Audi Critical Alert for Technical Delay

The new Critical Alert for Technical Delay tool simplifies the method of submitting a Critical Alert for technical delay and enhances the visibility and tracking of submitted Critical Alerts. The tool’s purpose is to enable us to minimize customer vehicle repair time by effectively using and prioritizing all available technical resources. The scope, criteria and general process guidelines for when a Critical Alert should be submitted are not changed. For more information and guidelines on when to submit a Critical Alert, please see the After Sales Handbook website (http://www.audiserviceprocess.com).

A Critical Alert for technical delay can now be submitted directly in the Technical Assistance environment in ElsaWeb.
Background

**Critical Alert for Technical Delay Tool Capabilities**

Service Managers (SMs) and other dealership employees with an “SM” role in their ElsaWeb profile may review their Audi Technical Assistance Center (TAC) tickets by accessing ElsaWeb >> Technical Assistance. If the case meets the requirements for a Critical Alert, the SM can submit a Critical Alert to AoA directly from this system simply by reviewing the ticket and providing few additional data. No more Word forms or manual email exchanges are necessary. The tracking of Critical Alerts will also be easier, since all the events will be logged and visible inside the TAC ticket and in the SM’s reports.

The status of every Critical Alert ticket is available at any moment by reviewing the TAC ticket. All tickets with a Critical Alert are shown in a separate list for ease of identification.

SMs may retrieve information and view reports about all the recent Critical Alerts generated by their store (including closed tickets).

To enhance visibility and improve tracking and control, SMs may generate their reports within ElsaWeb. This tool provides AoA personnel access to monthly reports with statistical data related to Critical Alert generation (geography, dealers, etc.).

**Process Updates**

When the SM submits a Critical Alert through ElsaWeb, the TAC ticket will immediately receive a higher priority and will be reviewed by a TAC consultant who will decide whether to:

- Call the dealer and provide additional suggestions.
- Escalate the ticket to a Technical Field Manager (TFM) for support.
- Decline the Critical Alert (for example, if it is a part delay and not a technical issue).

As soon as this decision is made by the TAC consultant, the TAC consultant updates the ticket and generates an email notification to the appropriate AASM, RASM, SM, and Customer Care representative with the TFM listed in the Cc: field. The body of the email includes all details of the ticket: VIN, open date, ticket number, dealer code, technician name, complaint, etc. for ease of identification of the specific case. For tickets that the TAC team escalates for TFM support, the TFM also receives additional notifications and details.

Please note that the submission of a Critical Alert for technical delay does not automatically imply that the case is escalated or assigned to a TFM for support. When necessary, A TFM is dispatched through the TAC escalation process.

This enhancement tool to the Critical Alert process is specific to a Critical Alert for *technical* delay. For parts-delay related Critical Alerts, please continue to use the appropriate Parts Critical Alert process.
Using the Critical Alert for Technical Delay Tool

View Current Tickets

1. Log into ElsaWeb with your personal ID.

2. Select the “Technical Assistance” button on the ElsaWeb main menu page.
This displays currently open tickets for the complete dealership (SM view) or for the specific technician (Technician view).

A new, separate list has been added to this already familiar screen to display the tickets with a Critical Alert.
Submit a Critical Alert

1. To submit a Critical Alert (or simply to review or update a TAC ticket), select a ticket from the “Open Tickets” list by clicking the access code link.
2. Review and update all ticket information (number of days down, RO number, number of visits, etc.) and case history for the ticket selected for a Critical Alert. *All of the ticket’s content must be correct.*

3. To continue, populate these three additional fields (for proper tracking and notification):
   - SM name
   - SM email address
   - Customer name

4. The new “Critical Alert Guide” button links to the After Sales handbook section where the guidelines of when to create a critical alert are described. Select “Critical Alert Guide” to read the guide.

5. When all the information has been reviewed and populated, submit the Critical Alert by clicking the “Submit Critical Alert” button. If a mandatory field is not correctly populated, a message will display prompting the input of the specific information.

6. Close the ticket by selecting “Send” or “Close.” As before, any ticket can updated or closed by selecting “Send” or “Close.”
Search for a Ticket

1. From the main ticket view screen, select “Search” to search for a specific TAC ticket.

2. While in the search screen, perform a search using several criteria:
   - Complete or partial VIN
   - Complete or partial technician name
   - Complete or partial ticket number
   - Complete or partial owner name
   - Check either “Closed” to search for closed tickets or “Open” to search for open tickets. Selecting both options or selecting neither option will have the same result: All open and closed tickets will display.

![Service Manager Search Entry Screen](image-url)
3. Select “Search” to perform the requested search with the provided parameters.

The search result will display all tickets that meet the search criteria. Critical Alert tickets will be shown on a separate list.

4. Select “View Tickets” to return to the main ticket view screen.
Create a Report

1. From the main ticket view screen, create a TAC ticket report (including Critical Alert ticket reports) by selecting “Report.”

2. While in the report screen, create a report for any given date range.

   ![Create Report Entry Screen]

   Enter date range for the report

3. Select “Get Report” to generate the requested report.
The SM report includes information about the number of tickets in the various categories for the specific dealership and now also includes Critical Alerts in separate columns.

4. Select “View Tickets” to return to the main ticket view screen.
**Technician Access**

- As before, a technician can update or close a ticket simply by selecting “Send” or “Close.”

- When updating or closing a ticket, a technician may add the SM’s name and email address and the customer’s name, but this information is not required.

- The technician should review all information (number of days down, RO number, number of visits, etc.) and ensure the content is correct.

- A technician cannot submit a Critical Alert.