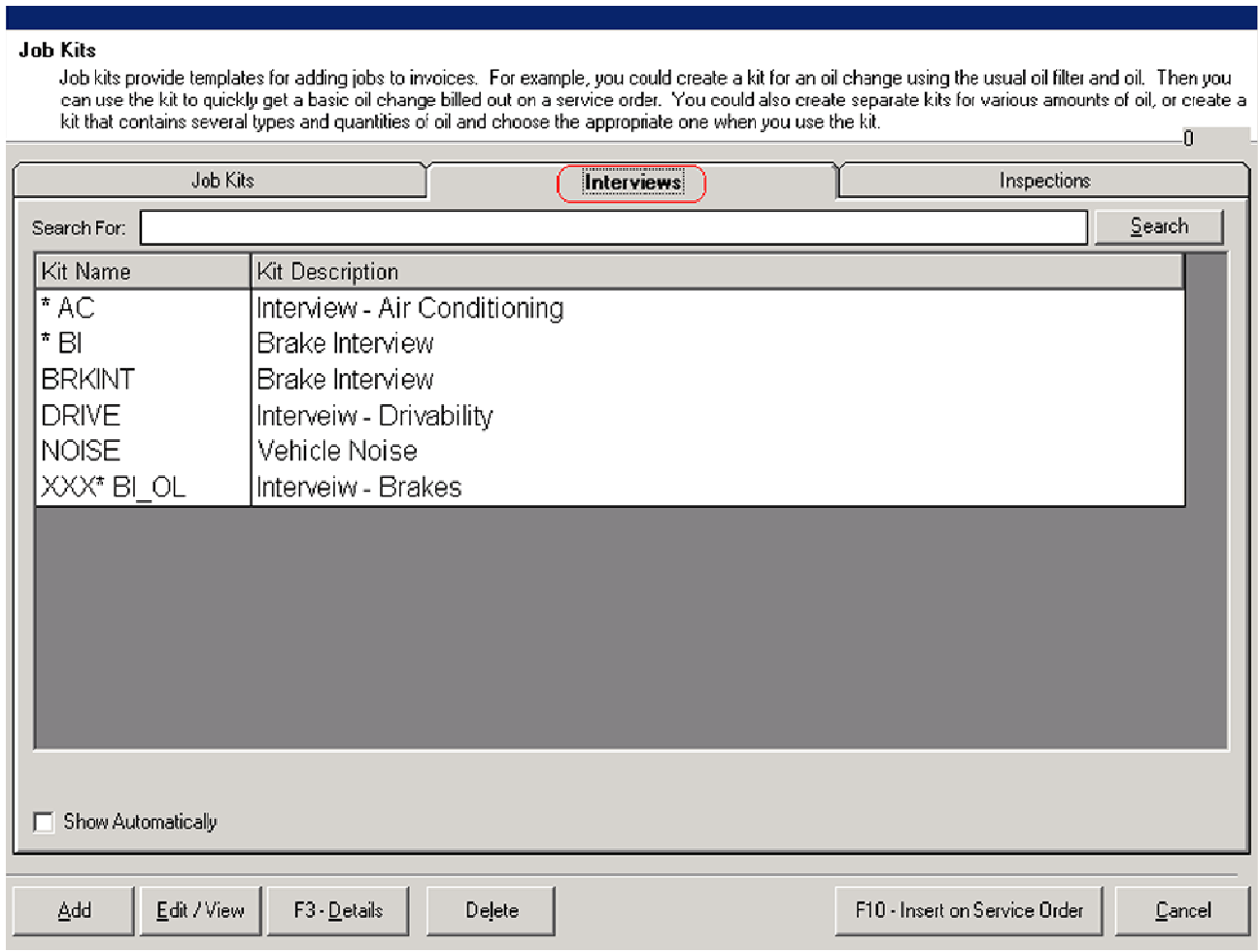




YES Shop Management

Interview Kits



In the Job Kits (canned jobs) you will find a section called Interviews. These kits help get the right information from the customer so the tech knows what to look at. These can either be dropped on the ticket or attached to a job to automatically drop on a ticket.

Hrs/Qty	Part Number	Tech	Description	Estimate	To
1.00	BI	XX	PERFORM BRAKE INSPECTION	24.00	
		SM	Ask Customer The Following Questions:		
.00	BK01	XX	[ASK] Do You Hear Any SQUEAKING Noise ?		.000
.00	BK02	XX	[ASK] Do you hear any GRINDING noise ?		.000
.00	BK03	XX	[ASK] Is your vehicle PULLING ?		.000
.00	BK04	XX	[ASK] Is your vehicle PULSATING when brakes are applied ?		.000
.00	BK05	XX	[ASK] Are there any dashboard warning lights on?		.000
		SM	Instruction To Check Emer Check Brak Road Test		

Make Selection

- 1 - Customer reports NO Squeaking noise
- 2 - Customer reports squeaking noise from Front
- 3 - Customer reports squeaking noise from Rear
- 99- [ASK] Do You Hear Any SQUEAKING Noise ?

On this ticket we will be doing a brake inspection so we will use the brake inspection interview kit. In yellow, you see the questions we will need to ask. In the box, we automatically have choices for the answers so where can choose an answer to place on the ticket.

Hrs/Qty	Part Number	Tech	Description	Estimate	Total	Ven
1.00	BI	XX	PERFORM BRAKE INSPECTION	24.00		
		SM	Ask Customer The Following Questions:			
.00	BK01F	XX	Customer reports squeaking noise from Front		.0000	
.00	BK02N	XX	Customer reports NO Grinding noise		.0000	
.00	BK03R	XX	Customer reports PULLING to RIGHT		.0000	
.00	BK04N	XX	Customer reports NO PULSATING When brakes are applied		.0000	
.00	BK05N	XX	Customer reports NO warning lights on		.0000	
		SM	Instruction To Tech: Check Emergency Brake Operation Check Brake Fluid Road Test			
<i>Subtotal for Brake Service</i>				24.00	.00	Su

We now have a clear picture as to why the customer is suspecting that he has brake problems. He has had some squeaking noise from the front and pulling to the right.

Once the vehicle arrives in the shop, the tech now knows what to look for.