

Introduction

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This window is used for general service or preventive maintenance. And to provide the estimation to the customer. Based on the service request raised.

Business Example:

An Elevator Industry there will be breakdown or preventive scheduled maintenance as per the company standard. While breakdown the customer will call and tell the nature of break down. Once a service person is allocated the service person will go to the concern site and attend the breakdown. Meanwhile during service if they found any parts to be changed and the concern part is not covered in warranty or AMC then the service person will provide an estimation to the customer through Invoice. For this purpose this window is used.

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