



GRUNDFOS

User Manual for Customers

Welcome to the Grundfos SmartServ solution, designed to keep Grundfos customers and the Service team in perfect sync! Grundfos SmartServ is a mobile application for the Android & iOS platforms. It can also be installed from the Windows Store, so if you have a Windows 10 desktop, you can use it much like a regular application as well.

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Basics

The primary purpose of the application is to connect Customers & Services team, with regular status updates on their service requests.

Here's what happens in the Grundfos Services world:

1. Customer has an issue in a specific pump, and raises a request

DBS Customer:

- a. The issue is normally assignable to the Region ASP from where the pump was purchased
- b. If this information is not available, or the user decides to get it services nearby, the nearest location Region ASP is identified

Non-DBS Customer:

- a. The issue is normally assignable to the Grundfos coordinator
- b. Grundfos coordinator will assign to Region ASP OR Grundfos service team

2. Customer submits the request, with the Region ASP identified

- a. Service Request is ASSIGNED to the Region ASP
- b. Region ASP receives notification
- c. They can assign to their Service Engineer to handle the request

3. Service Engineer accepts the task and marks the request as IN PROGRESS

- a. Service Engineer visits site, attends to the call
- b. Customer gets notified with the latest status of the service
- c. Comments can be added by Service Engineer, Customer, Region ASP, and all of them get notifications

4. Service Engineer resolves the service request once task is completed

- a. The issue is marked as RESOLVED
- b. Customer is expected to provide feedback on the same

5. Alternately, Service Engineer can request for spares, or provide a quote for the cost

- a. Customer and approve the quote for the service to continue

6. Service team closes the resolved issue, and ensures customer is satisfied with the service

Onboarding

This is the registration process for a new customer.

Registration

1. Pick country
2. Enter Mobile number, email, name & password
3. Tap 'Complete Profile' button
4. In the 'Complete Profile' screen select Company name (Home/Corporate)
5. Fill in address
6. Select/Pick location on map and it is non mandatory
7. Tap 'Register' button

The image displays two screenshots of a mobile application's registration process.

Registrasi Screen:

- Header: Registrasi
- Fields: Pelanggan (dropdown), Indonesia (dropdown), Nomor handphone, Nama depan, Nama keluarga, Surel, Kata sandi, Ketik ulang kata sandi.
- Bottom Button: Profil Lengkap

Profil Lengkap Screen:

- Header: Profil Lengkap
- Fields: Pilih nama Perusahaan (dropdown), Baris alamat 1, Alamat Baris 2, Provinsi (dropdown), Kota (dropdown), Kode Pos, and a location picker (Pilih lokasi Anda).
- Bottom Button: Daftar

The filled in address, GPS location will be used while creating a Service Request and if you don't fill u have to update in the Backend to fetch the location or it will take the current location.

Login

1. Pick country
2. Type in mobile number / password
3. Tap Login

GRUNDFOS SmartServ

Negara
Indonesia ▼

Nomor handphone

Kata sandi

Gabung

Ingat saya ☒

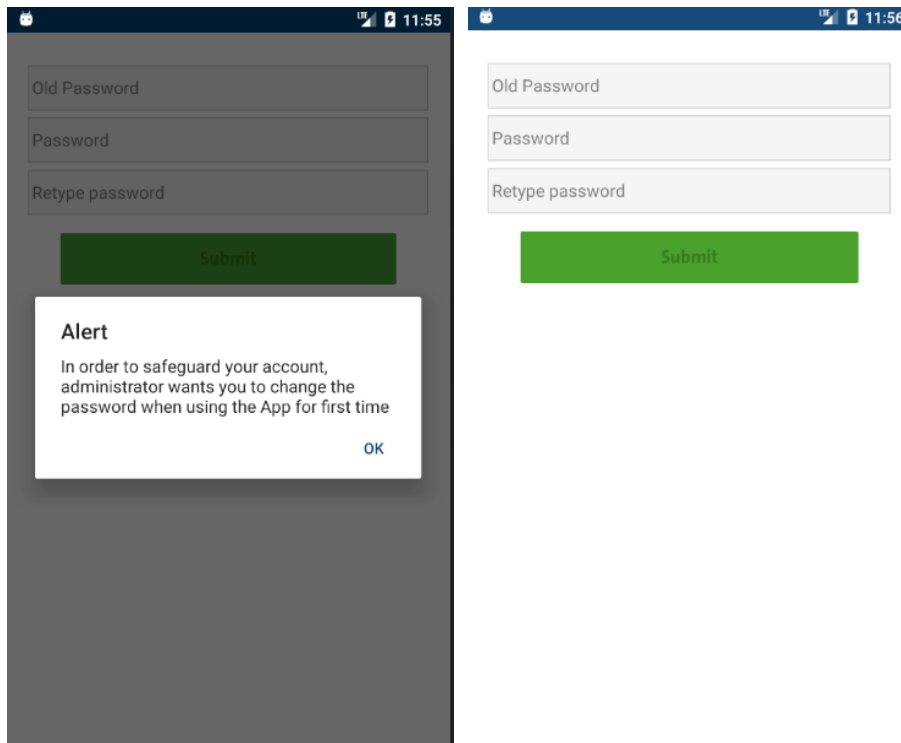
Bahasa

Lupa kata sandi?

Belum punya akun? [Daftar](#)

Force Password Change

1. When the customer is created using Portal, in that case when the you login with default password received through SMS.
2. It will show an alert message and You must change the password to continue
3. By clicking **"OK"**
4. Change Password screen will appear
5. You can change the password by entering old password

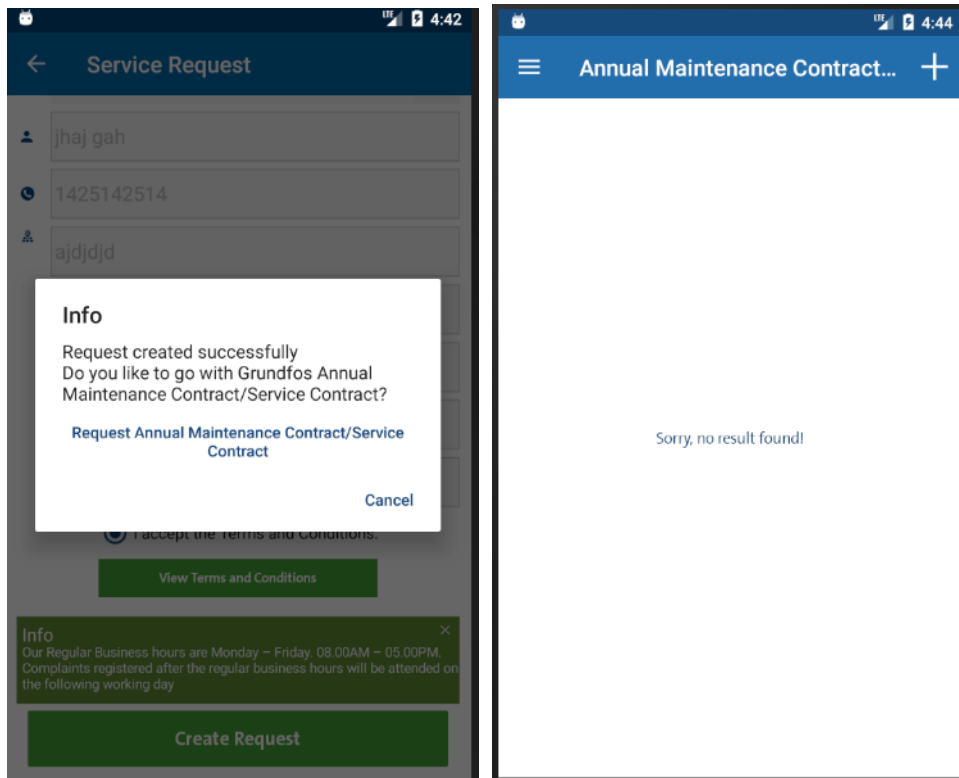


Creating Service Request

1. Tap '+' button on top of the home screen
2. Select usage type (Residential / Other)
3. Select Request type (Installation/AMC/Warranty/Out of Warranty)
4. Select Nature of request
5. Give some short description on the problem
6. Pick a Region ASP or Coordinator based on the usage type from map/list
7. Not Available state service provider will not be displayed in case it is Service provider selection
8. Edit contact details if required
9. Accept the "Terms and Conditions"
10. Tap 'Create Request' button
11. Your service request will be processed and listed in home screen (Expect this to reflect in the screen in about 5 mins)

Request AMC/Service Contract

1. In case of Non DBS concept if user tap Create request button
2. It will show alert message indicating as **"Request created Successfully Do you like to go with Grundfos AMC/Service contract"** based on Customer AMC
3. If you want go to AMC page then press **"Request AMC"**
4. Press cancel to Create request



DBS and Non DBS flow

- 1) In case if user select the Usage Type as Domestic (Residential) it comes as DBS flow
 - User can able to select the Region ASP in which the request will be assigned
- 2) In case if user select the Usage Type as Others it comes as Non-DBS flow
 - User can able to select the coordinator in which request will be directly assigned to Coordinator

[illegible]

12:43

← Service Request

Product Info Add

Usage Type

Domestic (Residential) ▼

Request Type

Installation & Commissioning ▼

Nature of Request

Info

Our Regular Business hours are Monday – Saturday, 09.00AM – 06.00PM. Complaints registered after the regular business hours will be attended on the following working day

Create Request

33% 2:58 PM

← Service Request

Customer Contact Details

Indonesia ▼

eva yunita

13950

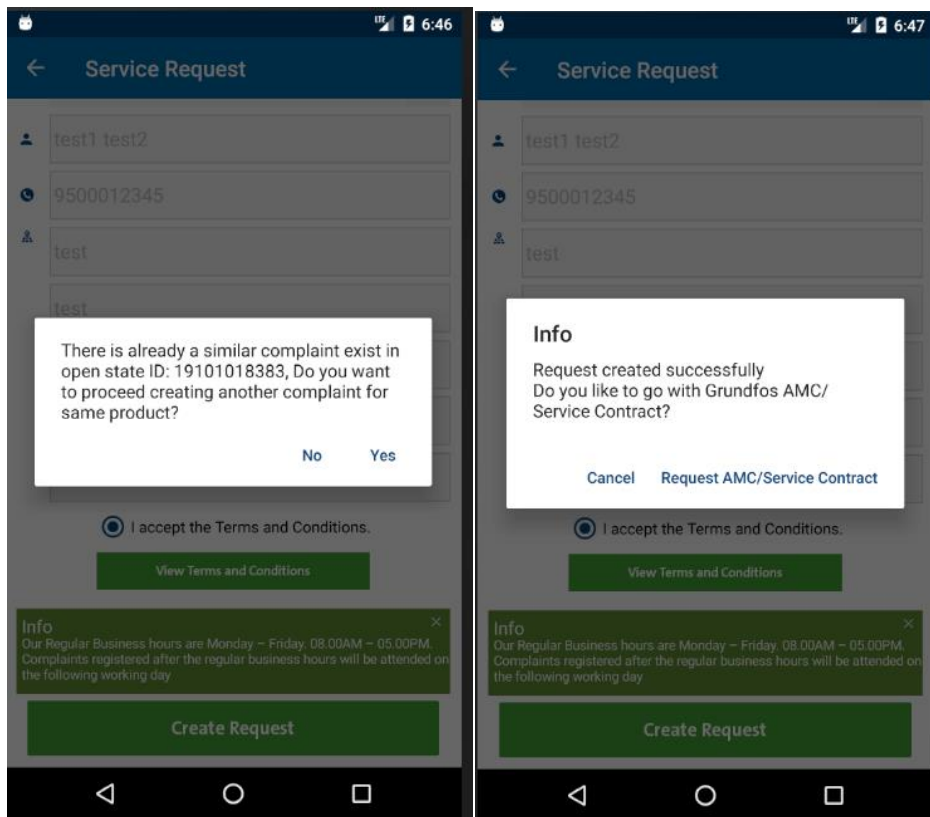
Info

Our Regular Business hours are Monday – Friday, 08.00AM – 17.00PM. Complaints registered after the regular business hours will be attended on the following working day

Create Request

Duplicate Complaint Validation

- 1) If user create a duplicate request for same pump, there will be alert message indicating the user has already created complaint for the same pump with complaint ids
- 2) If still user wants to create a duplicate request, then press yes to create a duplicate request
- 3) Or Press no to cancel the request creation



Viewing list of requests

1. Launch the app
2. All your service requests will be listed here with the status
3. Clicking on a request will present with more detail on the request

Service Requests		
18122023390 	Assigned 	
Request type... Installation & Commissioni...		
Raised 20 Dec 2018		
18122017384	Confirmation 	
Request type Out of Warranty		
Raised 20 Dec 2018		
18122016382	Assigned 	
Request type Warranty		
Raised 20 Dec 2018		
18122015376	Assigned 	
Request ty... Installation & Commissioni...		
Raised 20 Dec 2018		
18122014375	Assigned 	
Request ty... Installation & Commissioni...		
Raised 20 Dec 2018		
18122014374	Assigned 	
Request ty... Installation & Commissioni...		
Raised 20 Dec 2018		
18122014373	Assigned 	
Request ty... Installation & Commissioni...		
Raised 20 Dec 2018		

Request details

Request detail have following panels

1. Request details - Request id & status
2. Customer contact location & mobile number
3. People & Contact information - Contact information of Grundfos employees & customer
4. Comments - A communication point to collaborate with our employees. This way you have higher chance of getting reply from any of our employee.
5. Service timeline - Your service's status in descriptive words along with timestamp

Service Request Details

Service Request ID	20092314128
Usage Type	Domestic (Residential)
Request Type	Installation & Commissioning
Status	Closed 
Escalated	No
Confirmation	Approved

Additional Details

Suara yang tidak normal - test lagi untuk penawaran

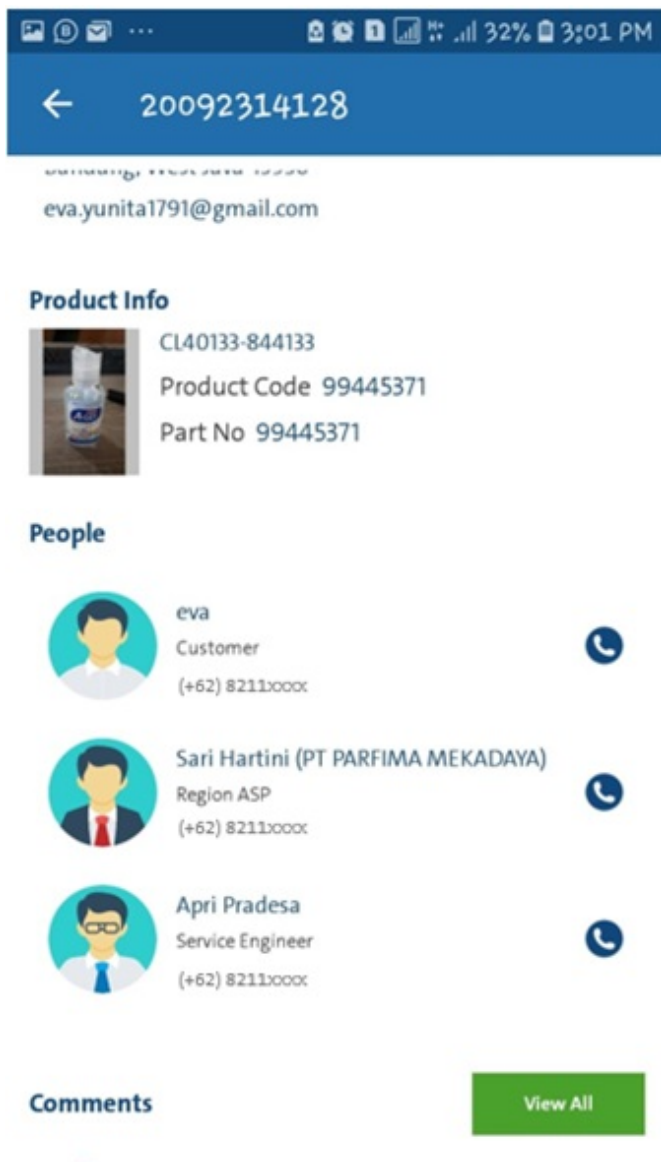
Customer Rating on Grundfos



oke deh

Customer Contact Details

eya Yunita
(+62) 811xxxx
Jl. Cililitan besar no 454
Kp. Makasar cakung Jakarta timur
Jakarta. 13950
eyunita@yahoo.co.id



Communicating with Grundfos

While our system covers most of the process, here some common cases where you might want to contact Grundfos Coordinator.

1. I would like to mention my availability to engineer

Use comment section to mention availability

2. I would like to attach image of my pump, that might help this request to get resolved fast

Use attach button on top right to attach image to the request

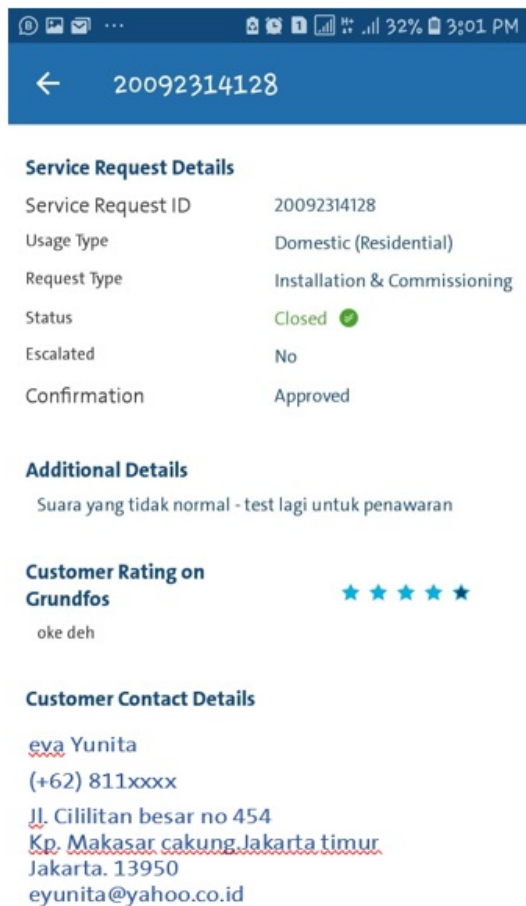
3. I need mobile number of the engineer, it's easier that way

Employee contact details available at people panel of the request. Click call button to invoke phone dialer.

Escalating a request

Any request that is eligible for escalation will have the escalate button enabled in request details page.

Region ASP and Coordinator will get notified when the request is escalated by customer. This will move your request to high priority.



Escalate button will get enable in Request details screen due to below reasons:

1. For DBS & Non-DBS, if the request is not accepted by ASP, then escalate button will get enable in 8 working hrs in customer login for them to escalate.
2. If the request (both DBS & Non-DBS) is not resolved by Service Engineer within 3 working days, then again escalate button will get enable for the customer.

User needs to manually click on the button and escalate the request.

Cost details

Any request that is not coming under warranty will be communicated along with a quotation. Same will be shown in request details screen for customer approval.

The screenshot shows a mobile app interface with a blue header bar containing a back arrow, the ID '20092313127', and a paperclip icon. Below the header is a white box with a blue border containing the text 'Estimasi biaya' and 'jasa perbaikan pompa cr' followed by 'RM150000.00'. Below this is a dropdown menu labeled 'Pilih Respons'. Below the white box is a section titled 'Detail Permintaan Layanan' with a list of details: ID Permintaan Layanan (20092313127), Jenis Penggunaan (Lainnya), Jenis Permintaan (Out of warranty), Status (Konfirmasi with an hourglass icon), and Telah di eskalasi (Tidak). Below this is a section titled 'detil tambahan' with the text 'Seal Leakage - Simulasi request'. At the bottom is a section titled 'Detail Kontak Pelanggan' with a redacted area.

Estimasi biaya
jasa perbaikan pompa cr
RM150000.00
Pilih Respons

Detail Permintaan Layanan

ID Permintaan Layanan	20092313127
Jenis Penggunaan	Lainnya
Jenis Permintaan	Out of warranty
Status	Konfirmasi ⌚
Telah di eskalasi	Tidak

detil tambahan
Seal Leakage - Simulasi request

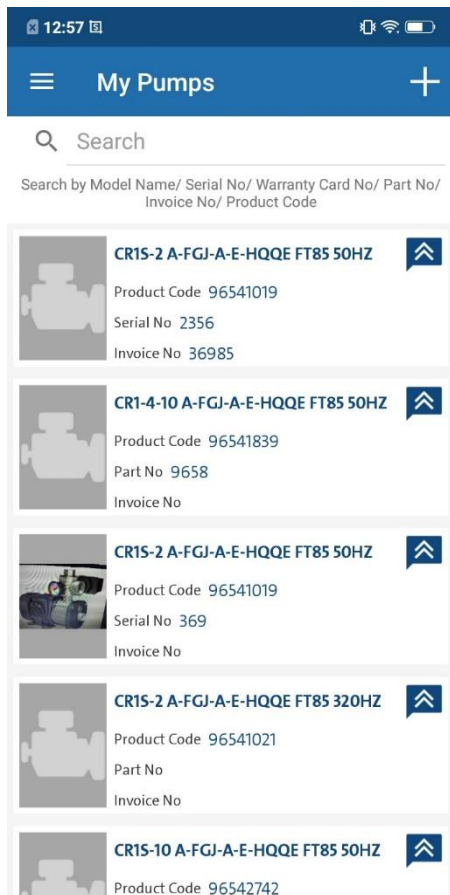
Detail Kontak Pelanggan
[Redacted]

Pump details

Pump details can be added to raise request on it quickly, in the future. A pump detail includes its picture, location, model info & purchase information. Adding the pump helps service engineer to equip correct tools, reach out and diagnose the issue without any hassle.

Adding a pump

1. Tap on left drawer
2. Tap 'My Pumps'
3. Tap '+' button
4. Take photo of the pump
5. Fill in pump model number
6. Select any one of id number (Serial no/ Warranty no/Part no)
7. Fill in the number
8. Select the distributor who sold the pump
9. Mention purchase date
10. Mention invoice number
11. Tap 'Save'



Creating request for a specific pump

1. Go to My Pumps screen
2. Tap on 'Request icon' on the right
3. Fill in additional details in 'Create request' screen and create request




Appendix

Request Status

Status	Task Owner	Remarks
Assigned	Region ASP	Region ASP will allocate engineer to address this request
In Progress	Service Engineer	Service engineer took up the task and on his way to site/working on it
On Hold	Grundfos	Request might go to hold for any of these reasons <ol style="list-style-type: none"> 1. Spare parts unavailability 2. Difficulty in communicating with customer

Status	Task Owner	Remarks
Quote requested	Customer	After examining the request, quotation will be sent to customer asking for approval. This is the phase where customer must act to assist continuation of the process.

Symbols

Symbols	Description
	The request has been escalated by customer
	The request has been marked as high priority by management users
	The request has been waiting for quote approval from customer end