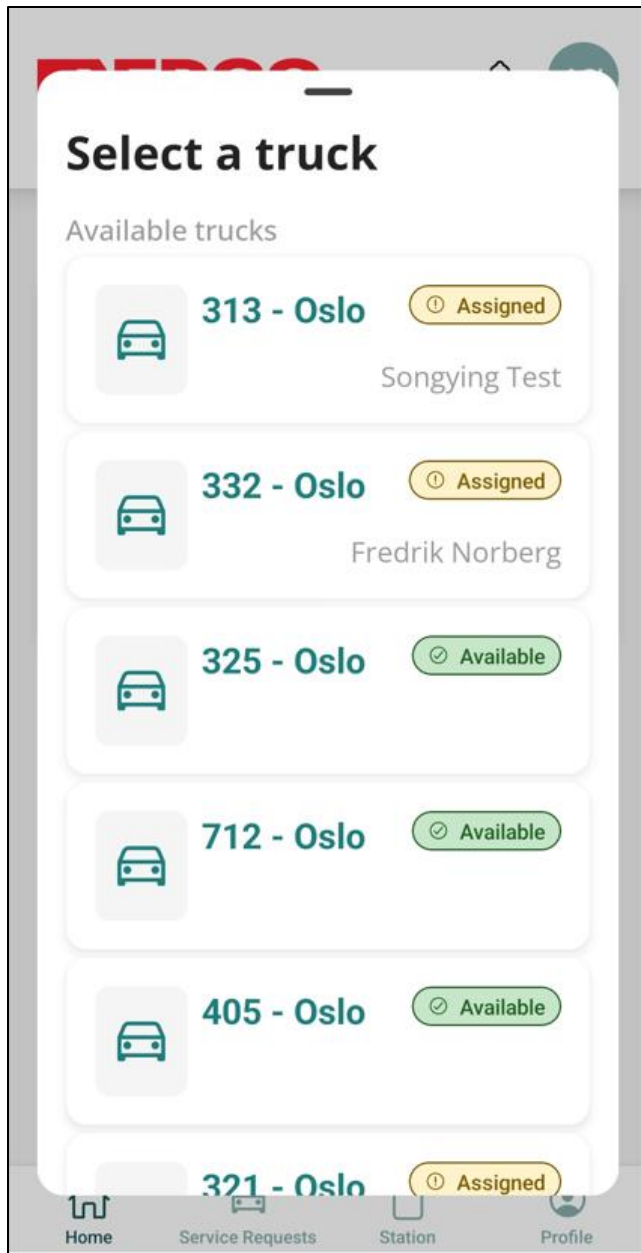


Home

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

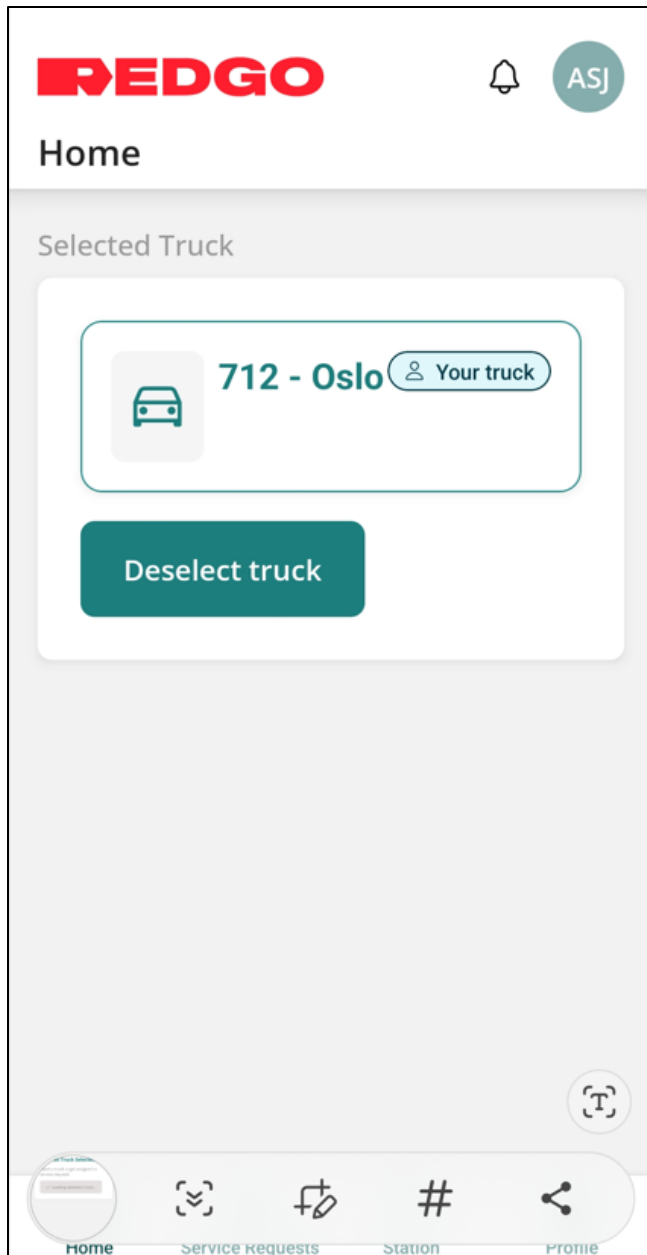
- Press *Select Truck*



Home

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

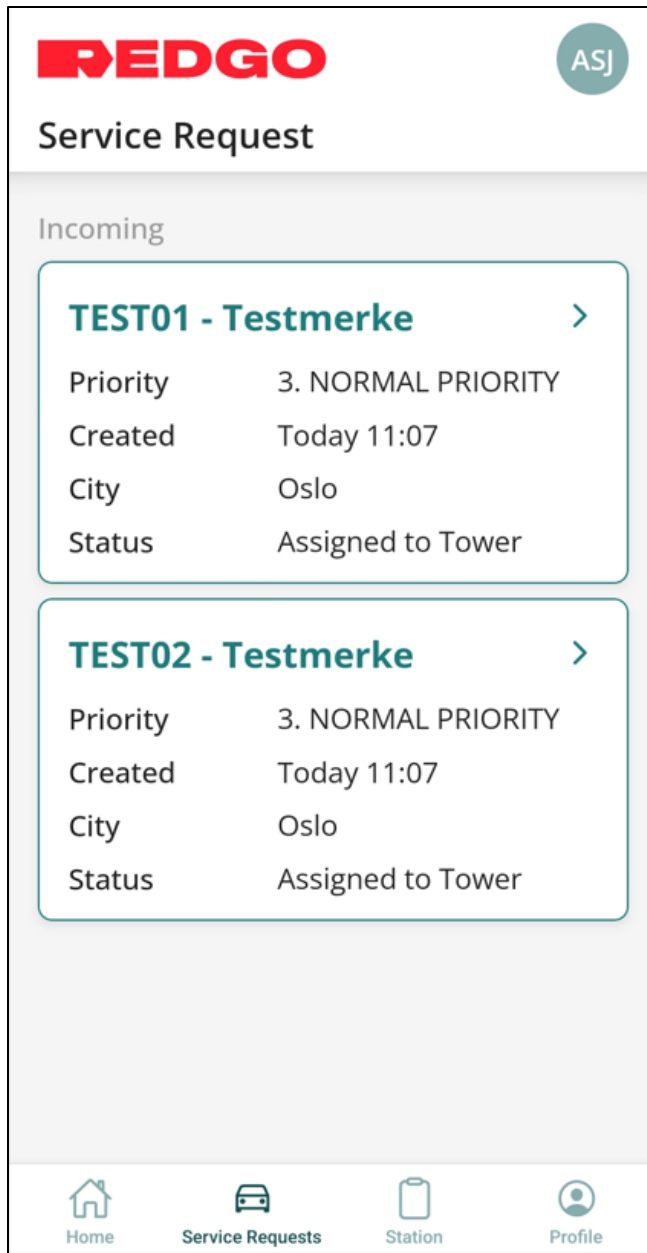
- Select an available truck



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



Service Requests

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

- Press a case to view it

TEST02
Assigned to Tower

Details Tasks

Service Request

Engine	
Service provided	None selected
Created	Today 11:07
Coverage	Testdekning

Customer and vehicle

Name	Test Kunde
Model	Testmerke
Color/4x4/Aut	/ No / Manual

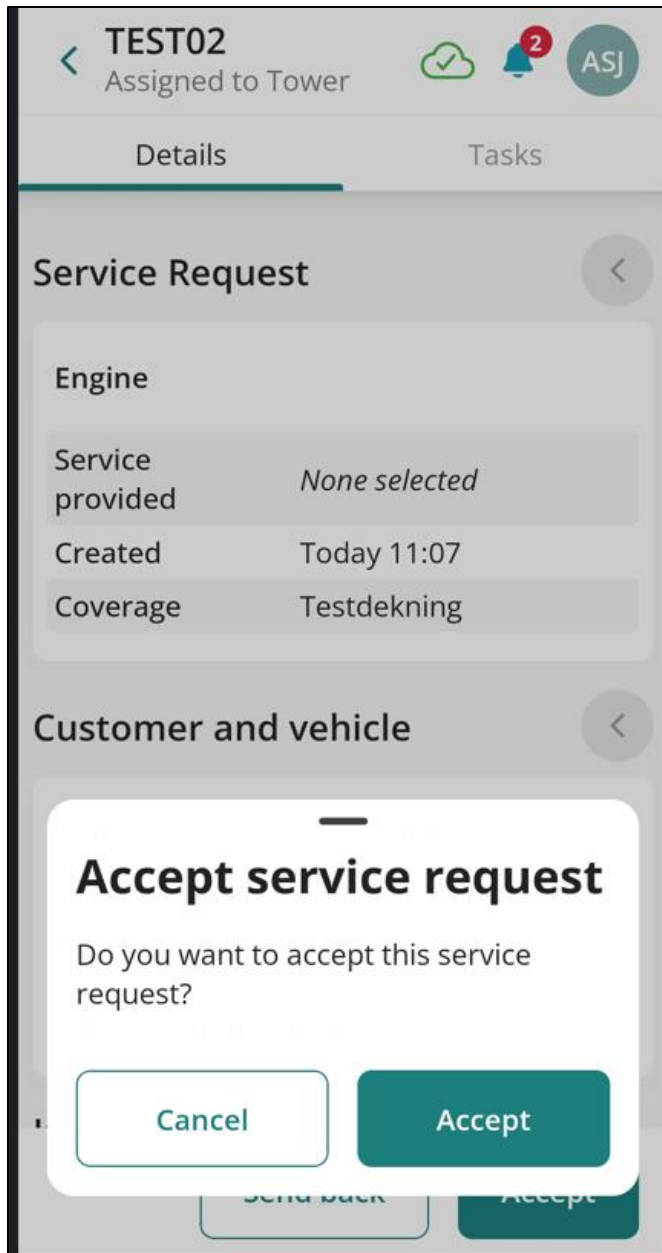
No phone number

Send back Accept

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

TEST02

Tower Assignme...

✓

1

ASJ

Details

Tasks

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

Customer and vehicle

Name

Test Kunde

Model

Testmerke

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...

ASJ

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.

TEST02

On the way

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 incide...

1

ASJ

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...

1

ASJ

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

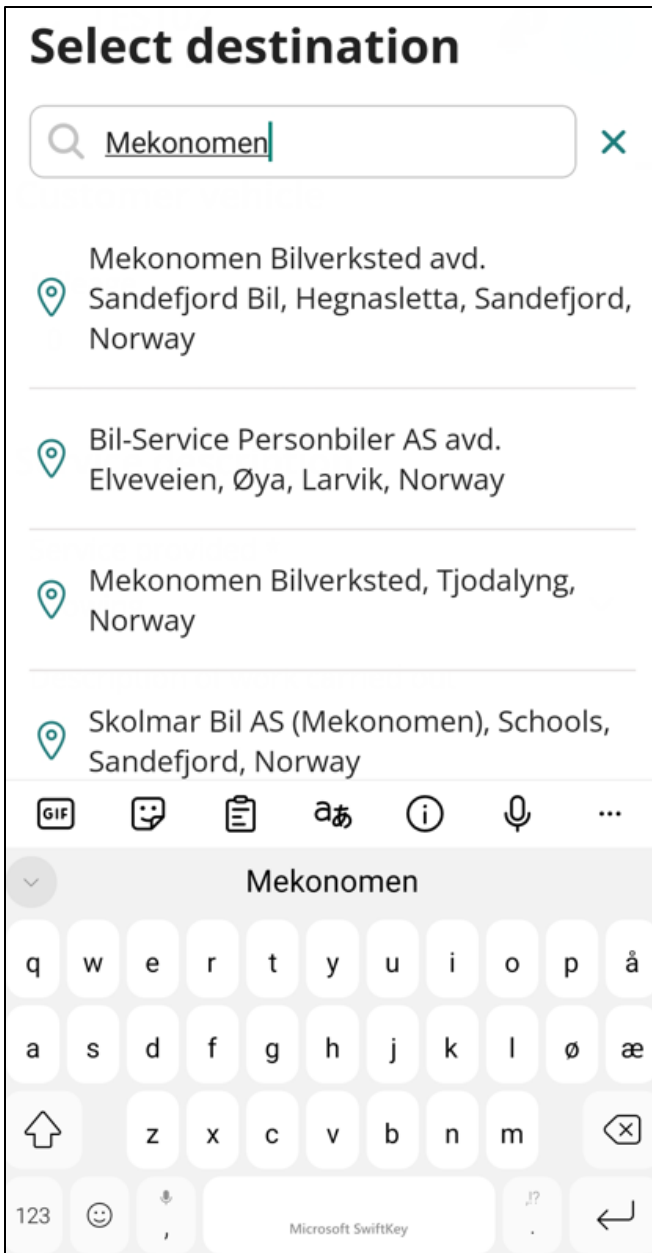
Edit

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.



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
Ready at destination

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

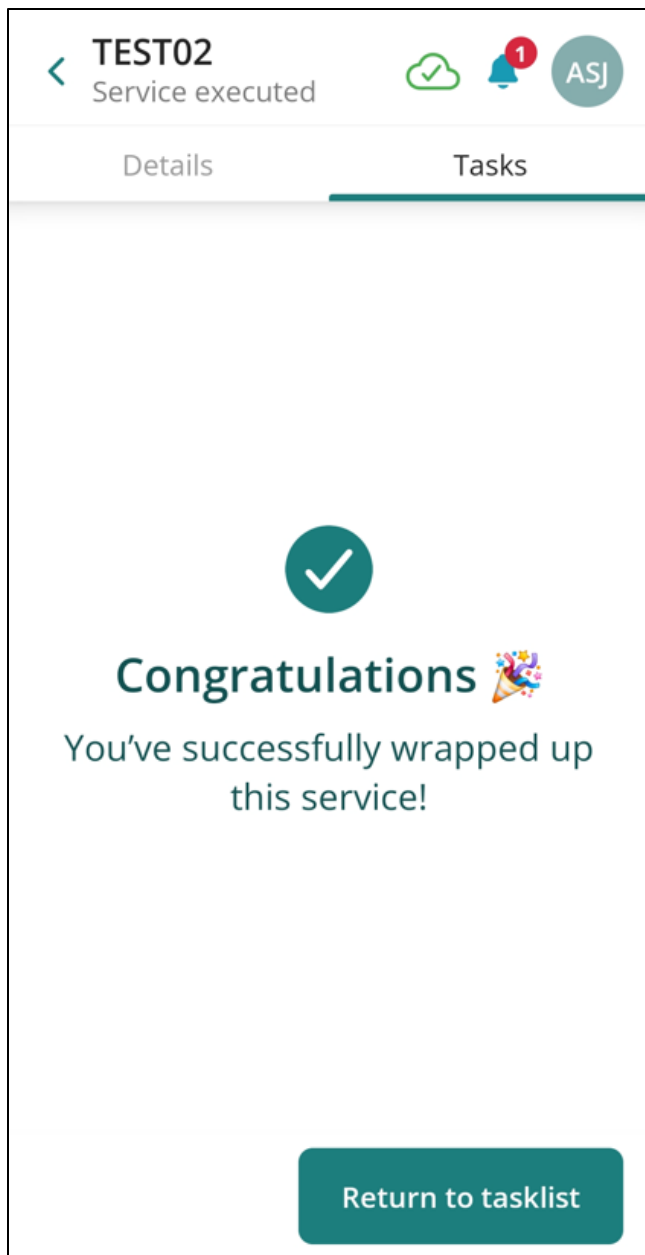
Plug for punctured tyre

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

