Service Workflow Report

DRAFT REPORT - Generated on 6/25/2025

DRAFT

| Workflow Information | | Ticket Information | |
|----------------------|--------------|--------------------|-----------|
| Workflow Number: | SWF-66887063 | Ticket Number: | 250625000 |
| Device Serial: | TEMP-001 | Customer: | dfg |
| Current Step: | 1 of 10 | Priority: | mediun |
| Status: | IN_PROGRESS | Created: | 6/25/2025 |
| Started: | 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 | Defect Description |
| TEMP-001 | - |
| Customer Tracking Number - | Assigned Agent 98e336b1-e7a0-401b-b959-3fc5f6fd8db4 |
| Requested Date | Comments |
| 6/25/2025 | - |
| 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 | NO. | T 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) | |

| Generate quote and obtain customer approval Quote Number - Responsible Agent - Approval Status pending Approval Date Invoice Number - Attack ments (sucte DDD) | Step 5: Quote & Approval | NOT STARTED |
|--|---|-------------------------|
| Responsible Agent | Generate quote and obtain customer approval | |
| Responsible Agent - pending Approval Date - Invoice Number | Quote Number | Quote Date |
| - pending Approval Date - Invoice Number | - | - |
| - pending Approval Date - Invoice Number | | |
| Approval Date Invoice Number - | Responsible Agent | |
| - | - | pending |
| - Attackments (quate DDF) | Approval Date | Invoice Number |
| Community (quate DDF) | - | - |
| Commonts (queta DDF) | | |
| Attachments (quote PDF) | 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 | |
| - | - | |
| to all the second second second | A I Commente | |
| 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) - |
| | |

| | NOT STARTED |
|---------------------|---------------------|
| | |
| Responsible Agent | |
| - | |
| Confirmation Status | |
| General Comments | |
| | Confirmation Status |

| 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 | |
| - | - | |
| | | |

Report Type: DRAFT | Generated: 6/25/2025, 12:24:33 PM