

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

-

