

Trucks & buses service factsheet

From historical service techniques to
actualizing a vision of service transformation



a 365

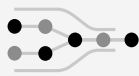
annata
Powering possibilities



Service challenges faced by trucks & buses businesses



Service
scheduling



Workflow
bottlenecks



Resource
allocation



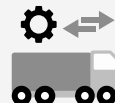
Customer
engagement



Quality
control



Diagnostic
integration



Recall
management



Seamless service operations from beginning to end with A365

Offers an end-to-end management tool for service and inspection professionals, unveiling new levels of efficiency and yielding maximum levels of productivity with business insights and predictive analytics to deliver superior after-sales experiences.

A365 provides rich support for service processes through advanced digital tools that increase adherence to operating standards, streamline communication between management and technicians, elevate warranty management maintenance, and heighten the value of each trucks & buses product while minimizing downtime.

01

Oversee vehicle
service and
maintenance records

02

Streamline
workshops with
smart scheduling
and resource
allocation

03

Elevate warranty
management with
advanced tools

04

Generate tailored
service and
maintenance
contracts

A365 trucks & buses service features



Workshop
management



Service
appointments



Job
quotations



Work
orders



Resource
planning



Quality
assurance



Service
reporting



Resource
allocation



Billing &
invoicing



Workflow
monitoring

A365 trucks & buses service functionality coverage



┌ Vehicles after-sales management

Manage warranty & service agreement

Manages warranty and service agreements with advanced tracking and features.

Manage customer support cases

Streamlines customer support case management for efficient issue resolution.

Manage vehicles recall & returns

Optimizes vehicle recall and returns management for enhanced customer safety and satisfaction.

Manage vehicle work orders execution

Executes vehicle work orders, ensuring timely and quality service.

Warranty/campaign claim

Simplifies the execution of vehicle work orders, especially for warranty and campaign claims.

Contracts claim

Streamlines the execution of vehicle work orders for contract claims with precision.

Quote & sell parts

Quotes and sells parts for a comprehensive customer offering.

Quote & sell after-sale services

Offers after-sale services with ease, enhancing customer satisfaction.

Manage field services

Manages field services for on-site customer support.

Maintain prices & agreements

Simplifies the maintenance of prices and agreements for transparent transactions.

Customer call center

Leverages a customer call center for enhanced customer relations and support.

24-H customer service call center

Offers round-the-clock customer service through a 24-hour call center.

Customer survey index

Gathers valuable customer feedback with a comprehensive survey index.

Global work order history

Provides global work order history for better decision-making and service quality.

Dealer portal- warranty claim management

Streamlines warranty claims management through a dedicated dealer portal.

Get global parts & labor per vehicle model

Consolidates global parts and labor information per vehicle model for accurate service.

Global workshop planning

Optimizes global workshop planning for efficient resource allocation.

After-sales services

Offers after-sales services to enhance customer satisfaction and loyalty.

Service request management

Manages service requests for timely issue resolution.

Planned & preventive maintenance

Optimizes planned and preventive maintenance for asset reliability.

Technician time registration

Tracks technician time registration for accurate service records.

Timesheet management

Manages timesheets for efficient workforce management.

Standard jobs/job lists

Optimizes service with standardized job lists for consistent quality.

Work order adjustments

Makes adjustments to work orders for accurate billing.

Create work orders multiple payers

Creates work orders with support for multiple payers for flexible billing.

Workshop planning-technician scheduling & dispatch

Streamlines workshop planning with technician scheduling and dispatch features.

Apply fixed price to a job list

Simplifies job list pricing with fixed-price options.

Manage parts availability & reservation

Manages parts availability and reservations for efficient service.

Full-service history & statistics

Provides comprehensive vehicle service histories and statistics for better decision-making.

Digital customer signature

Enhances customer interactions with digital signature capabilities.

Customer credit limit

Checks and manages customer credit limits for financial transparency.

Margin check

Performs margin checks for pricing accuracy.

Labor sales price management

Manages labor sales prices for transparent billing.

Work order parts sales price management

Simplifies parts sales price management for work orders.

Work order fee management

Manages fees associated with work orders for accurate billing.

Service contract management

Manages service contracts to meet diverse customer needs.

Service contract job management

Optimizes service contract job management for tailored customer support.

Lead time limit control management

Controls lead time limits for efficient service scheduling.

Service job costing

Manages service job costing for accurate financial tracking.

Service contract terms management

Manages service contract terms with precision and efficiency.

Pre-invoice work approval

Streamlines pre-invoice work approval processes for transparent billing.

Maintenance plan

Optimizes maintenance plans for asset reliability and performance.

Warranty claims

Handles warranty claims for superior customer support.

Claims submission & processing

Streamlines claims submission and processing for efficient issue resolution.

Automated claims validation

Automates claims validation processes for accuracy and efficiency.

Internal workflow approvals

Optimizes internal workflow approvals for streamlined claim processing.

Warranty contracts management

Manages warranty contracts for accurate coverage.

Managing claim adjustments

Streamlines the management of claim adjustments for accurate settlements.

Warranty claims history tracking

Provides comprehensive warranty claims history for better decision-making.

Warranty claims processing & settlement

Processes and settles warranty claims for customer satisfaction.

OEM bulletins/recall management

Shares OEM bulletins and recall management for safety and compliance.

Warranty claim analytics & reporting

Provides insights into warranty claim data with comprehensive analytics and reporting.

Spare parts sales management

Manages spare parts sales for customer convenience.

OTC parts invoicing

Streamlines over-the-counter (OTC) parts invoicing for efficient transactions.

Return parts sales

Manages return parts sales for customer satisfaction.

Sales parts price management

Optimizes sales parts price management for transparent transactions.

Check customer credit limit

Ensures compliance with customer credit limits for financial transparency.

Margin check

Performs margin checks for accurate pricing and profitability.

Business development center

Leverages a business development center for enhanced customer relations and growth opportunities.

Field service inventory management

Manages field service inventory for timely customer support.

Remote vehicle monitoring

Monitors vehicles remotely for proactive maintenance and issue resolution.

IoT integration

Integrates the Internet of Things (IoT) for enhanced asset monitoring and performance.

Automatic notifications

Receives automatic notifications for timely response and issue resolution.

Service performance analytics

Analyzes service performance data for continuous improvement.

Virtual agents/"service bots"

Leverages virtual agents or 'service bots' for enhanced customer support.

Operator notifications

Receives operator notifications for efficient service scheduling.

Pre-work approvals

Streamlines pre-work approvals for efficient and transparent service.

Advanced features

Leverages advanced features for enhanced service quality and customer satisfaction.

Customer 360°

Provides a comprehensive 360-degree view of customers for better service and relationship management.

