: Loaner Return to Company

NOT STARTED

Return of loaner device (only if loaner was sent)

Return Date
-

Loaner Return Tracking Number
-

Receiving Agent
-

Comments
-