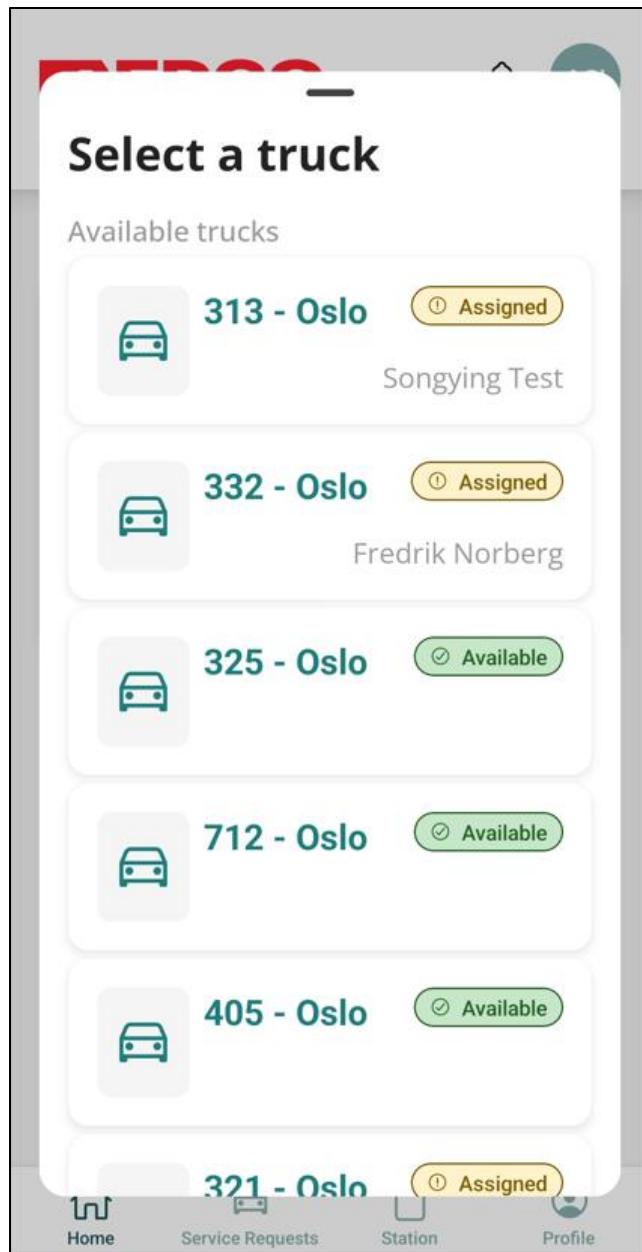


Home

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

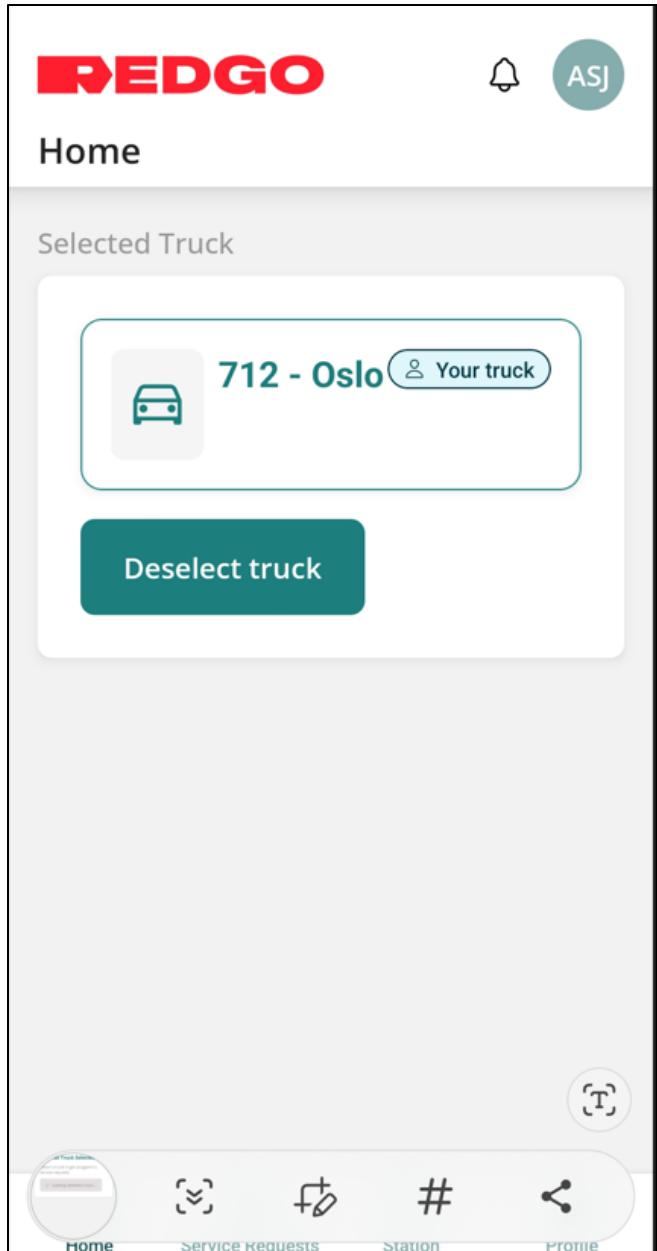
- Press *Select Truck*



Home

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

- Select an available truck



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

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Service Request

ASJ

Incoming

TEST01 - Testmerke >

Priority 3. NORMAL PRIORITY

Created Today 11:07

City Oslo

Status Assigned to Tower

TEST02 - Testmerke >

Priority 3. NORMAL PRIORITY

Created Today 11:07

City Oslo

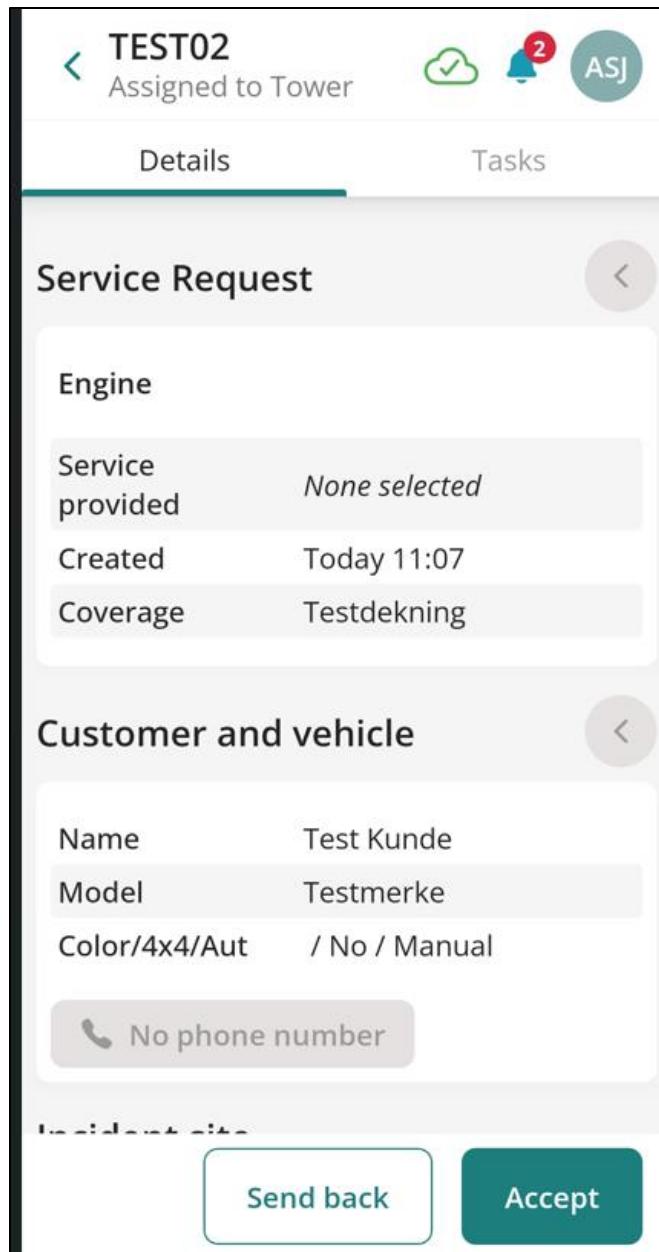
Status Assigned to Tower

Home Service Requests Station Profile

Service Requests

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

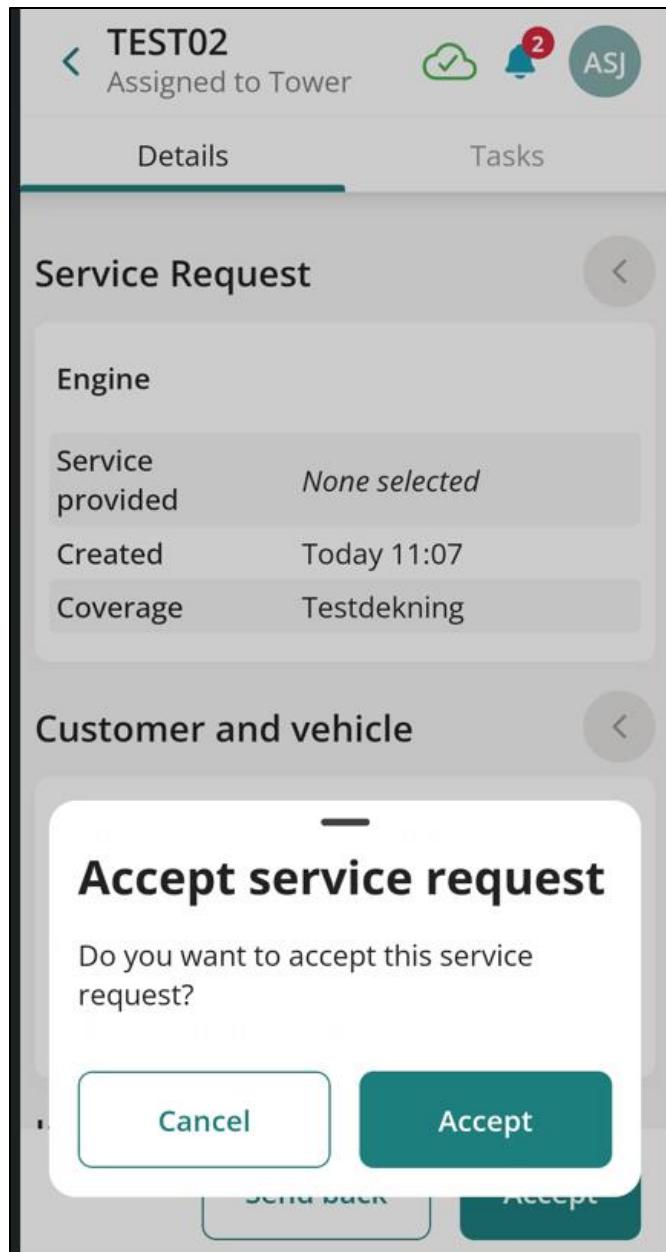
- Press a case to view it



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



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

The screenshot shows a mobile application interface for a service request. At the top, the title 'TEST02' and a subtitle 'Tower Assignme...' are visible, along with a green checkmark icon, a blue bell icon with a red notification badge (showing 1), and a circular profile icon labeled 'ASJ'. Below this, there are two tabs: 'Details' (which is selected, indicated by a teal underline) and 'Tasks'. The 'Details' section is expanded, showing the following data:

Service Request	
Engine	
Service provided	None selected
Created	Today 11:07
Coverage	Testdekning
Priority	3. NORMAL PRIORITY
Case ID	06269560
SR ID	SR-03082805
Station	

Below this, another section titled 'Customer and vehicle' is partially visible, showing:

Customer and vehicle	
Name	Test Kunde
Model	Testmerke

At the bottom of the screen is a teal button with the text 'On the way'.

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

TEST01
Tower Assignme...

Details Tasks

Service provided None selected

Created Today 11:07

Coverage Testdekning

Customer and vehicle

Name Test Kunde

Model Testmerke

Color/4x4/Aut Grå / Yes / Manual

Vehicle type

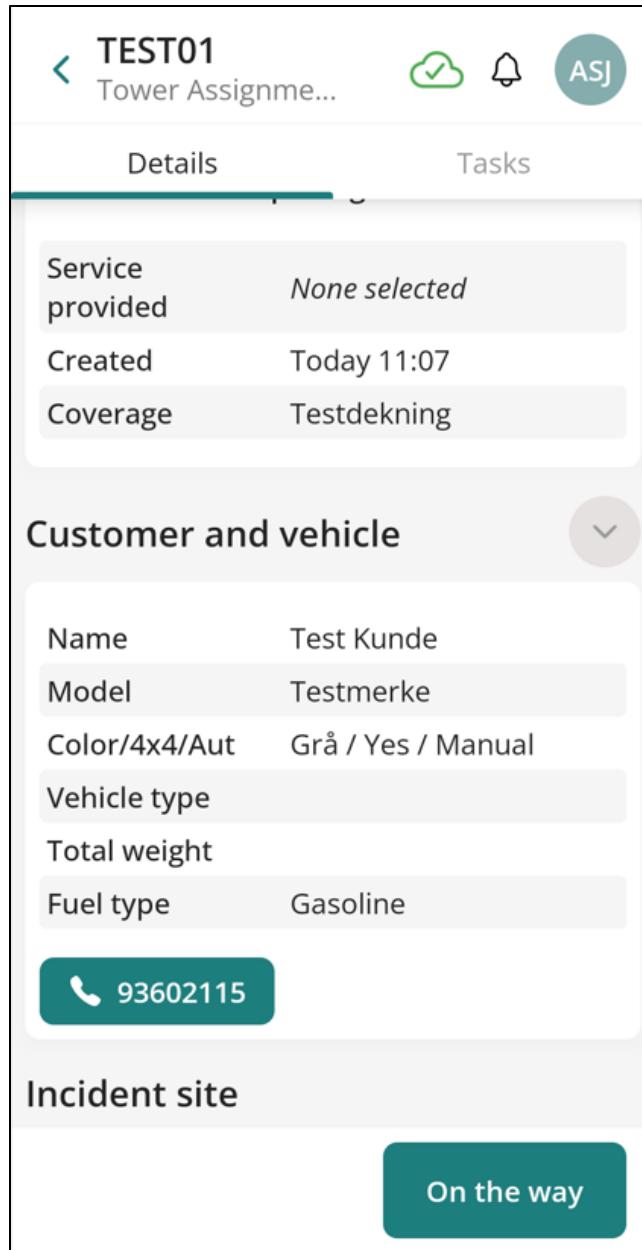
Total weight

Fuel type Gasoline

93602115

Incident site

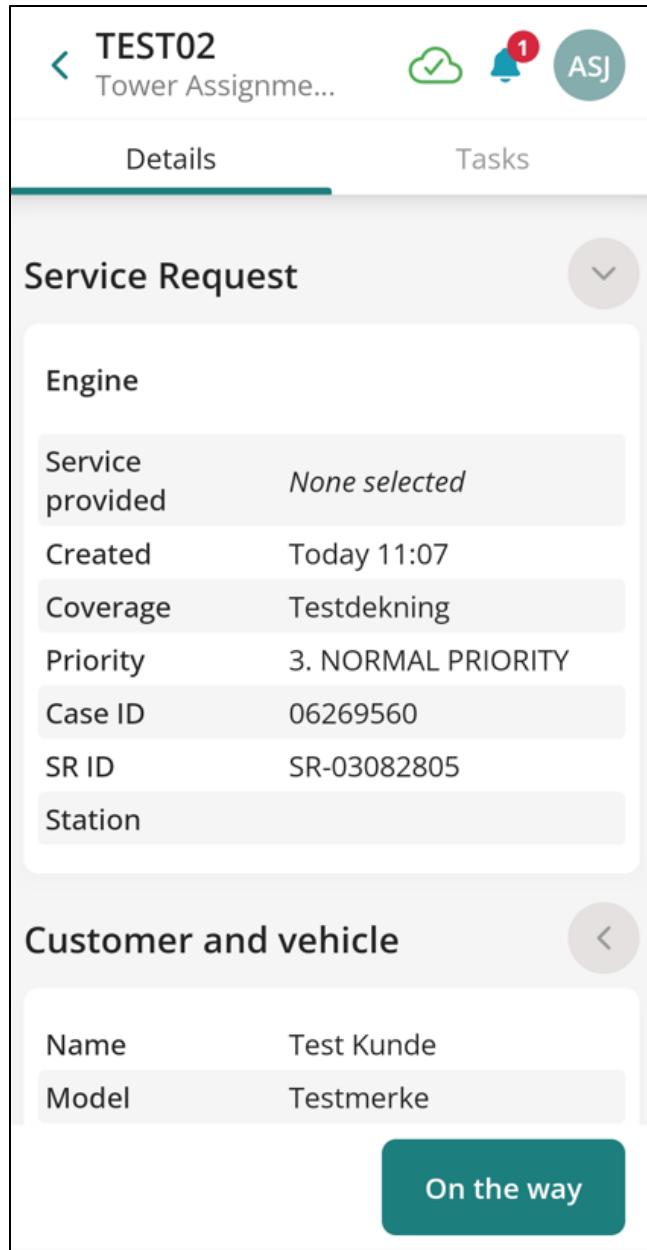
On the way



Service Request

Customer and vehicle details can also be expanded

- Press *Phone Number* to call the customer.



Service Request

When ready to start the service request

- Press *On the way*

TEST02
On the way

Cloud icon with checkmark, Bell icon with '1', ASJ

Details Tasks

Customer vehicle

Mileage
0

Service description

Service provided *

None selected

Description of work carried out

Destination

Mekonomen Bilverksted Sentrum AS
1 Chr. Krohgs gate, 0186, Oslo

Arrival at the incident site

Service Request

When arriving at the customer

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

TEST02
Arrival at the incident site

Details Tasks

Customer vehicle

Mileage
0

Service description

Service provided *

None selected

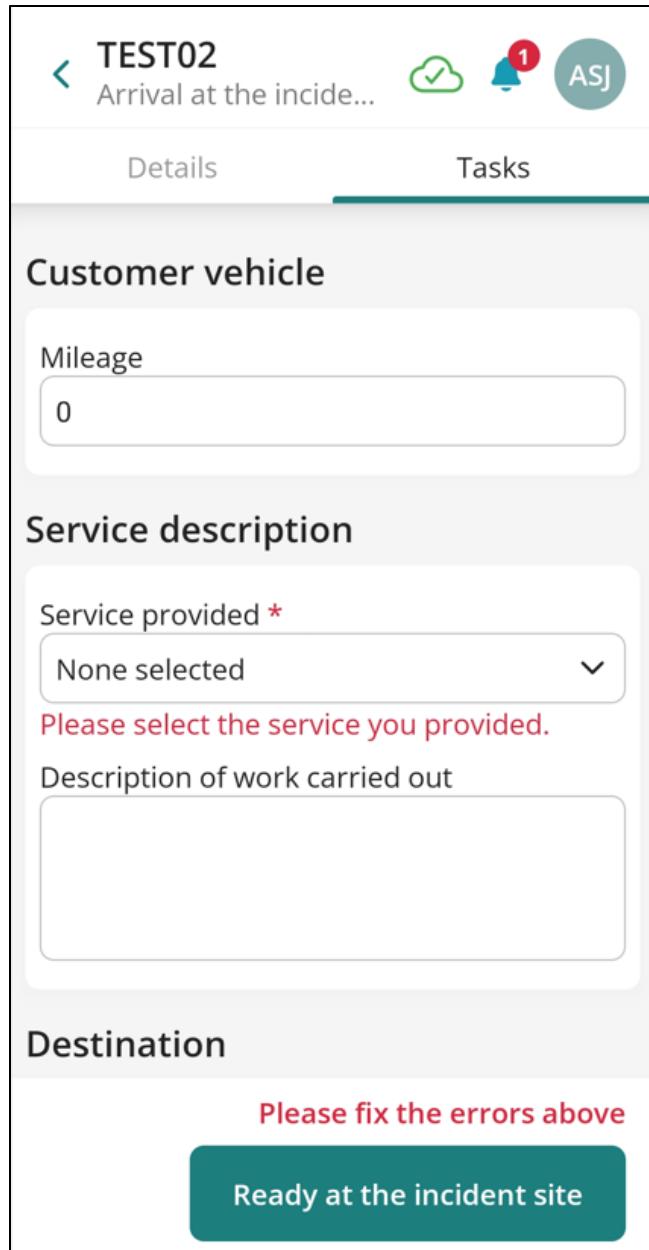
Please select the service you provided.

Description of work carried out

Destination

Please fix the errors above

Ready at the incident site



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

TEST02
Arrival at the incide...

Details Tasks

0

Service description

Service provided *

Towing

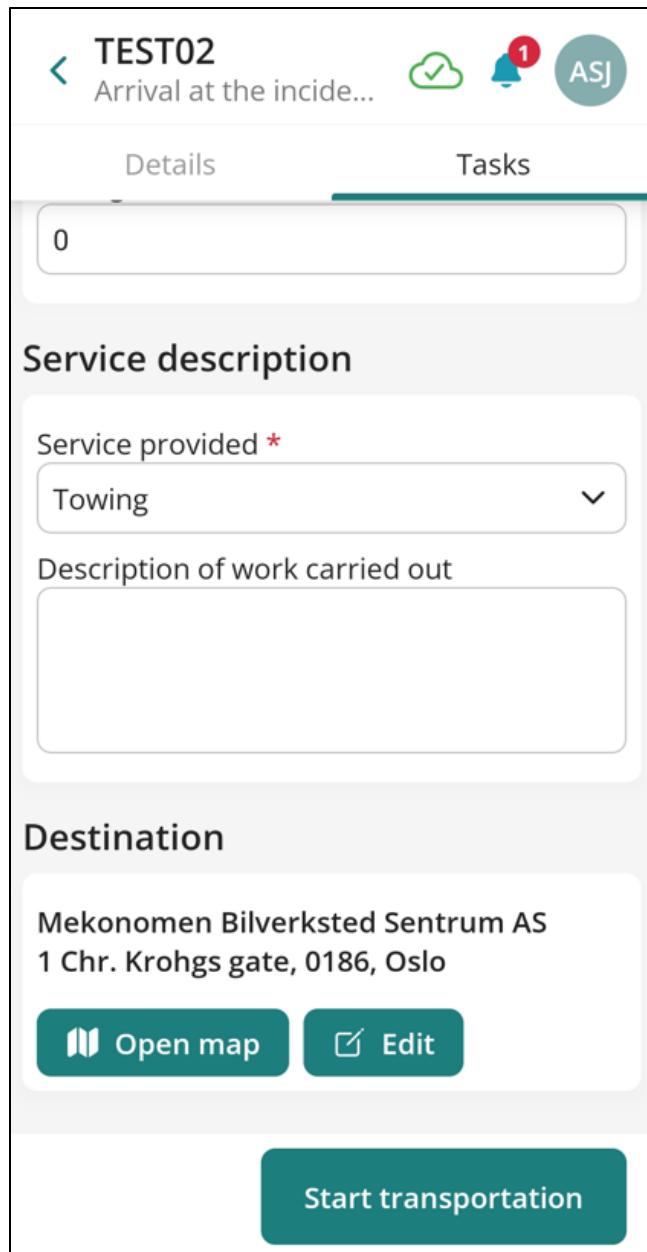
Description of work carried out

Destination

Mekonomen Bilverksted Sentrum AS
1 Chr. Krohgs gate, 0186, Oslo

 Open map  Edit

Start transportation

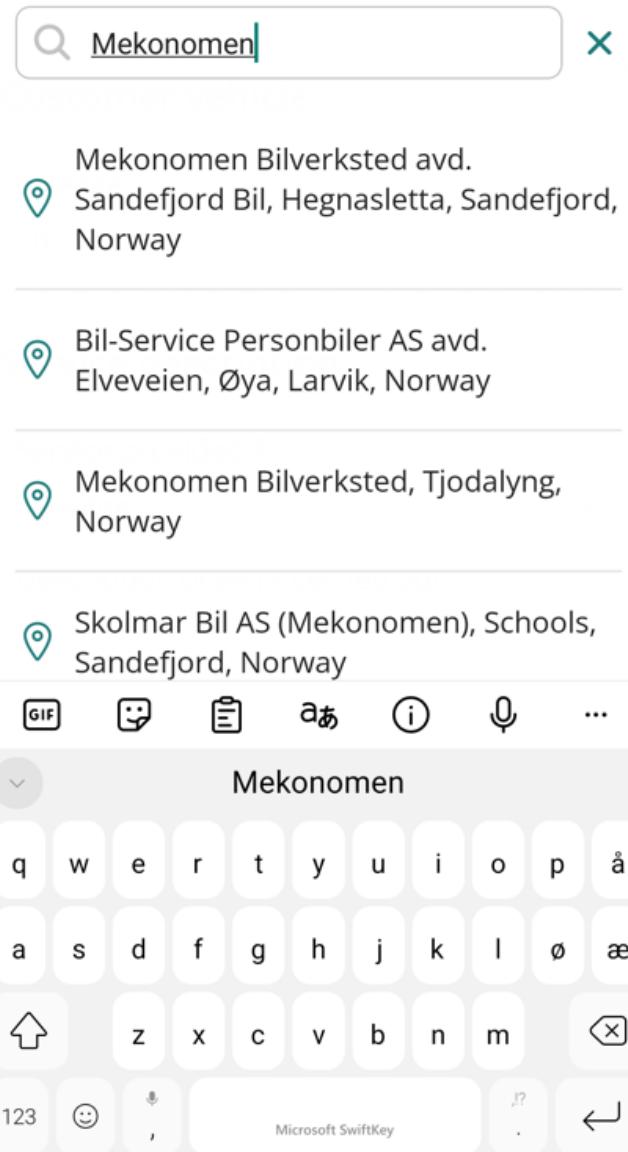


Service Request

When towing from incident site

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

Select destination



Service Request

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

- Write in the search field
 - Press the preferred workshop

TEST02
Arrival at the incide...

Details Tasks

0

Service description

Service provided *

Towing

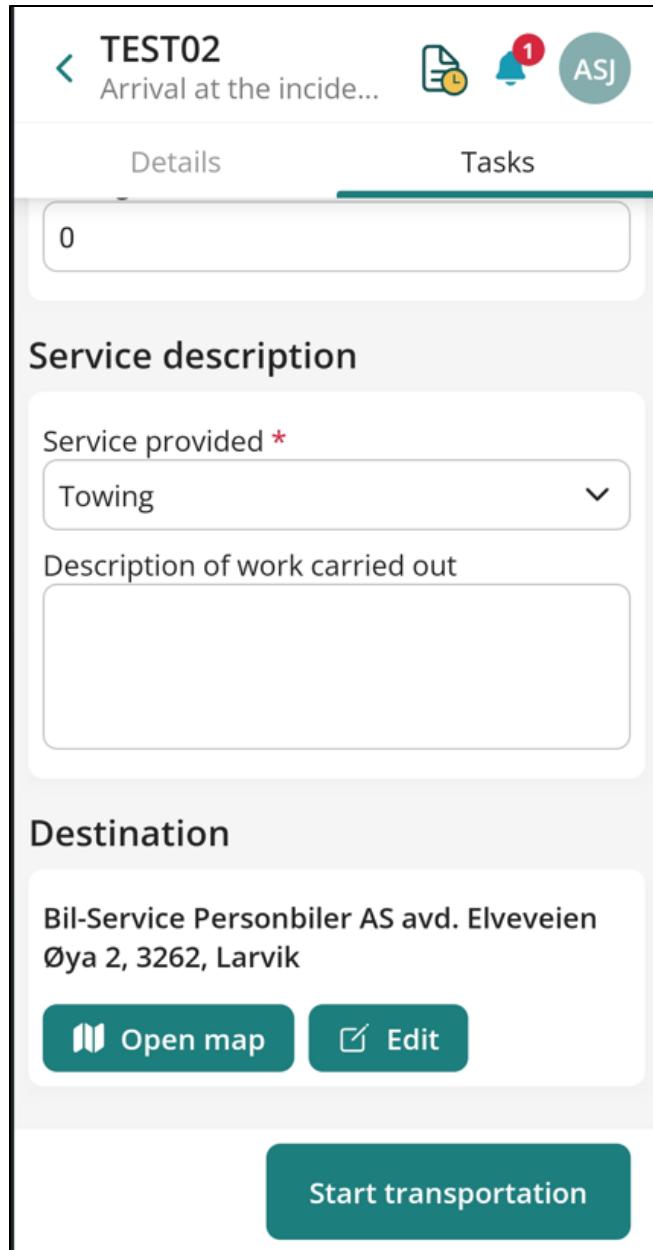
Description of work carried out

Destination

Bil-Service Personbiler AS avd. Elveveien
Øya 2, 3262, Larvik

 Open map  Edit

Start transportation



Service Request

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

- Press *Start Transportation*

TEST02
Start transportation

ASJ

Details Tasks

0

Service description

Service provided *

Towing

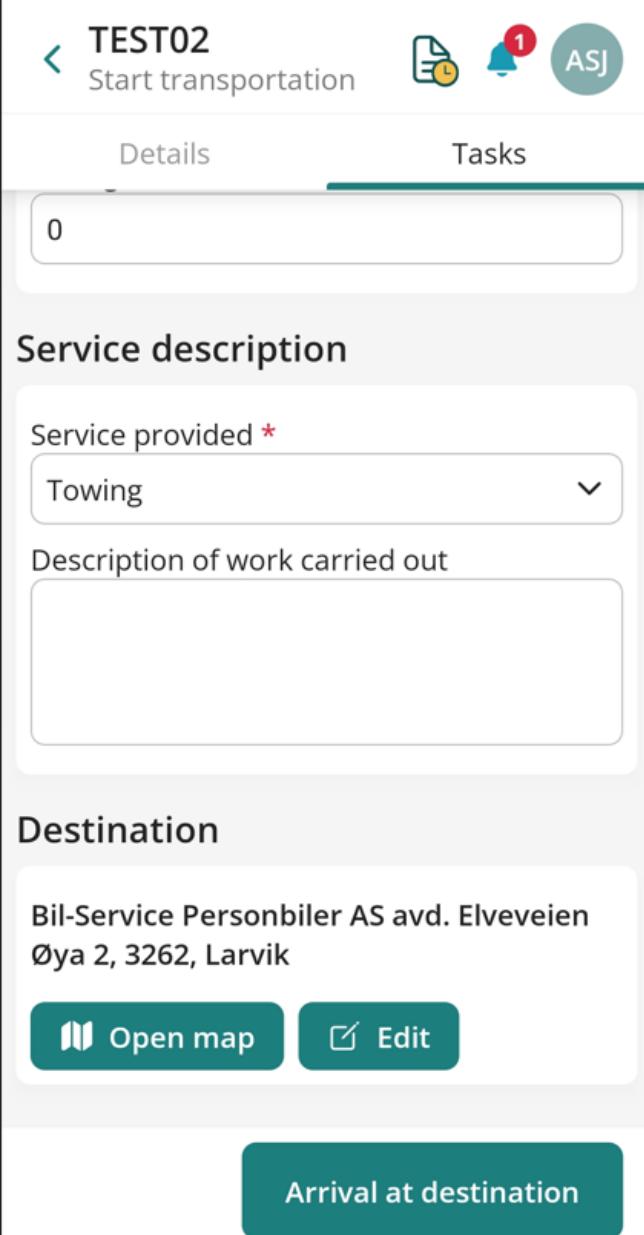
Description of work carried out

Destination

Bil-Service Personbiler AS avd. Elveveien
Øya 2, 3262, Larvik

 Open map  Edit

Arrival at destination



Service Request

When Arriving at the destination

- Press *Arrival at destination*

TEST02
Arrival at destination   ASJ

Details Tasks

0

Service description

Service provided *

Towing

Description of work carried out

Destination

Bil-Service Personbiler AS avd. Elveveien
Øya 2, 3262, Larvik

 Open map Edit

Ready at destination

Service Request

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

- Press *Ready at destination*

TEST02
Ready at destination

ASJ

Details Tasks

4.1 km

Distance (without load)

20.1 km

20.1 km

Extra person

0 Hours 0 Min

Toll Ferry

100 kr 200 kr

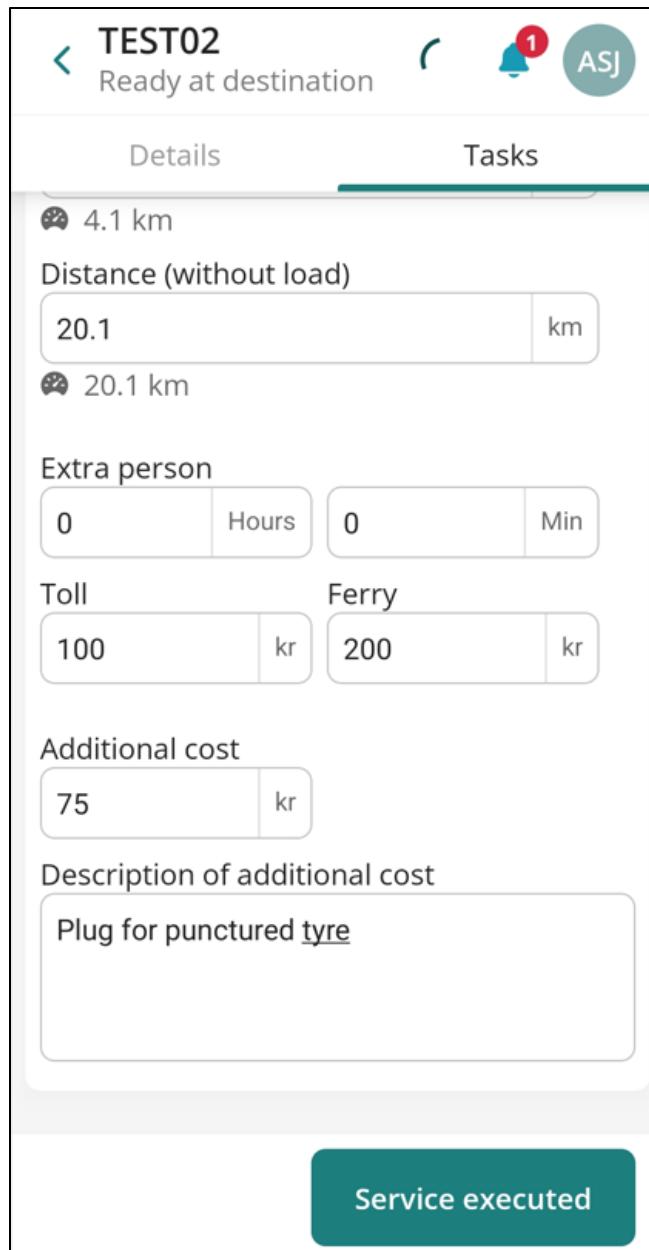
Additional cost

75 kr

Description of additional cost

Plug for punctured tyre

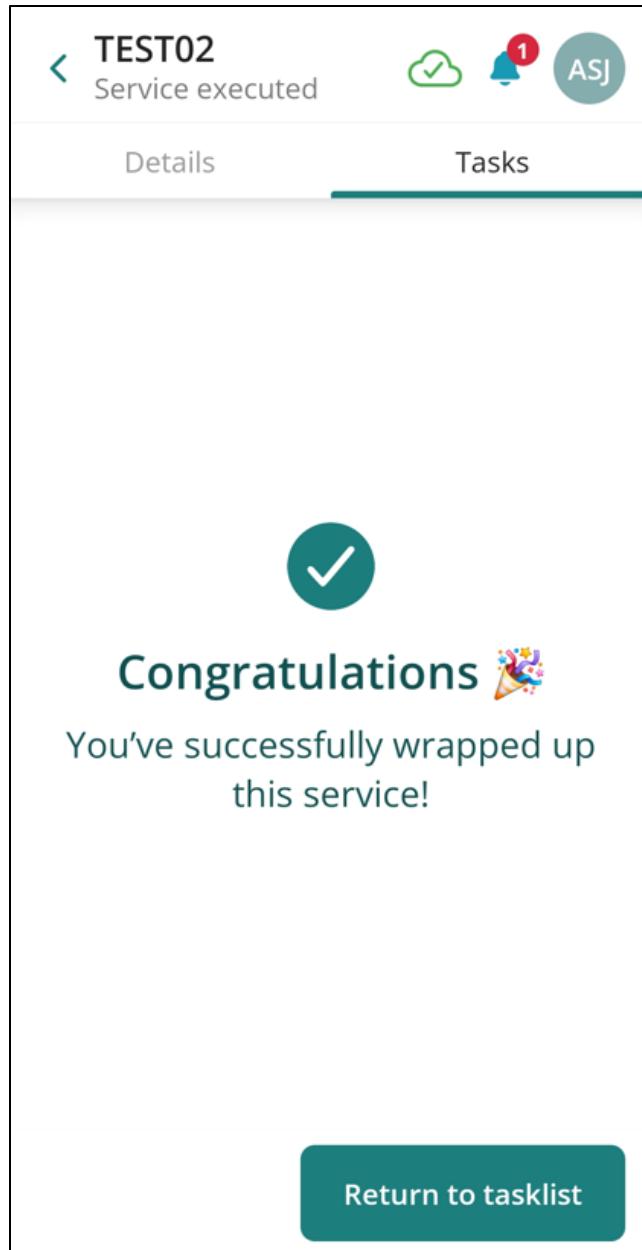
Service executed



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*



Service Request

Get celebrated!

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

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