

Service Manager Dashboard

The designated Service Manager at a dealership manages and creates cases in the same way as a Dealer Technician; however, they are presented with a different dashboard. The Service Manager dashboard shows all the cases logged from their dealership and all completed surveys.

UNASSIGNED CASES SUBMITTED TO STAR

9

CASES BEING WORKED ON BY AGENT

34

CASES CLOSED WITHIN LAST YEAR

17

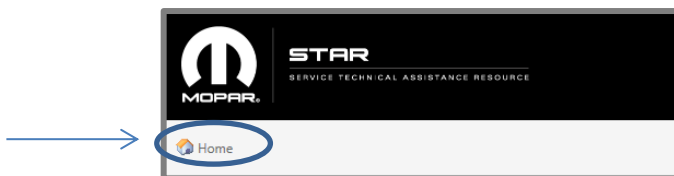
OPEN CASES WITH TECHNICIAN

Case...	F...	VIN (S...	Primary System	Dealer	Technician	Status...	Status	Appl Grp	Customer C...
11705	JA	TN144100	06 - CLUTCH	US Test Dealer	* Testuser *** 64 - Driver	Technician	Open	291 - TRANS CORE GROUP	RP/Ms increase
11730	DJ	AG100242	09 - ENGINE	US Test Dealer	FrstInPA/Test432 LatInPA/Test...	Technician	Open	331 - DRIVEABILITY CORE GROUP	DEANDRE M...
11728	DH	6J202620	10C - DIESEL ENGINE PERFORMAN...	Star Mds Hotline	Star Wap20089	Technician	Open	410 - ENGINE - CUMMINS	runs rough, b...
11638	JA	TN144100	06A - AUDIO/VIDEO/NAV/TELEMATL...	Alfa Test Code	*** Testuser *** 37 - OWNER PA...	Technician	Open	691 - AUDIO/VIDEO/NAV/TELEMATIC...	Customer say...
11794	JA	TN144100	06A - AUDIO/VIDEO/NAV/TELEMATL...	Alfa Test Code	*** Testuser *** 37 - OWNER PA...	Technician	Open	691 - AUDIO/VIDEO/NAV/TELEMATIC...	This is a test...
11805	JA	TN144100	06A - AUDIO/VIDEO/NAV/TELEMATL...	Alfa Test Code	*** Testuser *** 37 - OWNER PA...	Technician	Open	691 - AUDIO/VIDEO/NAV/TELEMATIC...	new ticket #2
11629	UF	FN005931	21A - TRANSAXLE - AUTO	Alfa Test Code	*** Test User *** 02 - Generalman...	Technician	Open	ECS	audio static or
11644	JA	TN144100	09 - ENGINE	Dealerconnect Test Code Au...	*** Testuser *** 32 - Parts Direct...	Technician	Escalated	MASTER CONSULTANT	oil consumptio

COMPLETED SURVEYS

Status	VIN	Case ID
Completed		
Completed		
Completed		
Completed		
Completed		
Completed		

- 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** – Displays cases closed within one year. (Cases closed within the last 15 days can be reopened; older cases may be reviewed).
 - These are collapsed queues because they do not require immediate visibility for a Service Manager.
 - When the number next to each counter is clicked, the queue will show.

Queues:

- **Open Cases With Technician** – 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.)
 - **Completed Surveys** – Once a technician completes a technical assistance survey after a case has been closed, it will be stored in this queue.
- Columns within the main dashboard’s queues show the following information (which can be sorted/filtered by column headers as needed):
 - Case number
 - Vehicle Family (e.g., JA, DJ)
 - VIN
 - Primary System Impacted
 - Dealer Information
 - Technician Information
 - Baton holder
 - Status of case
 - Most common statuses include: 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 by a Dealer Technician.
 - The Service Manager can assign and/or reassign the case to other technicians at their dealership.
 - The Service Manager dashboard shows not only the Service Manager’s own cases, but all the cases that are being worked on by other Dealer Technicians within the Dealership.
 - The Service Manager can do everything a Dealer Technician can do except they have the additional capability of reassigning cases to other Dealer Technicians.
 - The Service Manager is exempt from the limit of 8 draft cases/incomplete surveys.