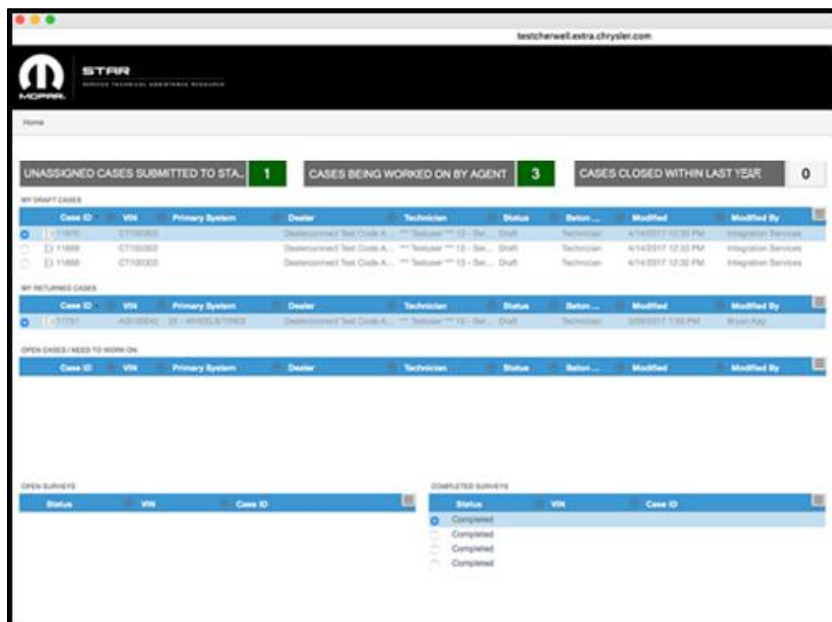
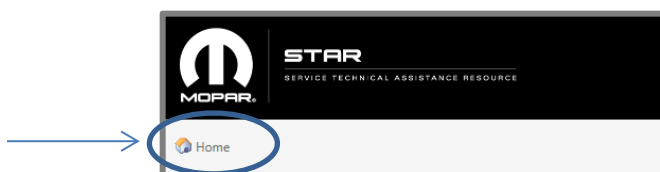


## Dealer Technician Dashboard

- A dealer's dashboard will show the number of unassigned cases in the STAR queue (cases not yet worked), those being worked on by STAR Agents, and the number of cases closed within the last year.



- A Dealer Technician's dashboard is available by selecting the **Home** button at any time.



- The main dashboard displays the following information/categories:

### **Collapsed Queues With Counters:**

- **Unassigned Cases Submitted to STAR** – Cases submitted to STAR, but those which have not yet been worked by a STAR Agent.
- **Cases Being Worked on By Agent** – Cases submitted to STAR and currently being worked by an Agent.
- **Cases Closed Within Last Year** – When selected, displays cases closed within one year. (Cases closed within the last 15 days can be reopened; older cases can be reviewed).
  - These are collapsed queues because they do not require immediate visibility for a Dealer Technician.
  - When the number next to each counter is clicked, the queue will show.

### Queues:

- **My Draft Cases** – These are cases have been initiated by a Dealership Technician, but have not yet been submitted to STAR for technical support.
  - **My Returned Cases** – These are cases that have been submitted to STAR, but were found to have missing or incomplete information, so they have been returned to the Technician. Returned cases must be corrected and resubmitted to STAR in order for technical support to begin.
    - To correct a returned case, a Technician must select the case number from the dashboard, and then select “Edit” button on the following Case Summary Page. This action will direct user to the case creation process where he/she can make appropriate changes and resubmit the case.
  - **Open Cases I Need to Work On** – These are cases that have been submitted to STAR, worked on by an Agent, and have been passed back to the Dealership Technician for next action(s).
    - When making a case selection from this queue, the user will be directed to the Case Summary page for further actions related to a specific case. (Updates can be made to a case after selecting “Edit” button.)
  - **Open Surveys** – Whenever a Dealership Technician requests a case closure, s/he is automatically directed to a survey. When a STAR Agent closes a case, the survey will appear in this queue on the Technician Dashboard until complete.
  - **Completed Surveys** – Once a Technician completes a survey, it will be stored in this queue.
- Columns within the dashboard’s queues show the following information (which can be sorted/filtered by column headers as needed):
    - Case number
    - VIN
    - Primary System Impacted
    - Dealer Information
    - Technician Information
    - Baton holder
    - Status of case
      - Most common statuses are: Draft, New, Open, and Closed.
    - Application Group
    - Customer Concern
- Note that the system only allows for a maximum of 8 cases (or surveys) to be worked on at a time, so the Dealer Technician will be notified if the number of active or draft cases (or incomplete surveys) exceeds that number.