

10.6 Installations

Some companies need to associate a specific serial or registration number to a sold product. vtenext allows you to store this information in a special module that links customer and products. The Installations module allows you to track all the registration numbers that have been sold/hired to customers, while also monitoring the history of any assistance provided on the individual model. For example, today you sell a "Brand - Model X" boiler to a customer, and you file it away with serial number XYZ1234 that identifies the model and the location (room 1). Tomorrow the same customer buys another boiler from you, the "Brand - Model X" to be located in room 2. It will be stored among the installations related to the customer with the JKW8900 serial line.

When the customer reports a fault in the first boiler, the ticket will be connected not only to the customer and to the generic product Boiler "Brand - Model X", but also to the serial XYZ1234.

An installation must necessarily be linked to:

- A product, with which the article in the catalogue is identified;
- A unique serial/registration number;
- A customer (company);
- An identification name (you can make it match the serial number in order to simplify any search);
- A status to distinguish active machines from decommissioned ones.

The screenshot shows the vtenext web application interface. The main content area displays the 'Asset Test' page, which is divided into several sections. The 'Asset Information' section contains the following data:

Asset No	ASS2	Product Name	Product a
Serial Number	EPX123	Assigned To	gnecklqelozjhxwhg@pptrvv.com (Capitan America)
Date Sold	25-02-2022	Date in Service	25-02-2022
Status	In Service	Tag Number	
Invoice Name		Shipping Method	
Shipping Tracking Number		Asset Name	Test
Customer Name	demo	Created Time	25-02-2022 11:23:30
Modified Time	25-02-2022 11:23:30	Sales Order	
Creator	gnecklqelozjhxwhg@pptrvv.com (Capitan America)		

The 'Notes' section at the bottom is currently empty. The sidebar on the left provides navigation for various modules, and the top navigation bar includes a search bar and several utility icons.

From the company registry, it will be possible to view, for example, the fleet of machines sold to the customer.

Assets (1) - List



Showing 1 - 1 of 1

Add Asset

Action	Asset No	Asset Name	Customer Name	Product Name
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	ASS2	Test	demovite	Product a

The historical assistance on the product will be visible from the installation data.

Trouble Tickets (1) - List



Showing 1 - 1 of 1

Select Trouble Tickets

Add Ticket

Action	Ticket No	Subject	Related To	Status	Priority	Assigned To
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	TT12	Software issue	@	Wait For Response		

Revision #1

Created 2022-05-25 17:25:44 UTC by Alberto

Updated 2022-06-06 12:30:15 UTC by Alberto