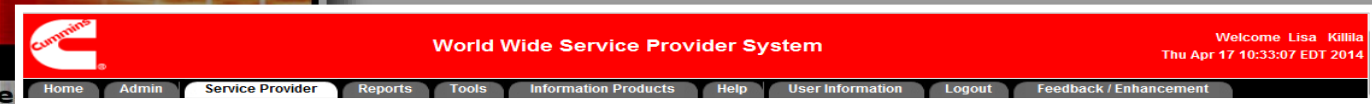# Guidanz Job Aid
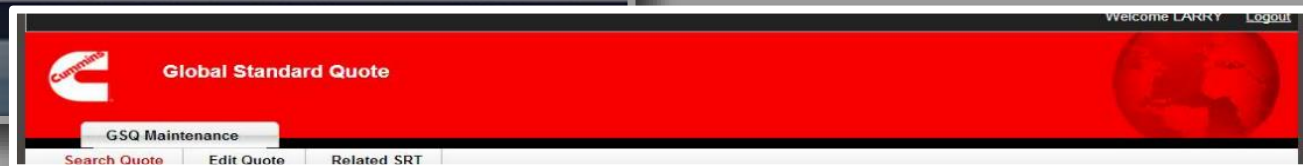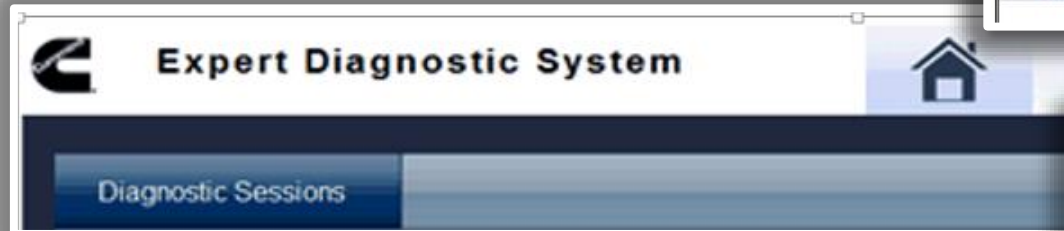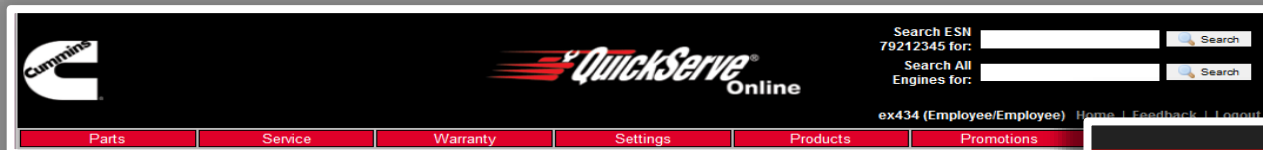
Guidanz Training Team

Current Service Experience

Current Service Experience

Our Systems Don't:

Look like each other

Link to each other

Talk to each other

What is Guidanz?

- A Cummins software product of evolving, genuine service features and capabilities
  - A common interface to multiple service systems

- Quicker, more accurate service for greater customer satisfaction
  - Maximizes service provider efficiency by eliminating non value-add steps

- Products include Guidanz Web and Guidanz mobile app (Immediate Assessment feature)
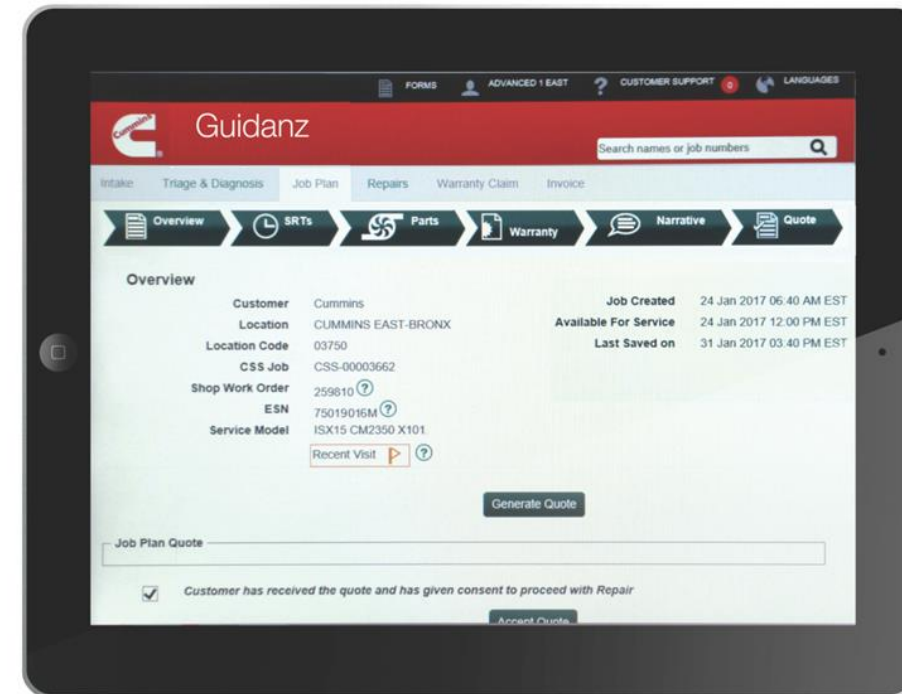
Who Does This Help?

- Service Providers & Personal
  - Experience a streamlined, guided service flow
  - Eliminating non-value added steps
  - Overall ease of use

- Customers
  - Increase uptime due to guided service process.

Guidanz & Its' Integrated Systems

EDS
CDS

QuickServe

RSS KA91 RLS

WWSPS

Guidanz Warranty

DBS

Movex

BMS
OneBMS

IDM OSM

TSR

SRT

RSW IMS Payments PRS

GSQ

Guidanz Web

■ = System that will be sunset

☐ = Feeder system
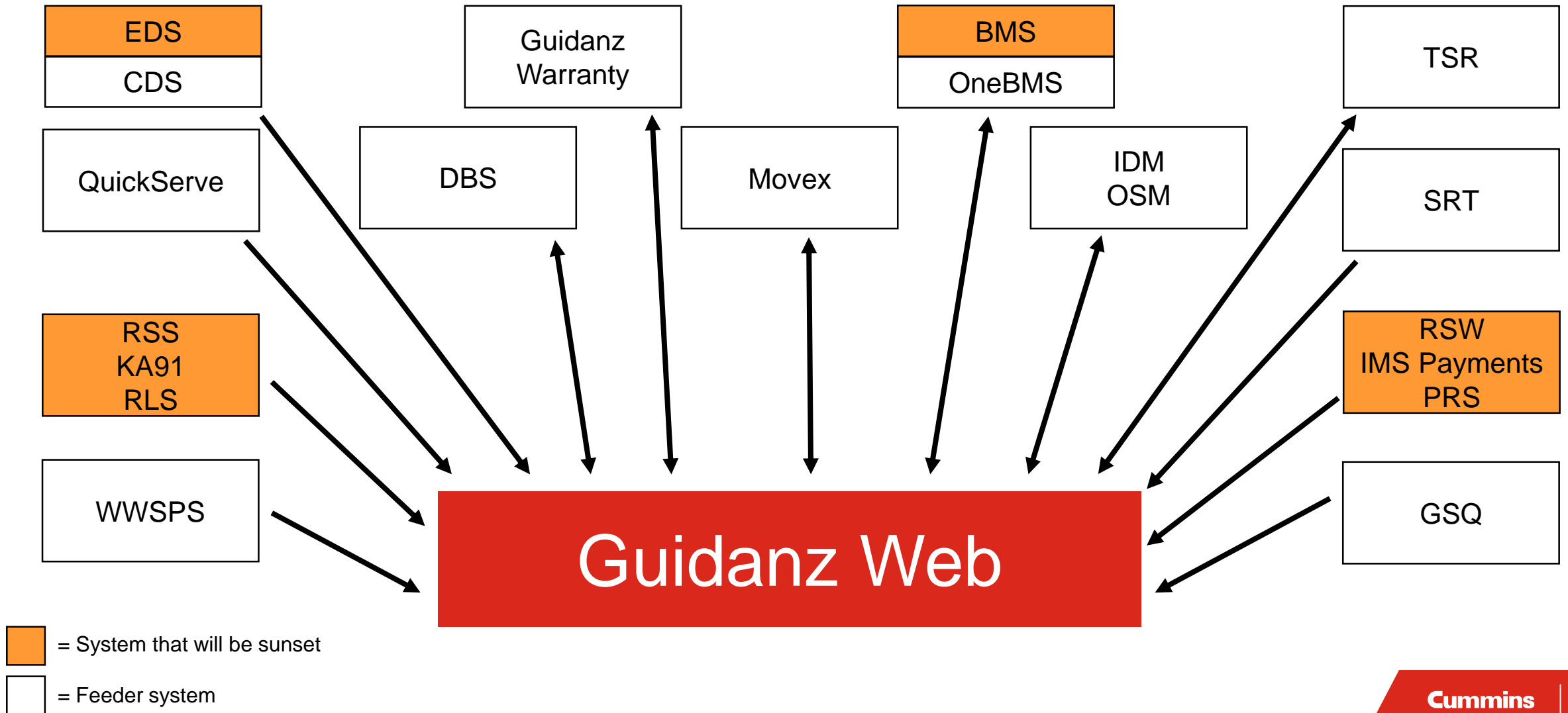
Benefits Available Now

Enable an integrated and efficient service experience for Cummins repairs

- Using Guidanz will add time in some areas. Using Guidanz will save time in other areas.

- **Net Result** is significant time savings now for both Technicians and Admins, plus improved labor recovery

Current capabilities

- Pro-active display of Campaign, ATC, TRP
- 1-click lookup of available Coverages
- Interactive, guided troubleshooting

- Auto-populate applicable diagnostic, repair, access, admin SRTs
- Pre-build job plan with labor hours and part #s

Upcoming capabilities

- Data exchange with Decisiv
- Real-time claim validations ahead of submission
- Policy request, approval and submission

30 mins saved per job for Techs   **15 mins** saved per job for Admins   improvement in labor accuracy

Common Misperception

Misperception: Creating a job in Guidanz is completely redundant to creating a work order.

Reality: There are 4 steps to stage the job in Guidanz which will gain us time saved downstream.

1. Enter Customer name to reference on the job
2. Enter Serial # and hit tab to prepopulate the page which also performs a lookup of field actions to the right!
3. Enter Complaint using the drop downs
4. Review and Save

- Guidanz Job is ready for a user to begin troubleshooting

Note: Guidanz mobile streamlines job creation even further!

Show Me

Common Misperception

Misperception: Guidanz Mobile is the mobile app version of Guidanz Web.

Reality: The mobile app was developed to (a) read data from the ECM and (b) perform the optional feature known as Immediate Assessment. These steps precede creating a Job in Guidanz Web

- Immediate Assessment improves Service Provider's Scheduling & Throughput
    - Improves WAIT TIME (When Equipment Arrives to First Labor-When Diagnostics Begins)
    - 'Inline Mini' or Inline 7 Adapter Plugs Into 9-pin Connector
    - Pulls Fault Codes
    - Determines Which Fault Codes to Use vs. Ignore (using Fault Code Analyzer)
    - Returns Top 3 Most Likely Root Causes Per Fault Code (using repair data and statistics)
    - Returns Estimated Labor Hours (for entire journey from diagnosis to repair complete)

Immediate Assessment

Triage (or assessment) time can be reduced from several hours to a few minutes

INLINE™ mini
(Bluetooth Only)

OR

INLINE 7
(Bluetooth mode)

Communication via Bluetooth

Guidanz mobile app (Android or Apple device)

Immediate Assessment Information

Immediate Assessment provides repair time estimates, most likely repair parts, helps with scheduling service events and will allow a work order to be started before vehicle enters service bay

Requires WiFi or cellular data connection

Guidanz & Cummins Care Level 3

- Guidanz helps the Cummins Care Level 3 personnel (Support & CFSE) by providing the following information:
  - View History Chevron
    - Provides 2 years of history from anywhere the product was previously serviced
      - Jobs serviced with EDS or Guidanz
      - For warrantable and non warrantable jobs
      - Provides an overview of the work performed
  - ECM Images
    - Before and After images are auto attached to the job when INSITE WO is activated
  - Result Summary
    - In the Results Summary of the T&D and Repair Review Job Chevron
      - Details of the work done are provided along with Technicians notes
  - GSQ parts
    - Upon selecting "Most Likely the Solution", parts from GSQ populates