

# Service Workflow Report

DRAFT REPORT - Generated on 6/25/2025  
**DRAFT**

## Workflow Information

Workflow Number: SWF-02742561  
Device Serial: MXX-2024-012345  
Current Step: 1 of 10  
Status: IN\_PROGRESS  
Started: 6/25/2025

## Ticket Information

Ticket Number: 2506190003  
Customer: Anonymous User  
Priority: low  
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

MXX-2024-012345

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

-

