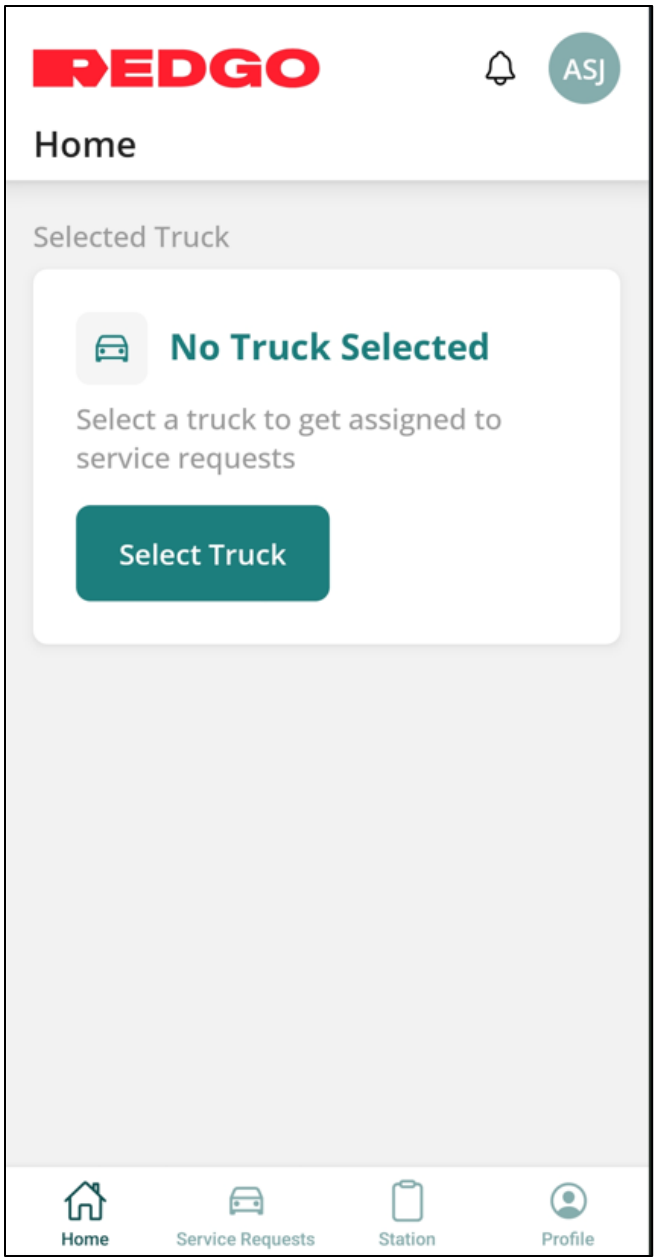
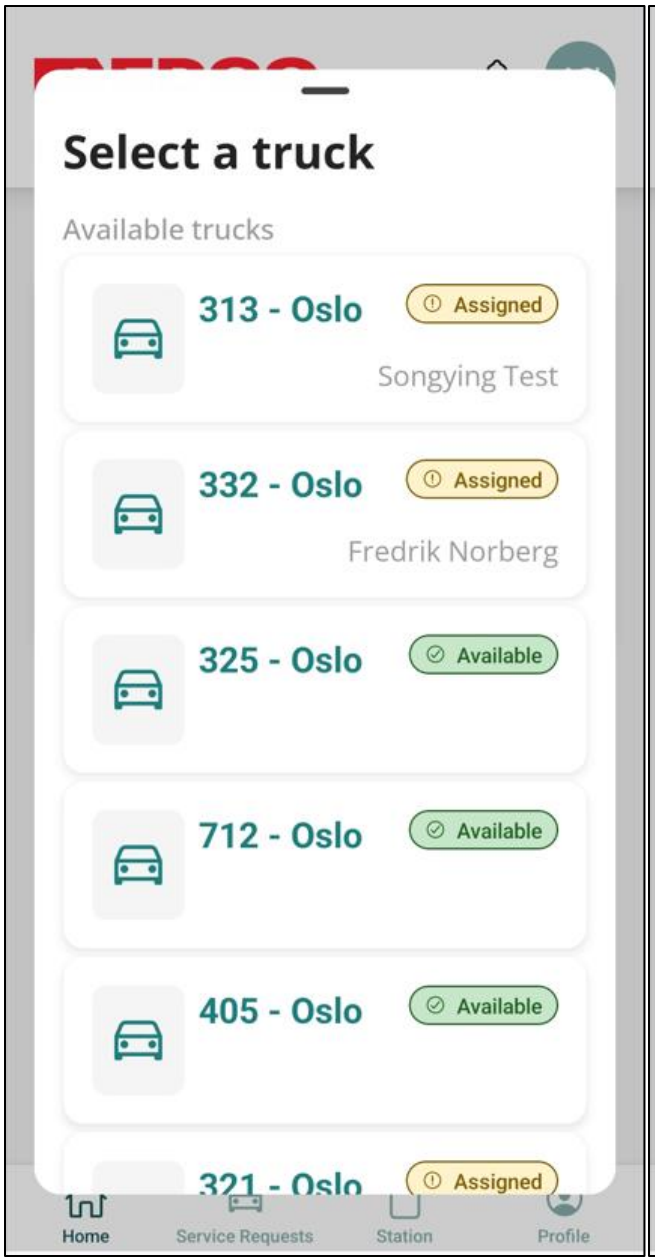


Home

For the tower to be able to receive new service requests, a truck must first be selected in the Home-section in the app

- Press *Select Truck*

REDGO

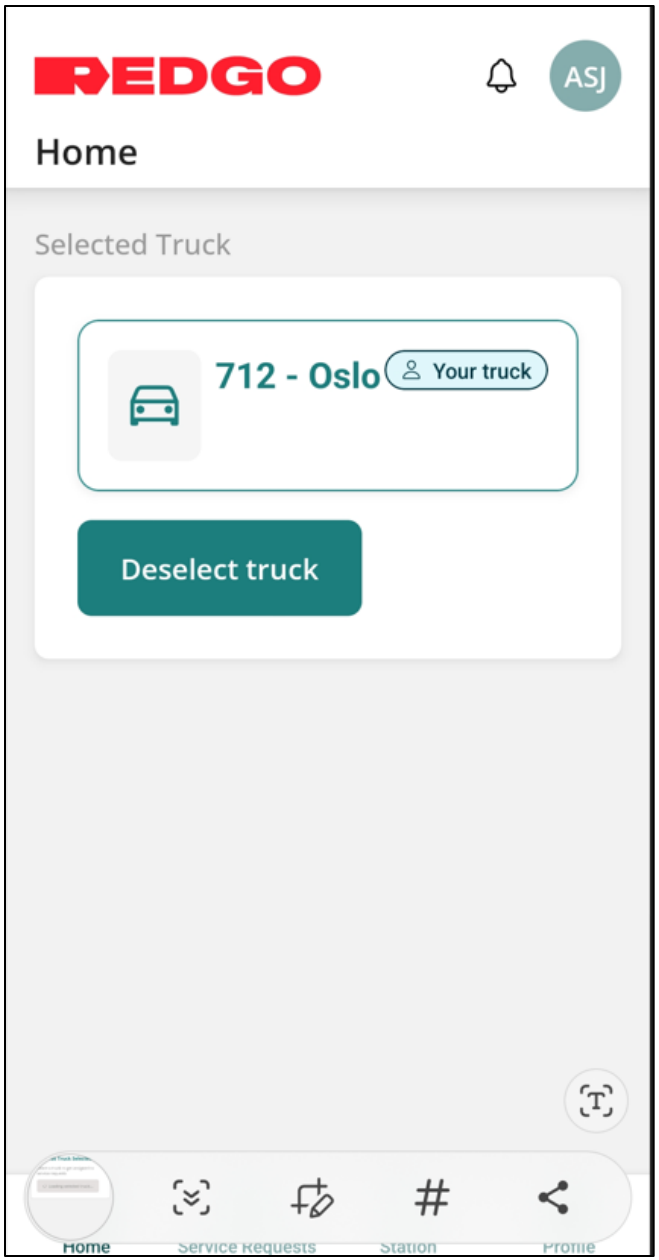


Home

A list is presented with the station's trucks, and their availability

- Select an available truck

REDGO

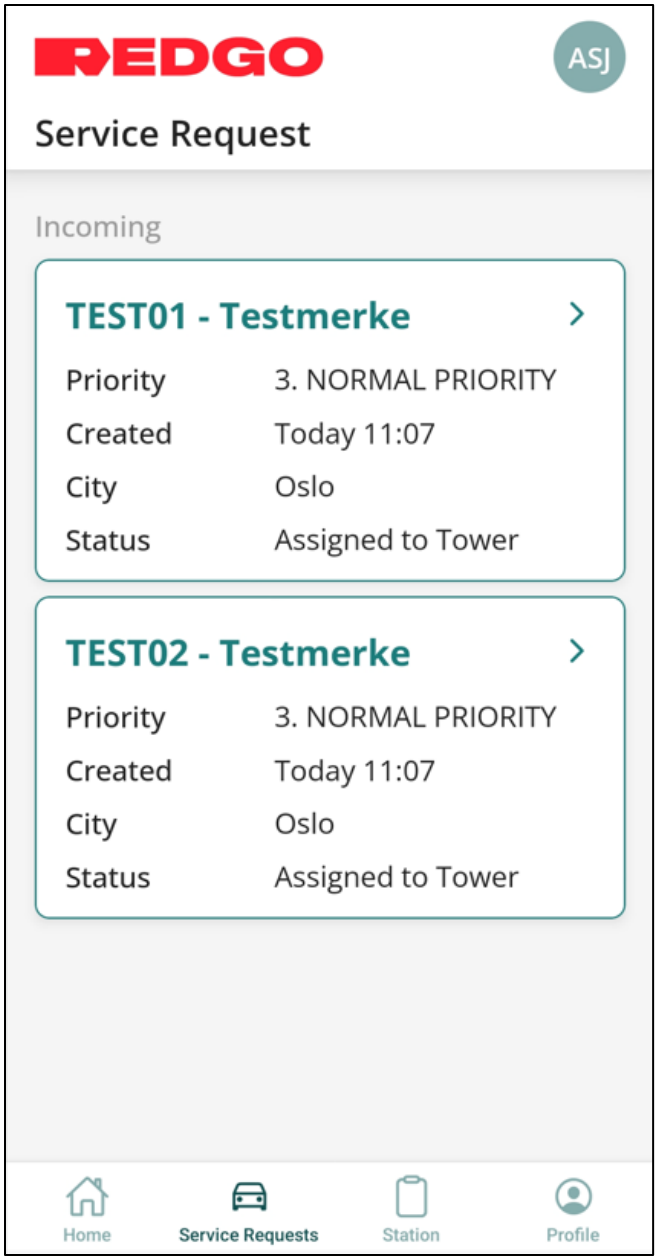


Home

Truck is now selected, and tower is able to receive and new service requests.

- To change truck, press *Deselect truck* and start from top

REDGO

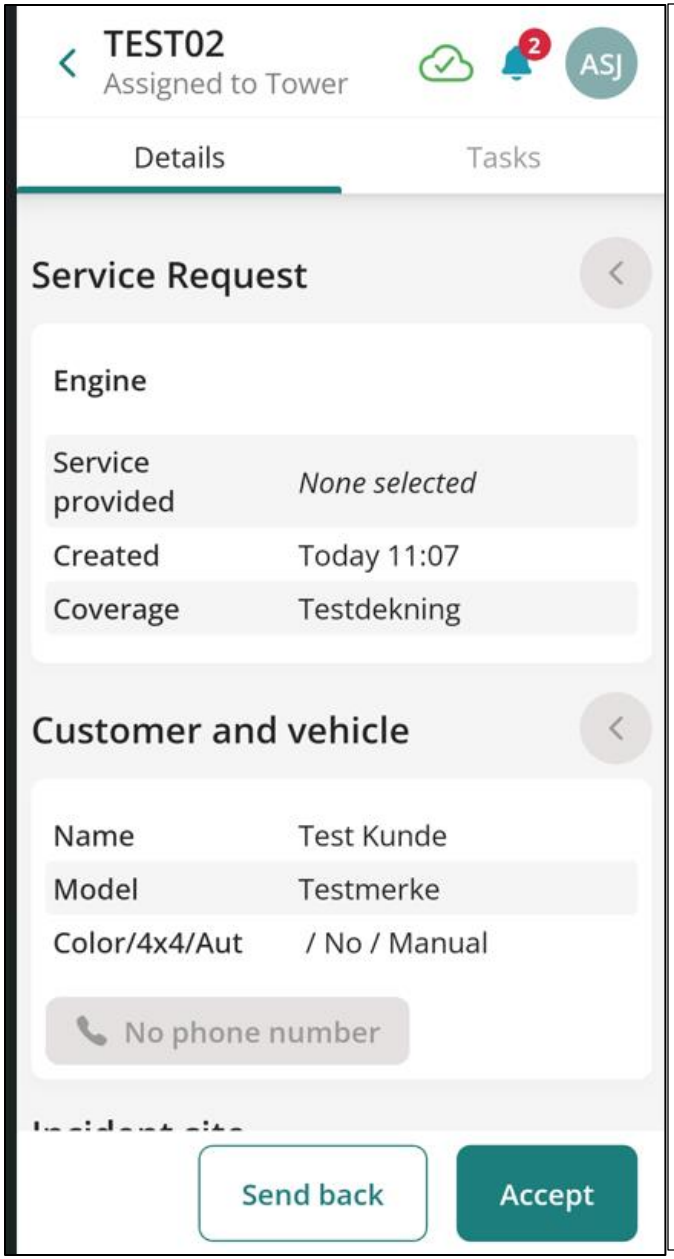


Service Requests

A list of incoming and active service requests is presented for the tower

- Press a case to view it

REDGO

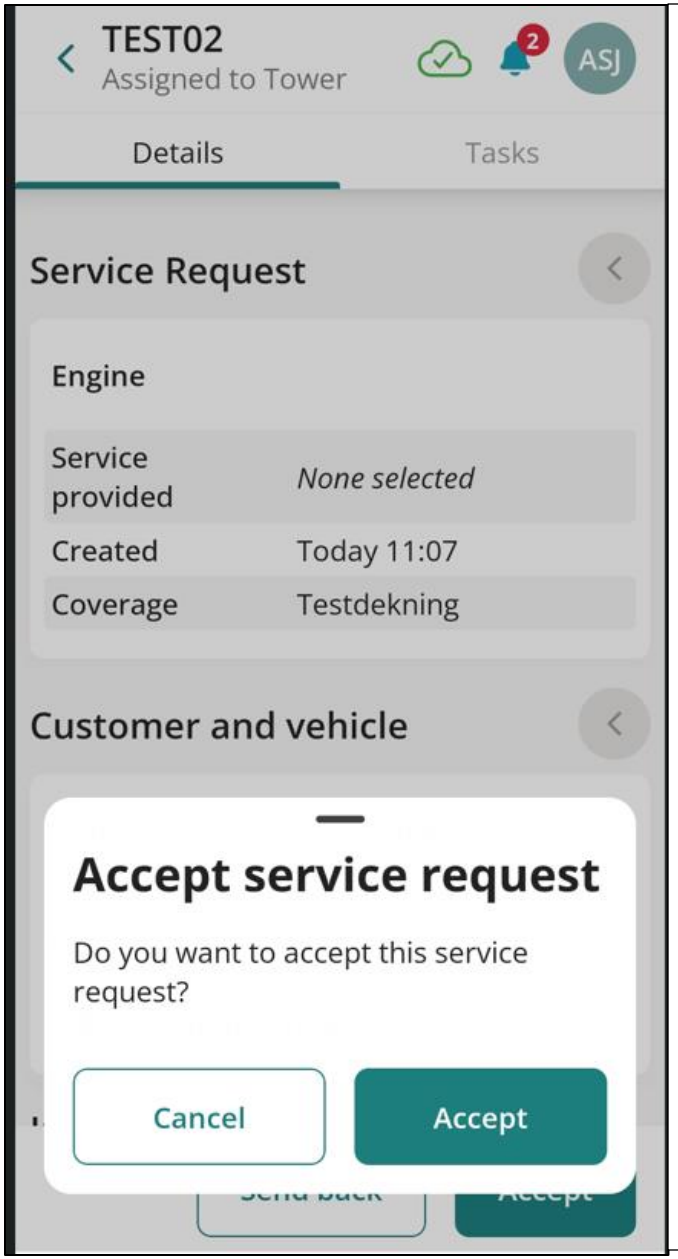


Service Request

An option to send back or accept is presented. Details and task can be viewed before taking an option

- Press *Accept* to start the service request
- Press *Send Back* to return case to station queue

REDGO

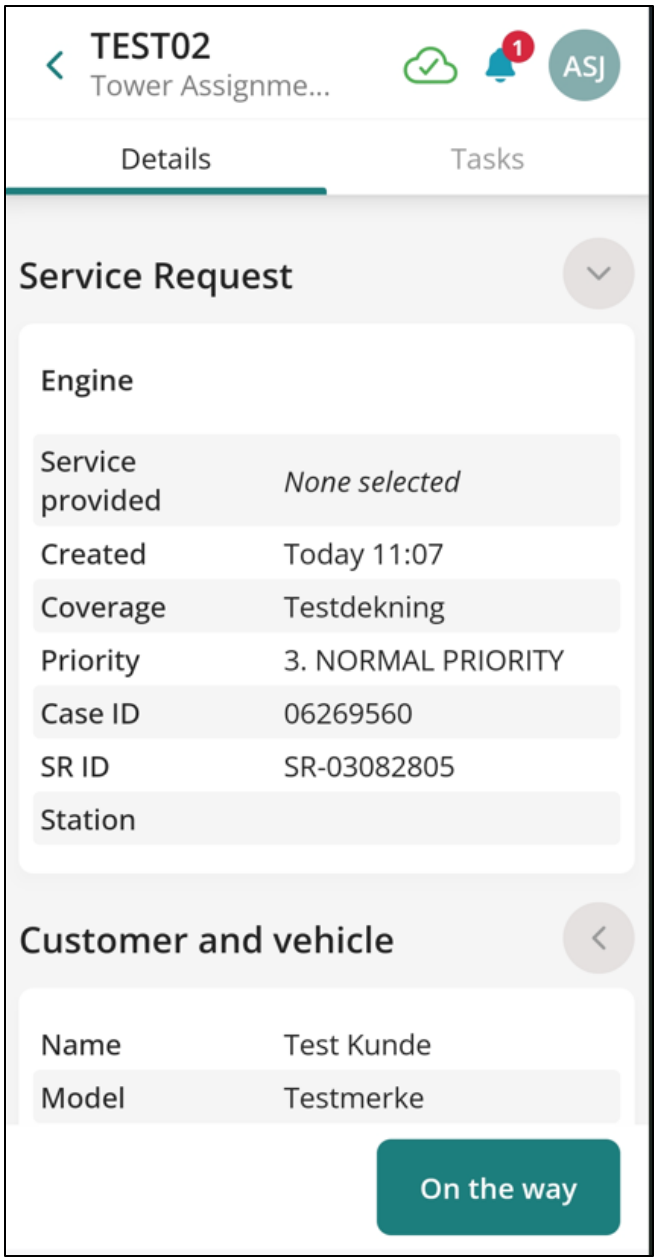


Service Request

A prompt to confirm is presented to the tower

- Press *Accept* to start the service request
  Press *Cancel* to go back to the options

REDGO

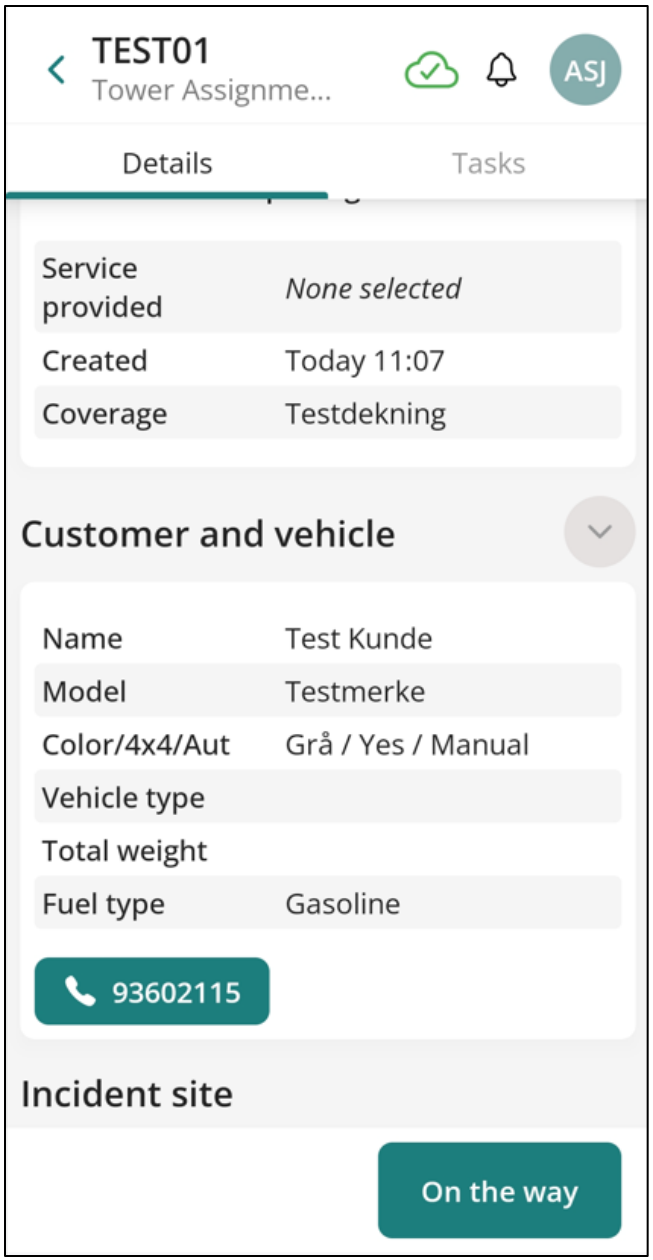


Service Request

On the details section, tower can view information on the service request, customer and vehicle.

The sections can be expanded by pressing the arrow to the right of the sections

REDGO

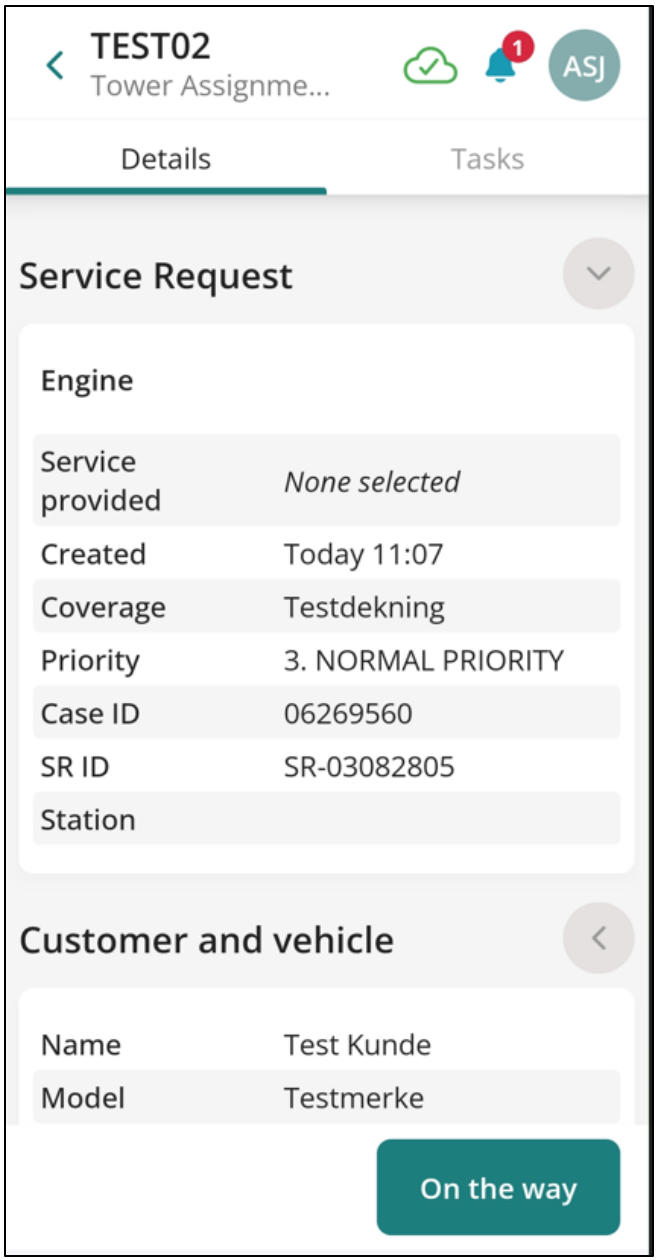


Service Request

Customer and vehicle details can also be expanded

- Press *Phone Number* to call the customer.

REDGO

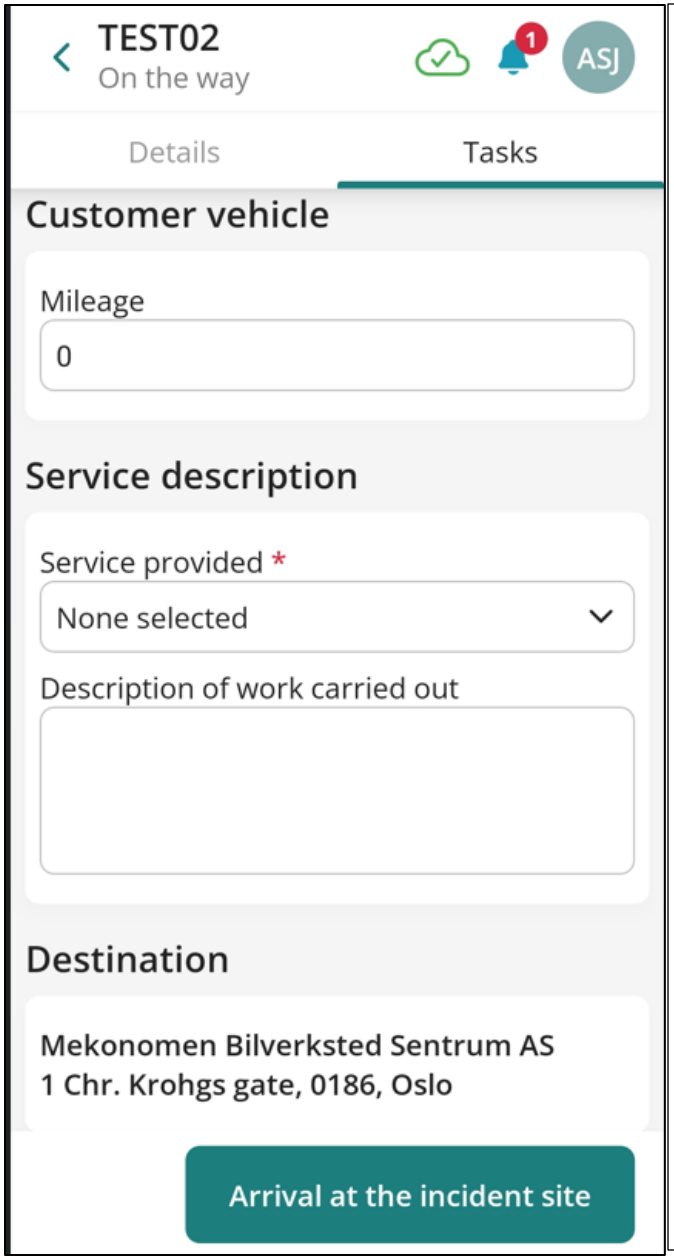


Service Request

When ready to start the service request

- Press *On the way*

REDGO

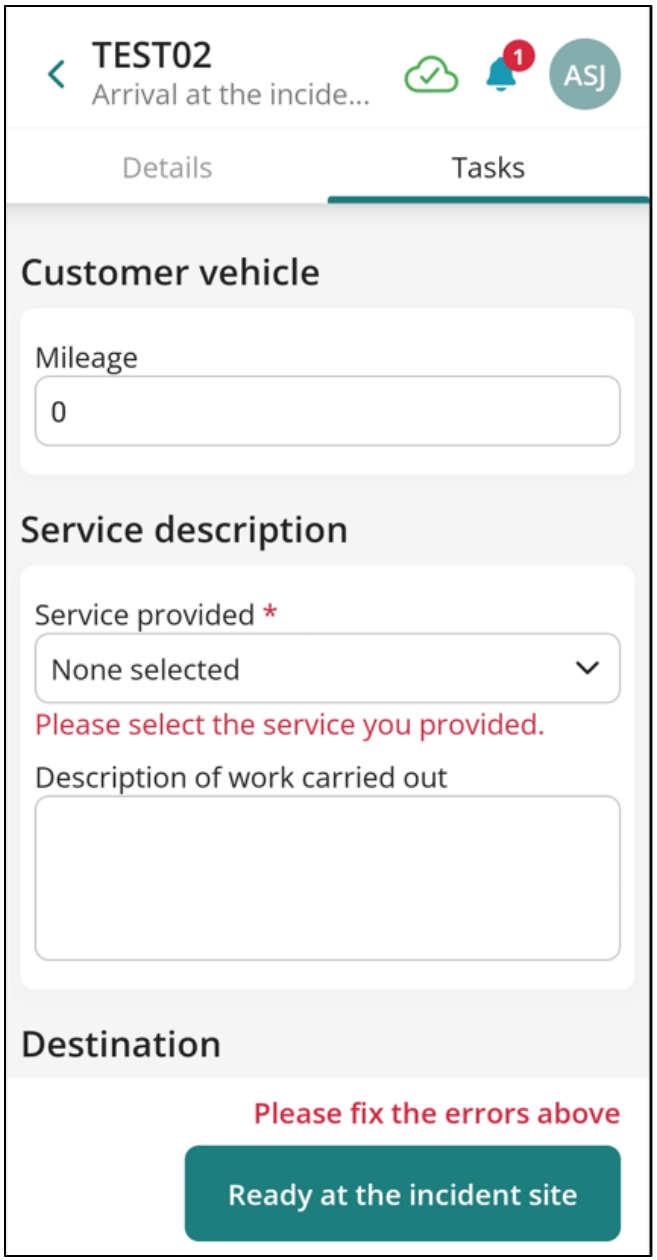


Service Request

When arriving at the customer

- Press *Arrival at the incident site*
  - This takes you to the task view

REDGO

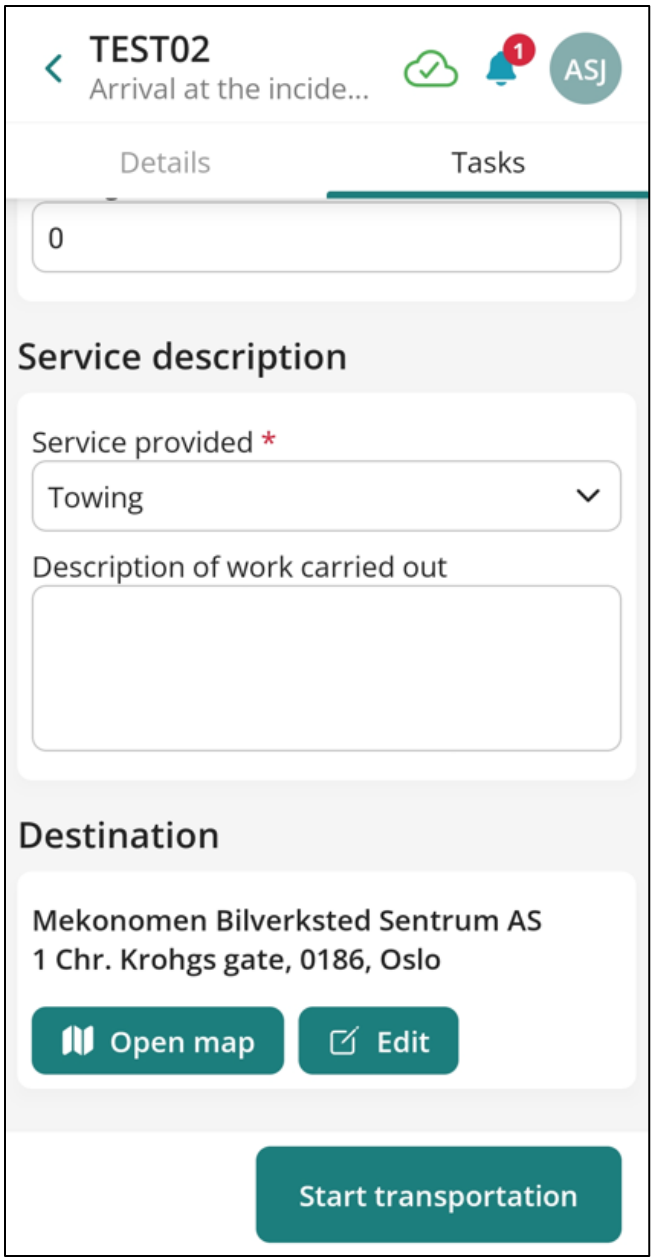


Service Request

When finished at the incident site

- Press Ready at the incident site
  - If no service provided is selected, tower is prompted to select one

REDGO

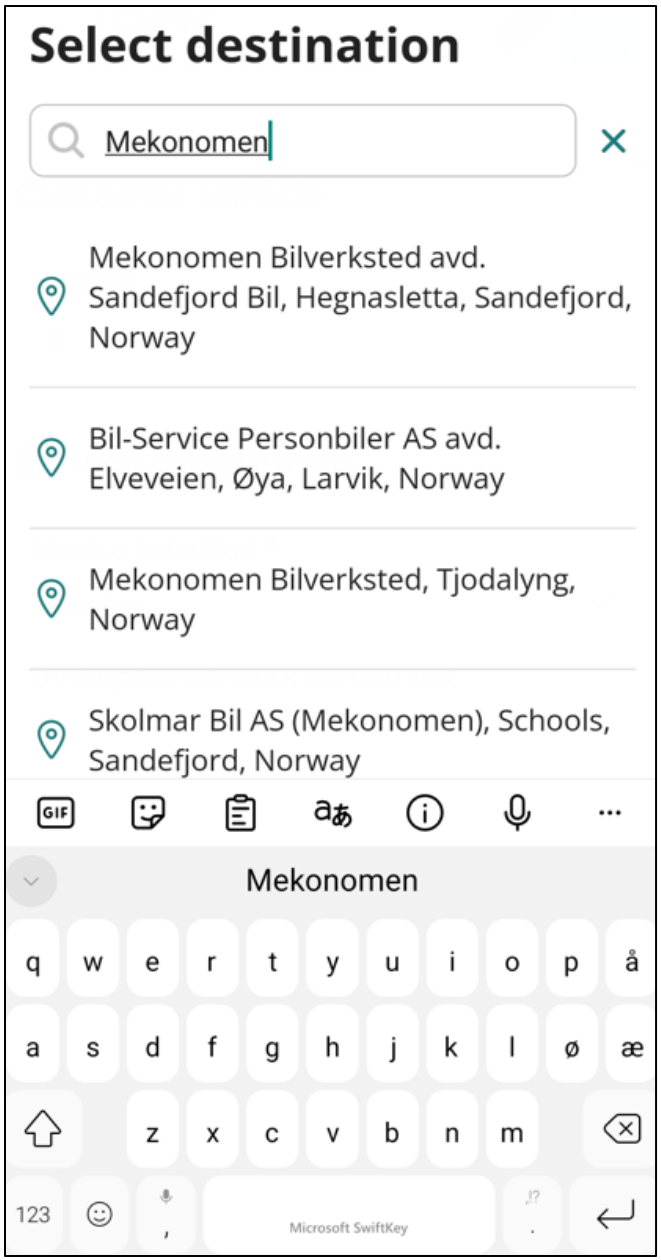


Service Request

When towing from incident site

- Press *Start transportation*
- Optionally, press *Edit* to change destination
- Optionally, press *Open map* to see route.

REDGO

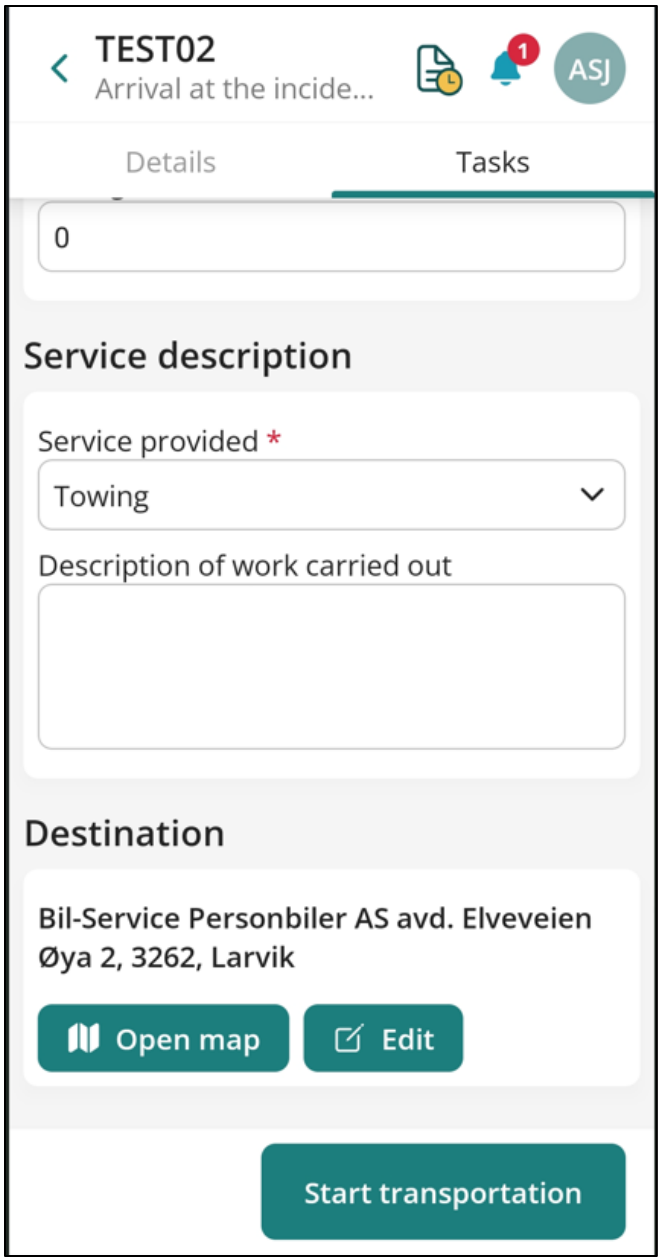


Service Request

Optionally, pressing *Edit* allows tower to search for other workshops from the system

- Write in the search field
- Press the preferred workshop

REDGO

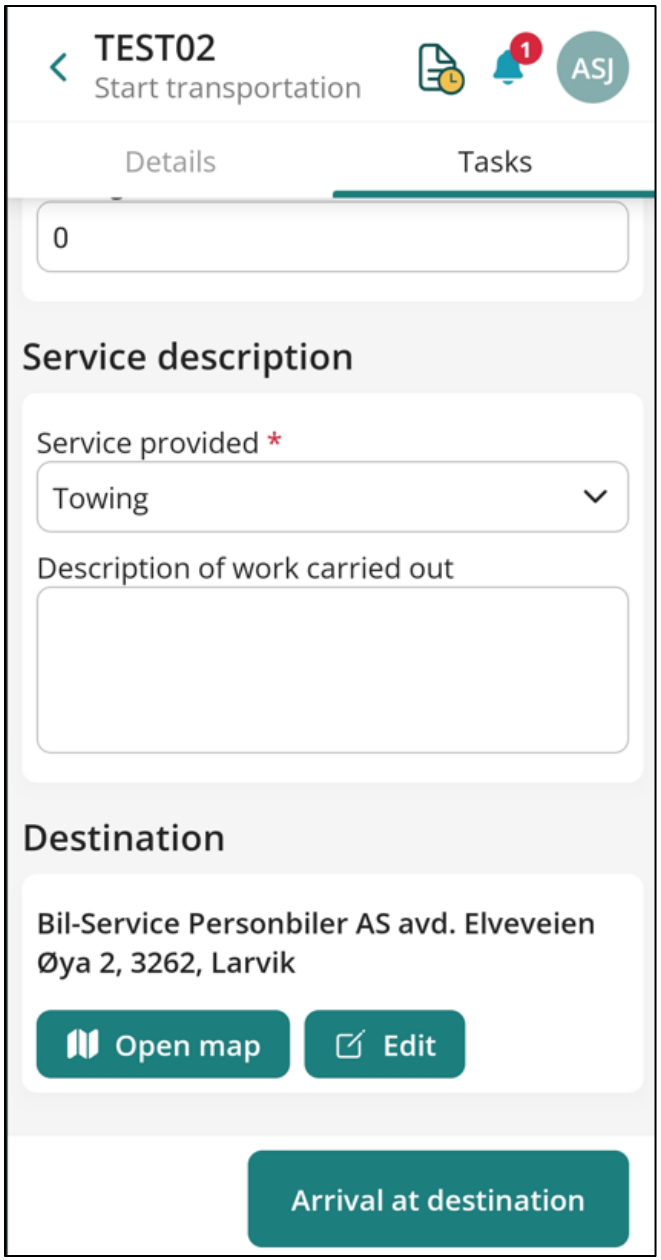


Service Request

If destination was changed, tower can observe the new destination in the tasks view

- Press *Start Transportation*

REDGO

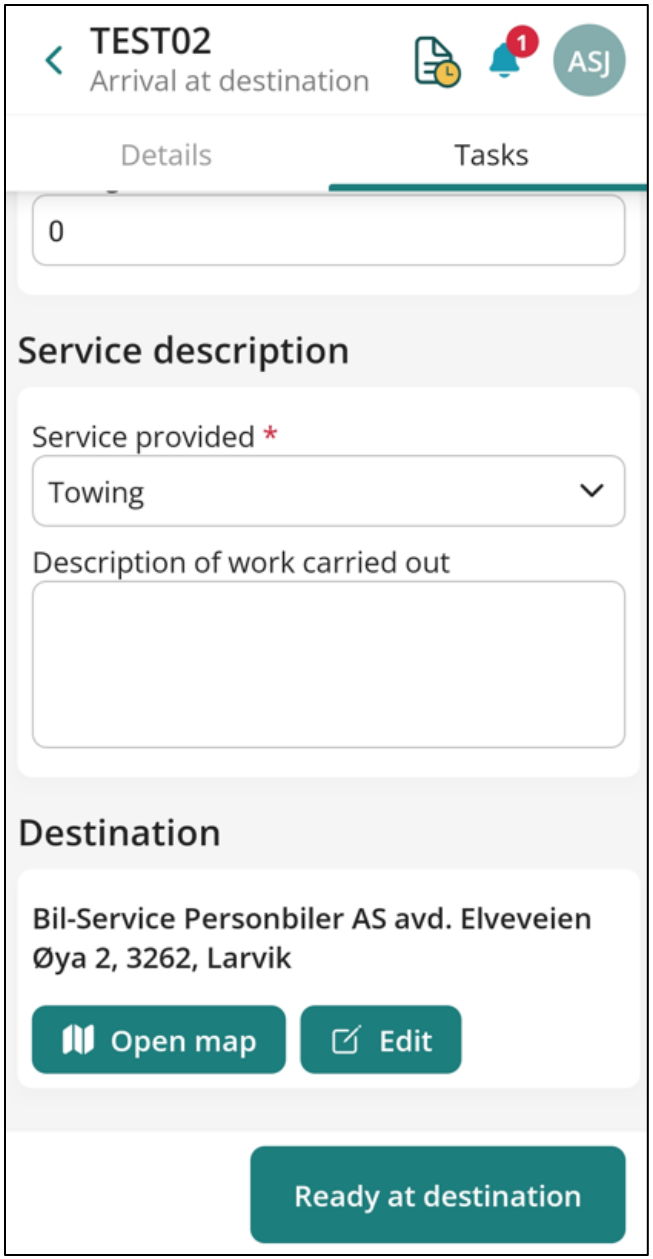


Service Request

When Arriving at the destination

- Press *Arrival at destination*

REDGO

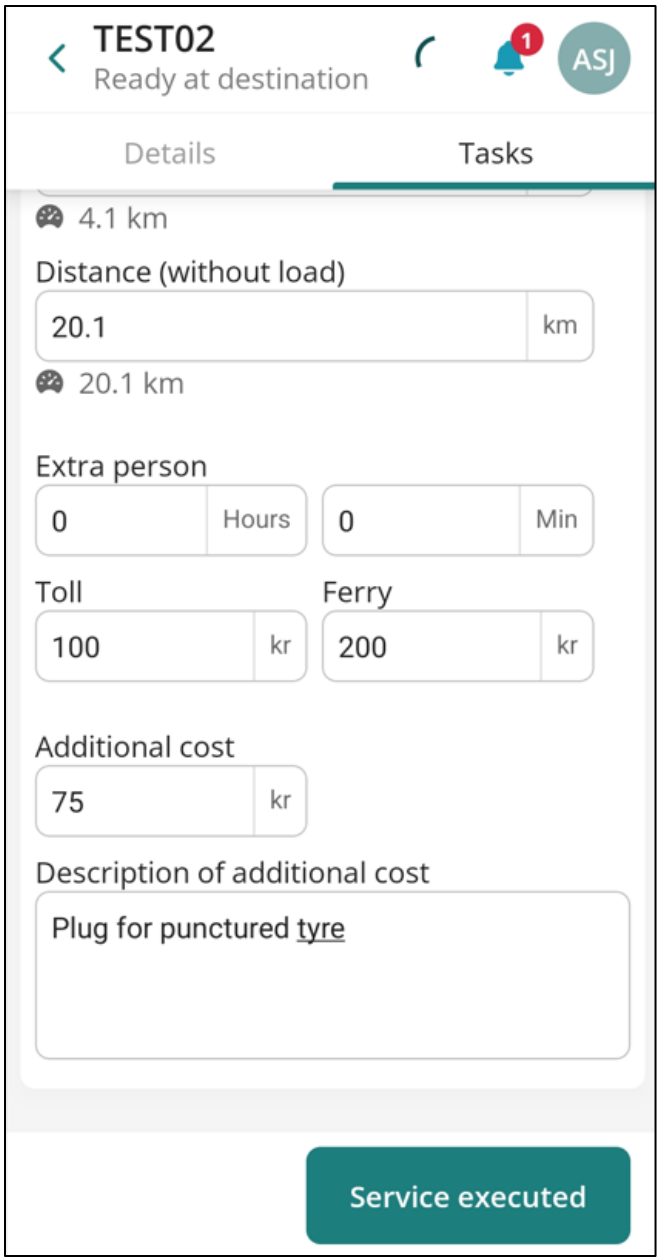


Service Request

When finished at the destination, vehicle delivered, keys dropped off etc.

- Press *Ready at destination*

REDGO

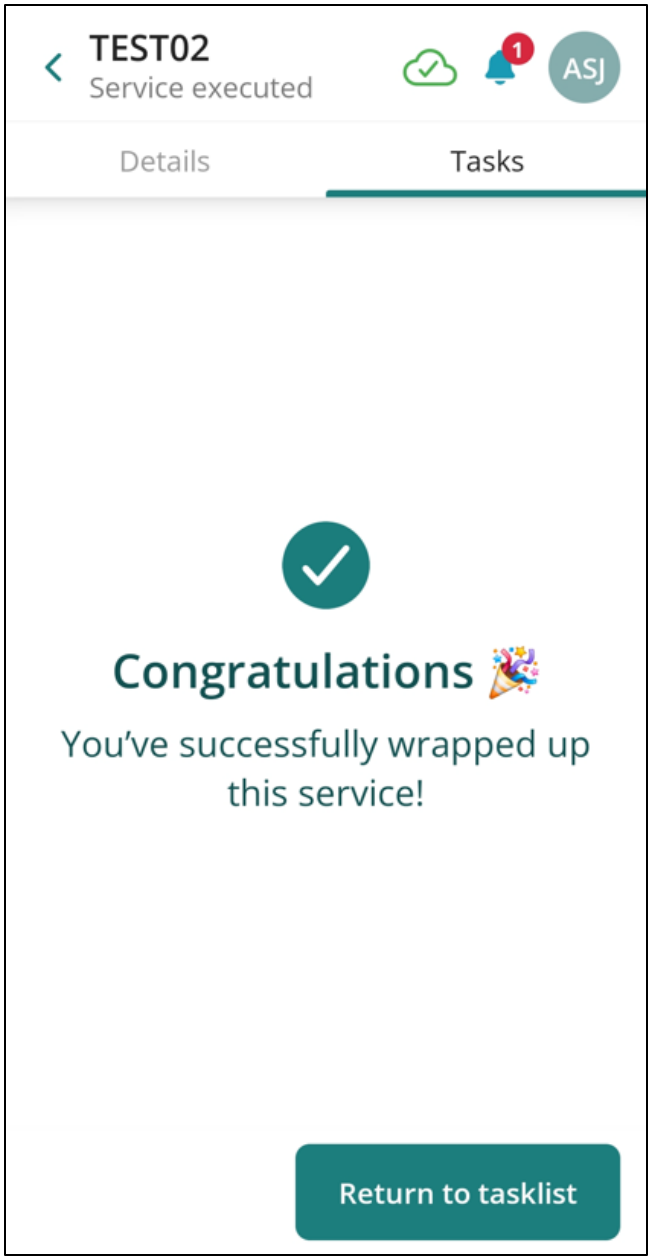


Service Request

When service request is to be completed

- View, and optionally correct, the distances
- Add costs for extra person, toll, ferry or additional cost if applicable.
- Write description of additional cost if applicable
- Press *Service Executed*

REDGO



Service Request

Get celebrated!

- Press *Return to tasklist* to view assigned or active service requests

REDGO

REDGO