Customer’s expectation:

* Service reminder call
* Car pickup & drop
* Reasonable price
* Quality service
* Proper car status updation
* Drop off the car
* Ease of payment
* Post service call
* Support during breakdowns
* Complimentary services
* Personalized care
* Personal touch

1. Vehicle Pickup with Driver information send to Customer with photos, after received message to customer and driver.
2. Advisor Name Mobile number for service updates status
3. Estimation and parts rates.
4. Readiness and Invoice send to email to customers
5. PSF –Post service fallow – Based on customer wish.
6. Repeat cycle.
7. # prompt: Can you raise the analysis insights questions based on my dataset
8. \*   \*\*Customer Feedback and Service Behavior:\*\* Is there a correlation between `feedback\_score` and metrics like `number\_of\_services`, `call\_duration\_sec`, or the time taken for `next\_service\_due\_days`? Do customers with higher feedback scores tend to service their vehicles more frequently or respond better to service reminders?
9. \*   \*\*Service Frequency and Vehicle Usage:\*\* How does `number\_of\_services` relate to `odometer\_reading`, `age\_of\_vehicle`, and `avg\_kms\_per\_month`? Are there distinct customer segments based on their service frequency and how they use their vehicles?
10. \*   \*\*Predicting Next Service:\*\* Can we build a model to predict `next\_service\_due\_days` or `next\_service\_due\_kms` based on vehicle characteristics (`age\_of\_vehicle`), usage patterns (`odometer\_reading`), and past service behavior (`number\_of\_services`)?
11. \*   \*\*Identifying High-Value Customers:\*\* Are there characteristics of customers (e.g., vehicle age, service frequency, feedback score) that identify them as potentially high-value or likely to require more services in the future?
12. \*   \*\*Impact of Call Duration:\*\* Does `call\_duration\_sec` correlate with any service-related outcomes, such as the likelihood of a customer booking a service after a call, or their `feedback\_score`?
13. \*   \*\*Analyzing Service Costs:\*\* How does `last\_service\_cost` vary with other features like `odometer\_reading`, `age\_of\_vehicle`, or `number\_of\_services`? Are there specific service types or vehicle conditions that lead to higher costs?
14. \*   \*\*Vehicle Aging and Service Needs:\*\* How do `age\_of\_vehicle` and `odometer\_reading` jointly influence `number\_of\_services`, `last\_service\_cost`, and potentially `next\_service\_due\_days`? Do older vehicles with high mileage require more frequent or costly services?
15. \*   \*\*Service Reminder Effectiveness based on Vehicle Type/Age:\*\* Do certain vehicle types or age groups show a better response rate to service reminders as measured by `next\_service\_due\_days`? (Requires vehicle type information, which is not currently in the dataset but would be a valuable addition).
16. \*   \*\*Seasonality or Trends in Service:\*\* Are there any trends over time (if `year\_of\_purchase` or service dates were more detailed) in service frequency, costs, or customer feedback? (Limited by current date granularity).