

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

testest

Customer Tracking Number

1231321

Assigned Agent

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

Requested Date

6/25/2025

Comments

-

Attachments (PDF or image)

-

Step 2: Ship Loaner to Customer

IN PROGRESS

Optional loaner device shipment to customer

Send Loaner Device

Yes

Loaner Model

sdfsfd

Loaner Serial Number

sdfsdf

Loaner Tracking Number

sdfsdf

Shipment Date

6/24/2025

Loaner Agent

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

Comments

-

Attachments (shipment label)

-

Step 3: Receiving, Inspection & Cleaning

IN PROGRESS

Device received, inspected, and cleaned

Date Received

6/24/2025

Cleaning Date

6/24/2025

Product ID Confirmation Date

6/24/2025

Responsible Agent

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

Received Parts

[{ "partModel": "sdfsdf", "serialNumber": "",
"partName": "" }]

Inspection Comments

sdfsdf

General Comments

-

Attachments (inspection photos)

-

Step 4: Defect Analysis

IN PROGRESS

Analysis of device defects and required parts

Analysis Date

6/24/2025

Responsible Agent

5fcc1698-472a-42ad-8e20-112d5a2a7a67

Findings Description

sdfsdffsd

Replacement Parts

[{ "partNumber": "sdfdsf", "partName": "",
"quantity": "" }, { "partNumber": "sdfsd",
"partName": "", "quantity": "" }]

Diagnostic Summary

-

Comments

-

Attachments (test logs, photos)

-

Step 5: Quote & Approval

IN PROGRESS

Generate quote and obtain customer approval

Quote Number

23424

Quote Date

6/24/2025

Responsible Agent

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

Approval Status

approved

Approval Date

6/24/2025

Invoice Number

2342

Comments

-

Attachments (quote PDF)

-

Step 6: Correction and Technical Report

IN PROGRESS

Perform repairs and generate service report

Correction Date

6/24/2025

Responsible Agent

5fcc1698-472a-42ad-8e20-112d5a2a7a67

Repair Description

23432424

Parts Used

[{ "partNumber": "234324", "partName": "",
"quantity": "" }, { "partNumber": "", "partName": "",
"quantity": "" }]

Test Checklist

{ "powerTest": true, "functionalTest": true,
"calibrationTest": true, "finalTest": true, "safetyTest":
true }

Final Repair Approval

Yes

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

-

