RECORDING OF DEVICE PROBLEMS



1 Purpose

It is important to:

- correct technical problems quickly → improved customer satisfaction
- keep statistics on problems → further development of devices

For above mentioned reasons SmartKitchen has released a new feature "Device maintenance" to the admin service.

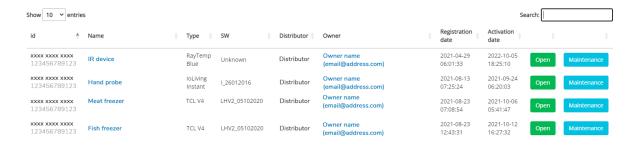
2 We request to record the device problems

We request that service technicians record all suspected/known problems using this new feature.

3 Instructions for recording

Recording is easy and fast:

- 1. Log in to admin
- 2. Select "Devices" from the top menu
- 3. Search for the device in the list or use the "Search" field
- 4. Go to save the device problem from the "Maintenance" button



5. Record a comment



6. Viewing maintenance events

Select the Open button to access the device's information and its maintenance history. Here you can view, for example, a repair report to see what caused the problem.