# TATA MOTORS

Get it on Google play

*To download the app, please visit google playstore using the below **URL** or scan the **QR code***

https://play.google.com/store/apps/details?id=com.ttl.customersocialapp&hl=en

Coming soon to App Store

The App will be available on App store soon for IOS devices

Scan **QR**

Features available

Feature List	Feature List
Customer Registration/Login/Retrieve password	My Documents tagging in App-Personal & **Vehicle specific**
Home Page (**Live notifications/Weather widget/Quick access buttons**/Navigation drawer)	**Live Notifications viewing & receiving from Tata Motors**
Vehicle Registration (Single & multiple)	Dealer Locator to locate our service network
Vehicle Details viewing to see details of the vehicle	GPS Trip Meter to tract your trips
Service Booking to book your next service using the app	Vehicle Finder to locate your vehicle
Booked service history to see the list of all bookings done through app	Traffic & weather
Maintenance Cost to see the summary of your service cost	Customer Details (Update details/Change Password)
Complaint Registration to register your grievance (if any)	Maintenance Tips
Registered Complaint viewing to view all past complaints	**Reminders on various important vehicle activities**
Service Cost Calculator to know estimate of your next service	**Info & updates**
Feedback (Generic/Post Service)	Terms of Use &
Service History viewing (Summary/**Expanded-detailed**)	Emergency Contact & location sharing to our call center

Customer Registration

First time users need to create a login by clicking on **Sign Up** button

Pls fill in all details in the Registration page. Scroll down to see more

Select an User Name & Password (User Name has to be unique & pls don't forget the same) and click on "Submit" to create an account

Customer Registration & Vehicle registration

You'll get an error as shown above if you try to select a duplicate user ID

After successful registration, you'll be taken to the landing page and prompted to register a vehicle if none is registered

Pls Note: without registering a single vehicle, you'll not be able to access all the features

Click on Proceed and you'll be given a choice to register a vehicle with either "Registration No" or "Chassis No"

Vehicle Registration
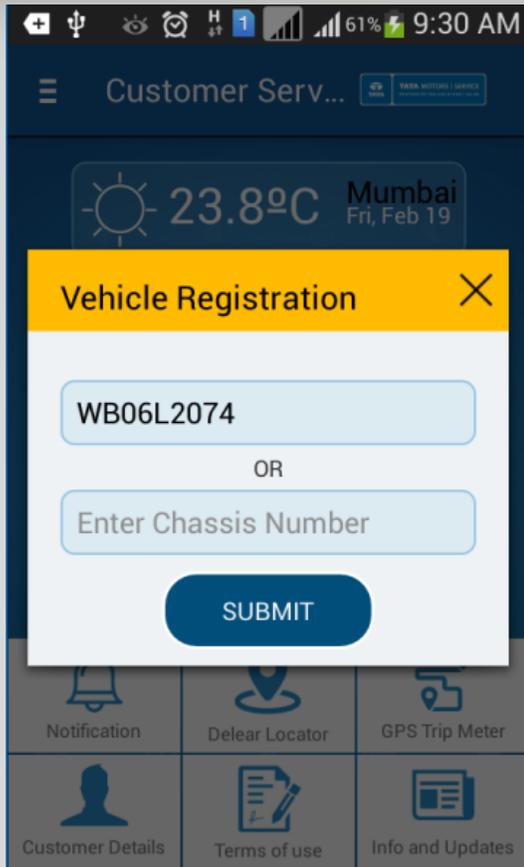
Lets say we enter "Registration Number" and click on submit
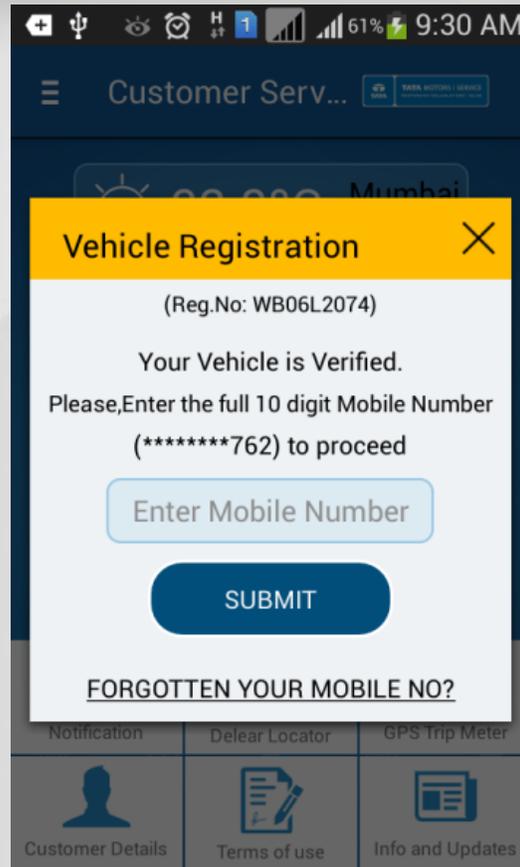
System will fetch the Primary mobile number maintained in Siebel against the Vehicle & display the last 3 digits
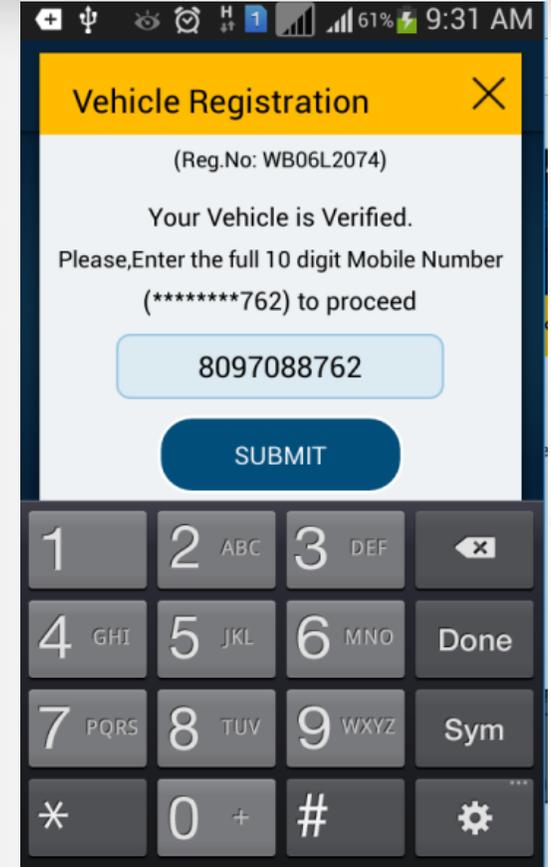
User has to enter the complete mobile number and click on submit

Vehicle Registration
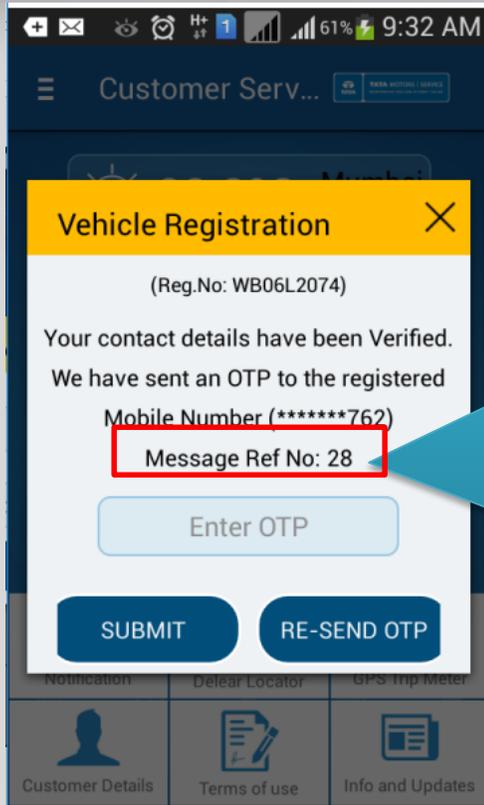
TATA MOTORS
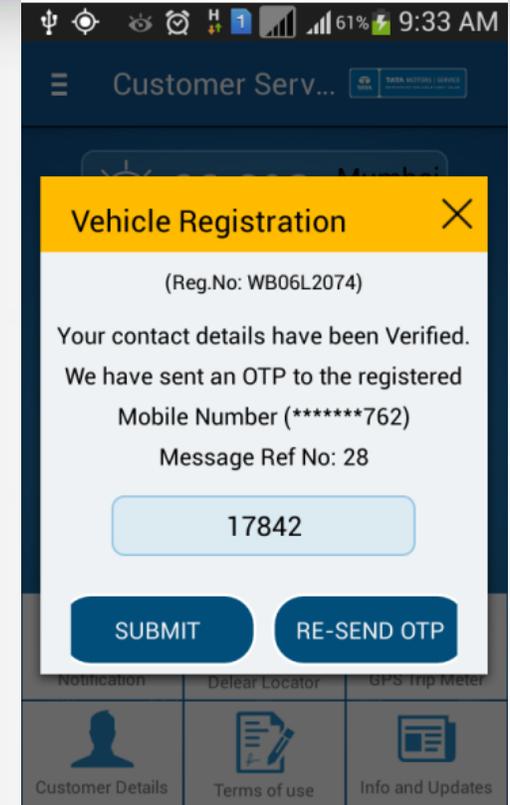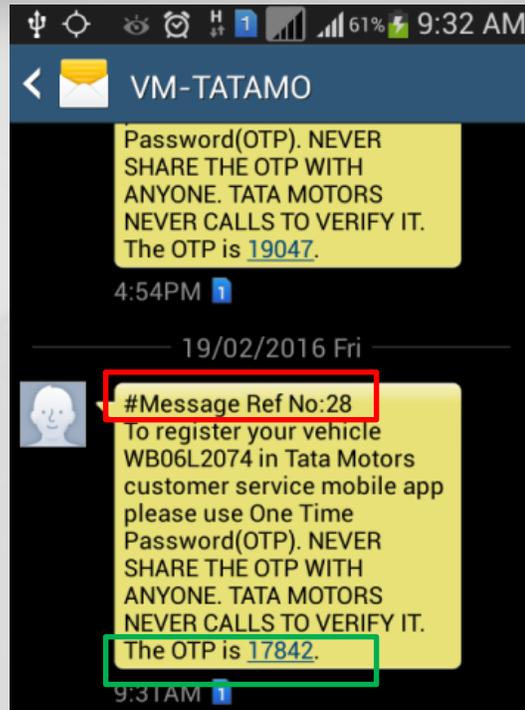
If the mobile number entered by user matches, an OTP will be sent to the mentioned mobile number for verification

The OTP is sent to the mobile number in the form of an SMS. The **Message Ref no** is also sent in the OTP for pin pointing

Enter the OTP and click on "Submit". If the same matches, the vehicle will be registered in the app and you'll be taken to the vehicle details page

Vehicle Details
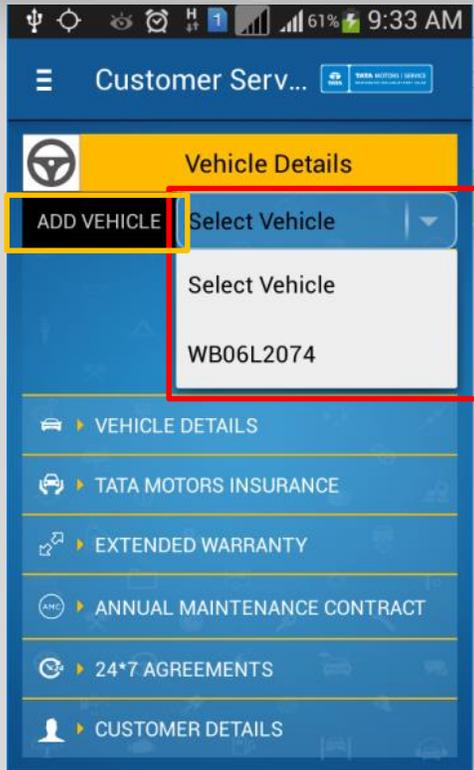
In the Vehicle details page, you'll have option to register another vehicle or view details of the registered vehicle

To view details of registered vehicle, select the vehicle from dropdown and the details of the vehicle will be fetched from CRM and grouped according to category
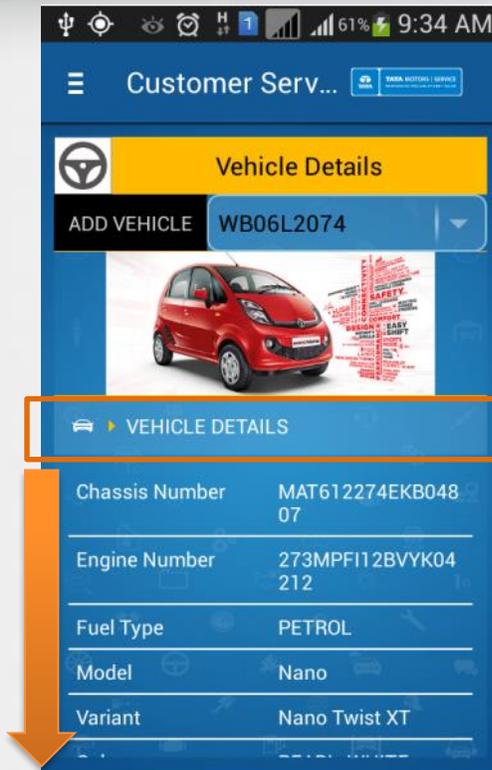
Click on any category to expand or collapse to view additional details

Vehicle Details & Set Reminder

Under Vehicle Details, if you click on the "**Next service Date**" field, it will take you to the Reminder page
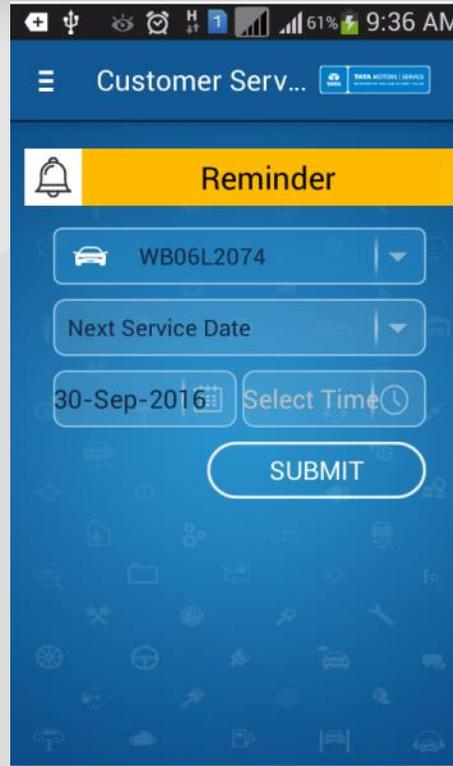
Pick the Reminder Time (Date is auto picked but you can change the same) and click on submit
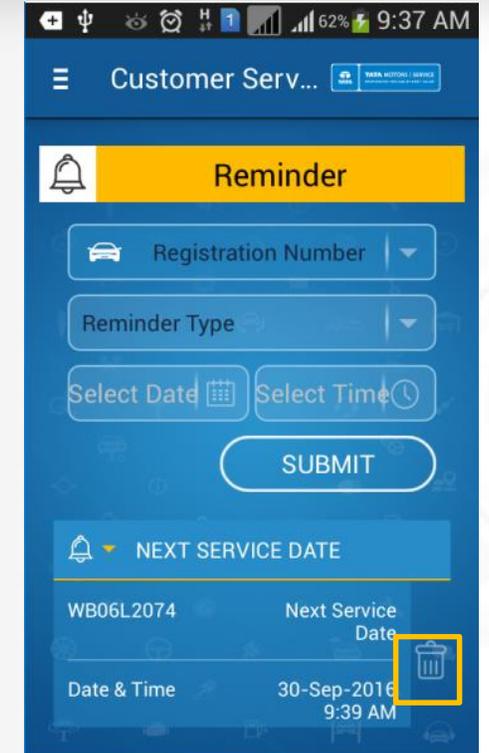
The submitted reminder appears below. There is a **Delete** Icon to delete obsolete or incorrectly set reminders

Set Reminder page
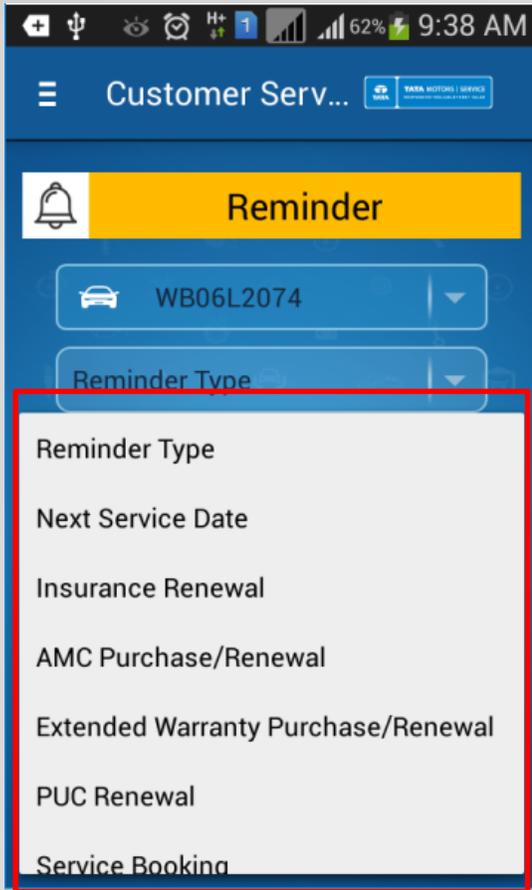
You can set different types of reminders from this page. Same reminder can be set for multiple vehicles which will appear **grouped**. Expand the group to view individual reminders under the same category/Group
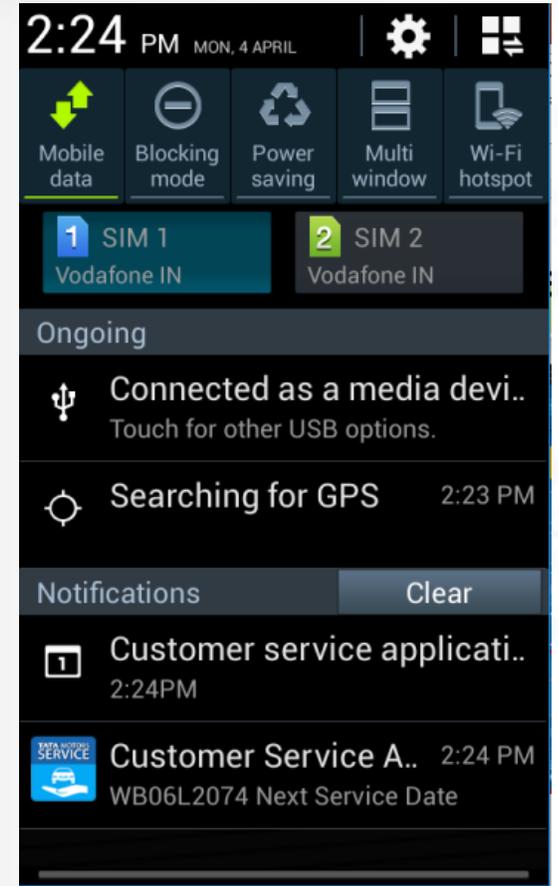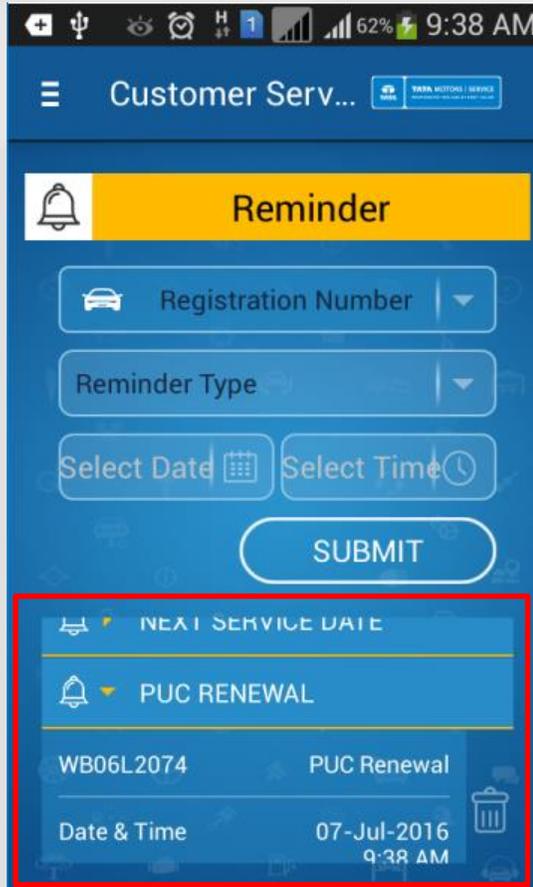
10 mins prior to the set date & time you'll get a **calendar** notification & an **app** notification on the exact set time

Home page

TATA MOTORS
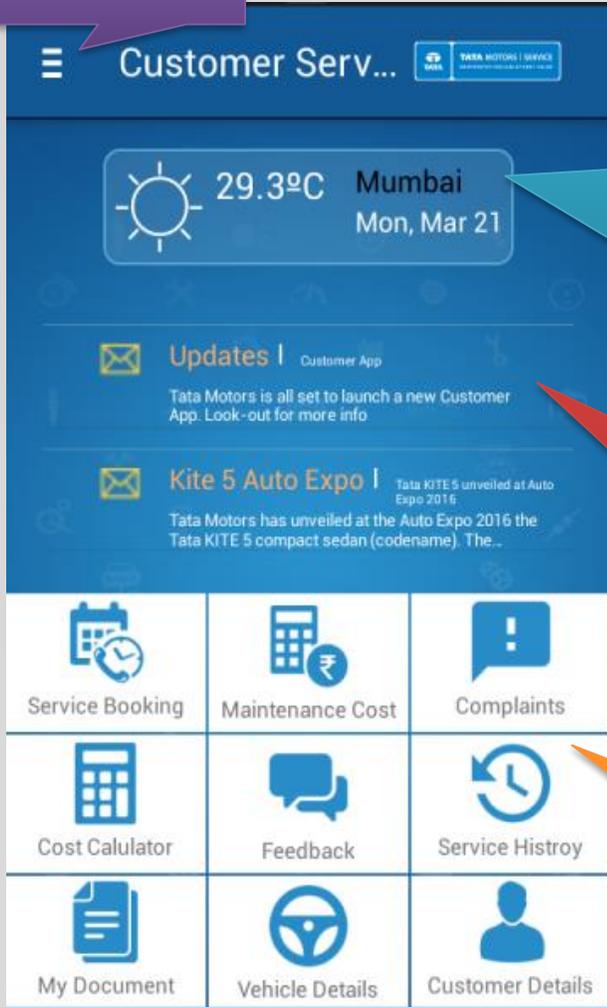
Navigation Drawer

Weather Widget (GPS & internet is necessary to detect city & show updated weather)

Click to navigate to "Traffic & Weather" page

Live Notifications. Click to navigate to the Notifications page for details

Quick access menu

The Navigation Drawer gives access to all the pages & features of the App

Note: Without registering a single vehicle, some of the Links won't be accessible
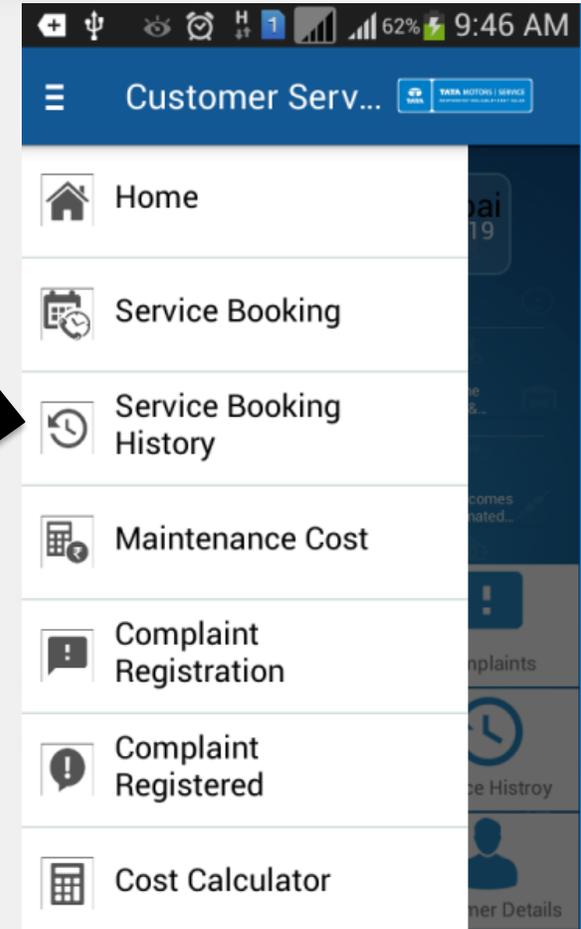
Service Booking page
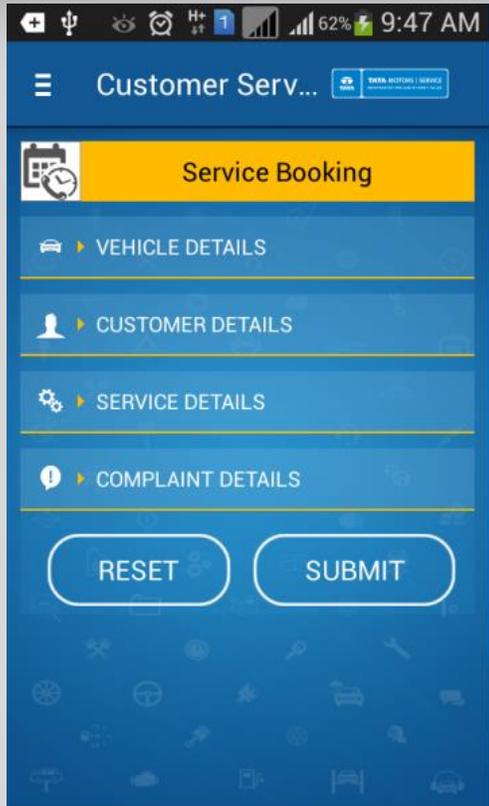
Navigate to Service Booking page
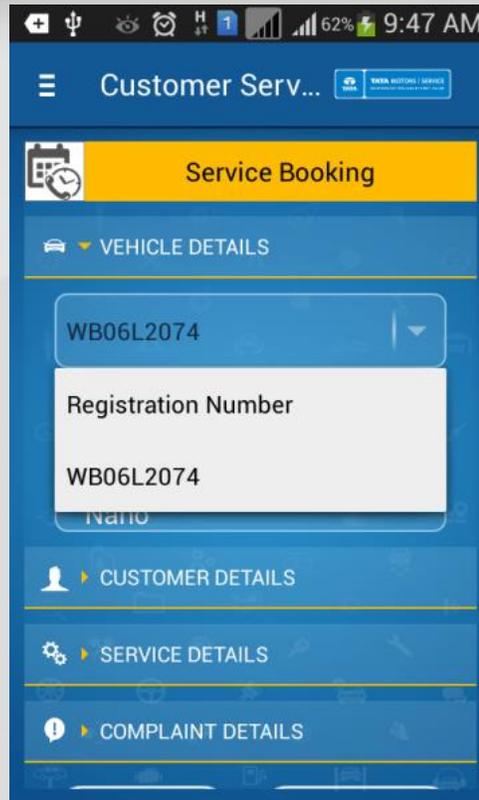
Expand the Vehicle Details collapsible component & select a Vehicle from dropdown that you have registered
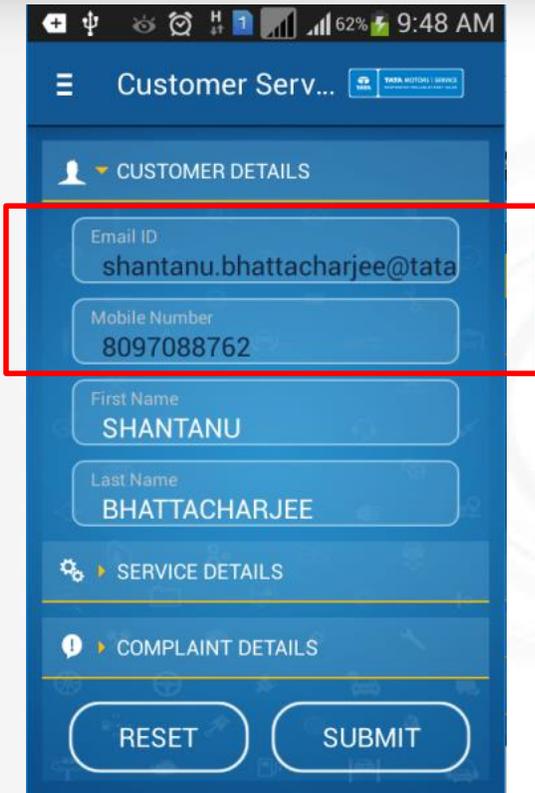
You may edit the Customer details (Email ID & Mobile Number) if you see the details fetched from System is wrong
Note: *The details will not get reverse updated in System but, will be used to only send an SMS & email on booking confirmation*

# Service Booking page

Fill in all details (You **may** select Mobile Service Van)

Add Complaint Details related to your vehicle & click on Add Complaint.

The added complaint is visible below. You may delete a wrongly added complaint by scrolling to the right. Click on **Submit** to register the Service request

Service Booking page
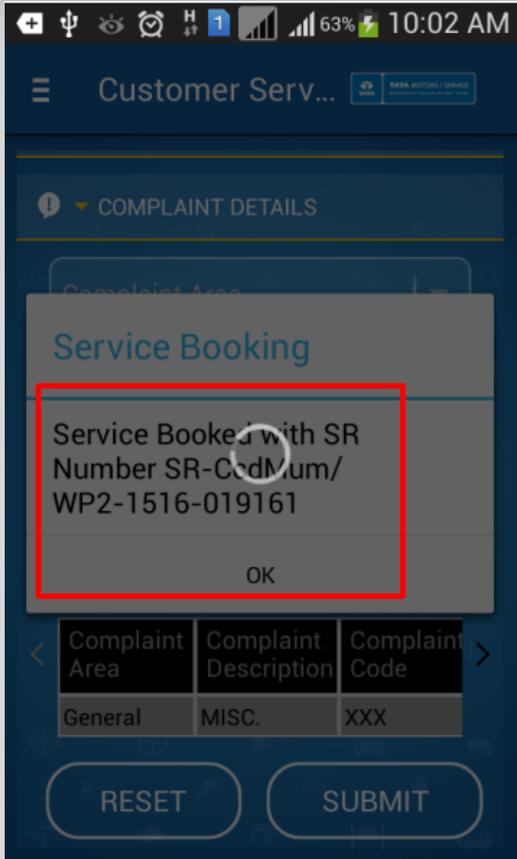
On Successful booking, the SR number will be displayed on screen
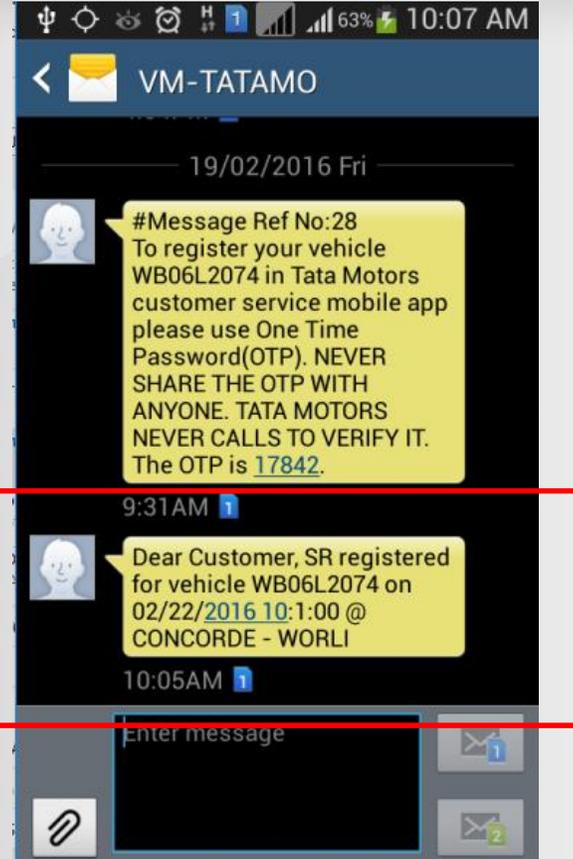
You'll receive an SMS with the confirmation of the booking
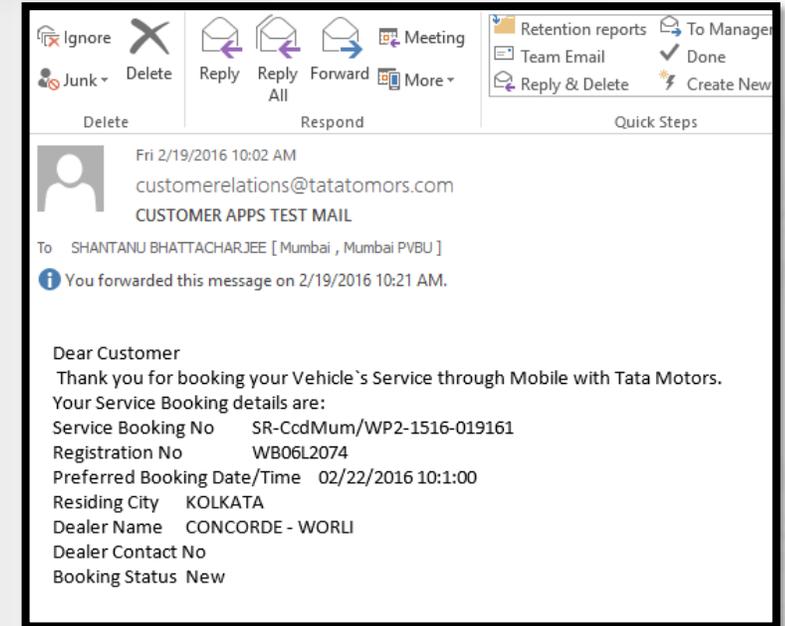
You'll also receive an email on the booking confirmation with more details

Service Booking History page
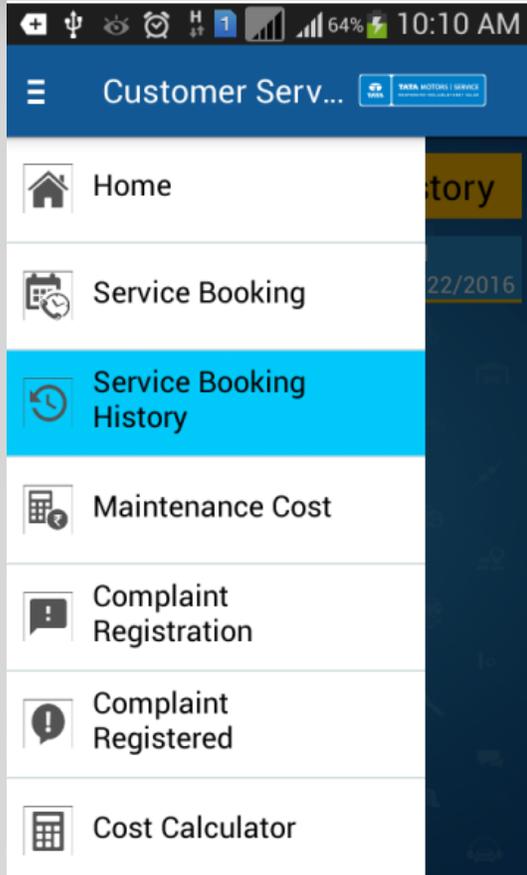
Navigate to Service Booking History Page
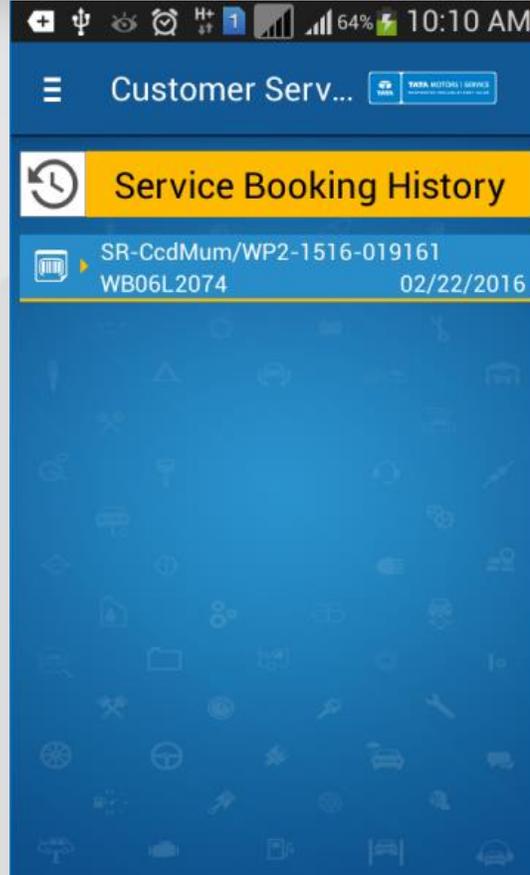
You'll see history of all the Bookings done using the customer app (Specific to user ID only)
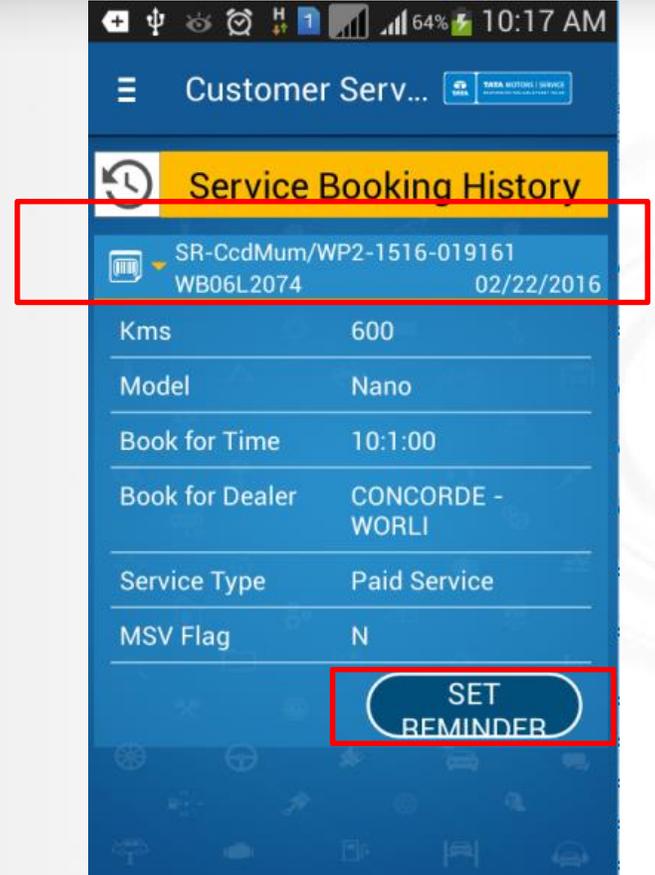
Click on a particular booking to see additional details and **Set reminder** to navigate to reminder page

# Service Booking History & Set Reminder
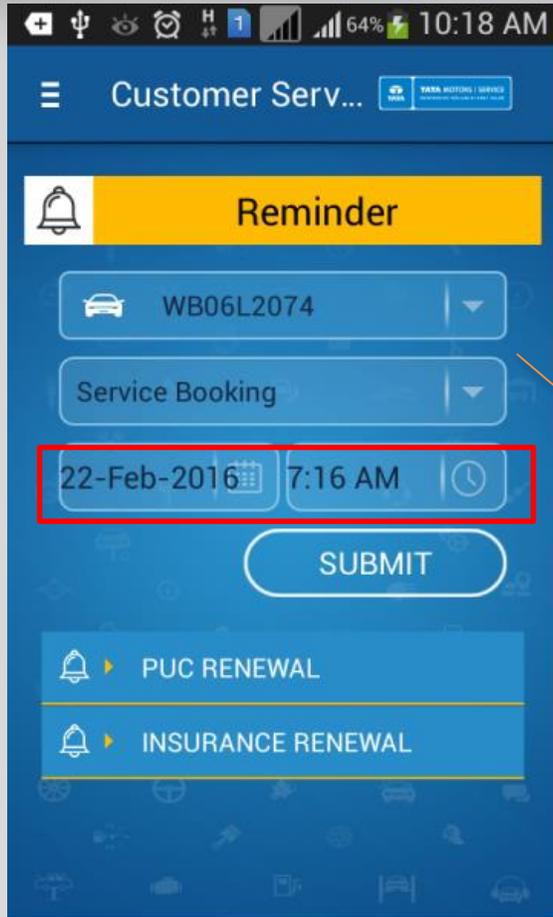
The registration number, type of reminder & date is auto-picked

In the reminder page, pick the Reminder Time (Date is auto picked but you can change the same) and click on submit
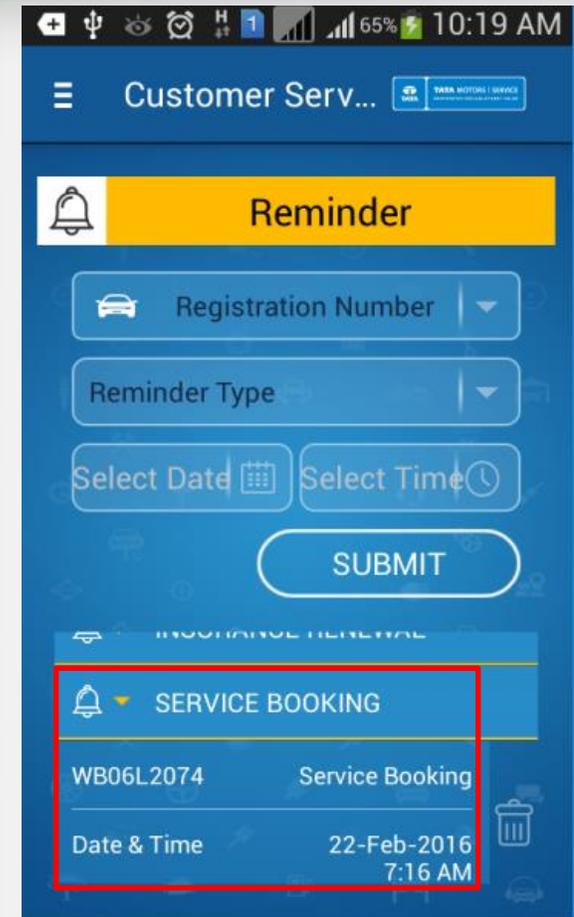
Click submit to add the reminder

Maintenance Cost page

Data is shown in groups for easy understanding. Service Grouping is done in the following way

- Service type contains **Free** or **Paid service** =Scheduled service
- Service is **Accident** =Bodyshop
- Any other Service type=Unscheduled repair
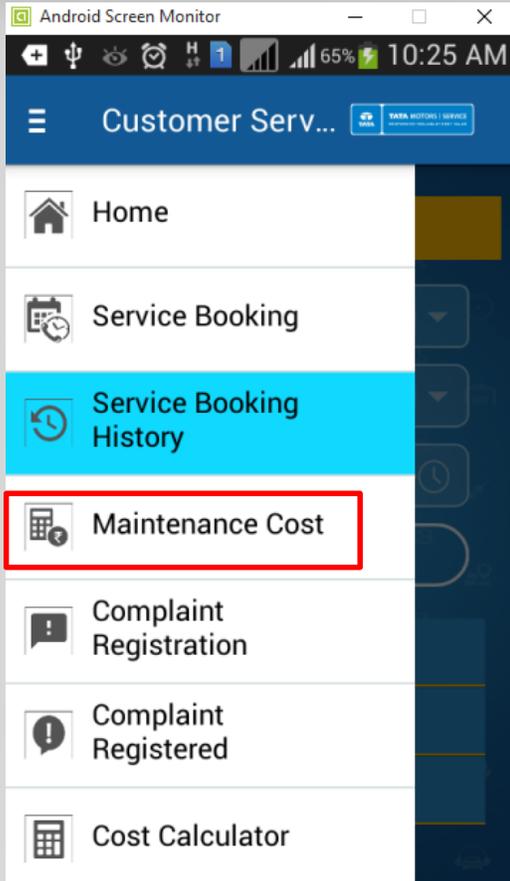
Navigate to Maintenance Cost page

Select Registration number to see the details in the appropriate Service Type group in either **list** or **Chart** view

The data represented is Service Type group wise, year wise- Customer visit count & the amount spent by the customer

Complaint Registration page
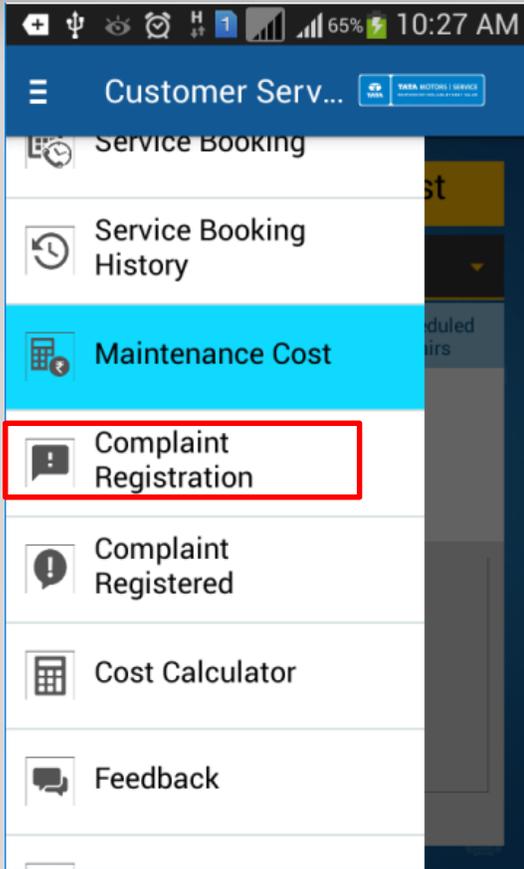
Navigate to Complaint registration page
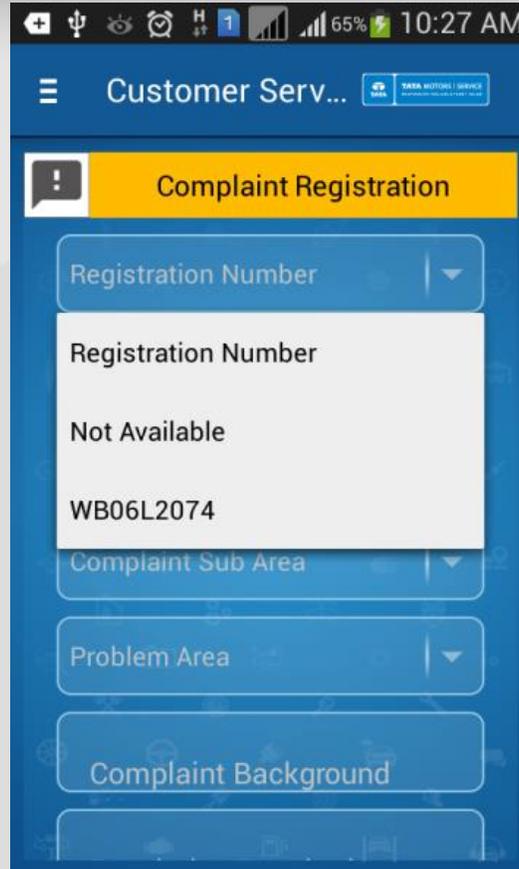
Select Registration number to proceed with complaint booking (Select **Not Available** for pre-sales complaints)
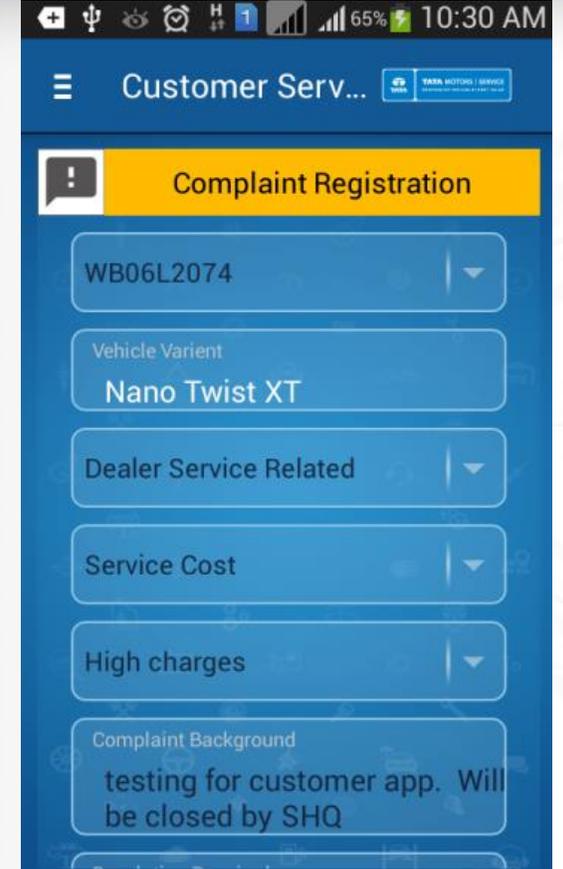
Fill in All the mandatory data. Explain the grievance in complaints background field

Complaint Registration page

This number will be further used by our Tata Motors team to communicate with you for resolution of your grievance

Scroll down to access further details. Fill all of them & click on **Submit**

On Successful registration of complaint, you'll be able to see the Complaint reference number on your screen

Complaint Registered page
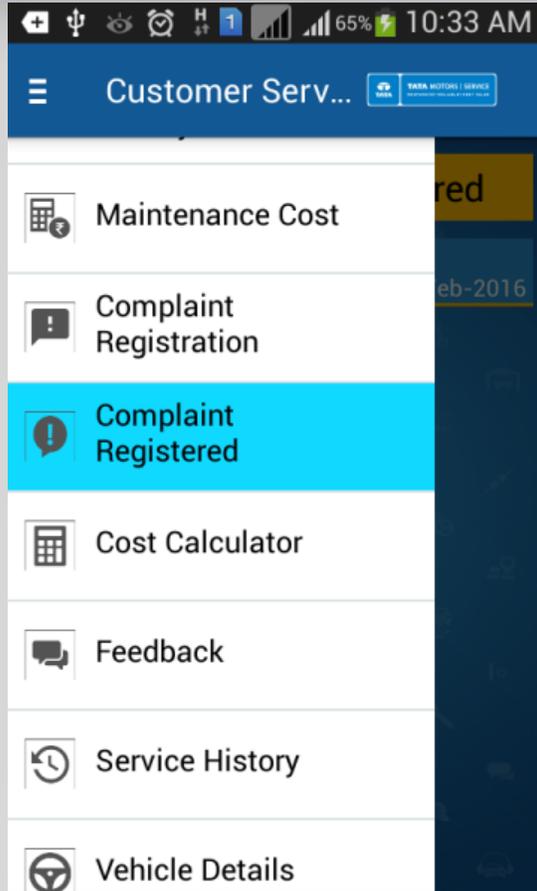
Navigate to Registered Complaints History Page

You'll see history of all the Complaints created using the customer app (Specific to user ID only)
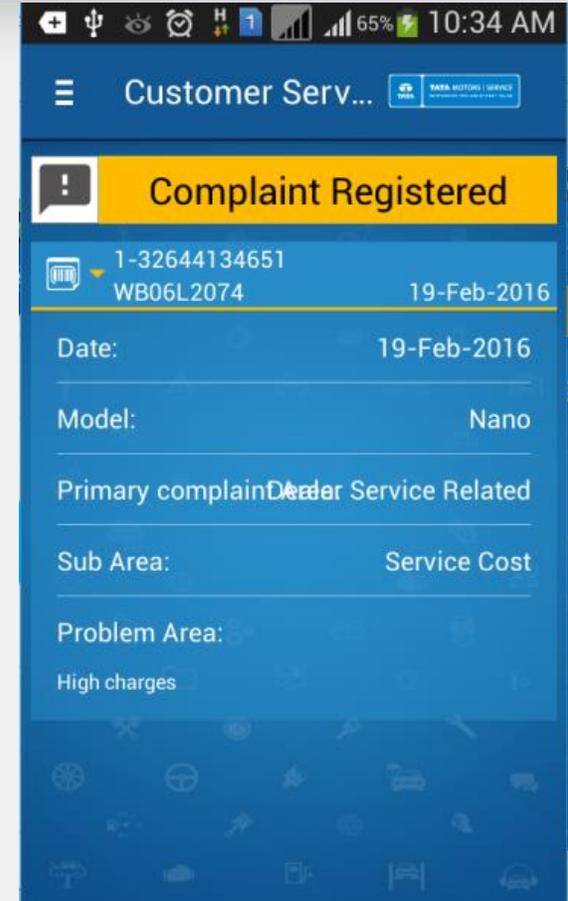
Click on a particular complaint to see the details

Cost Calculator page
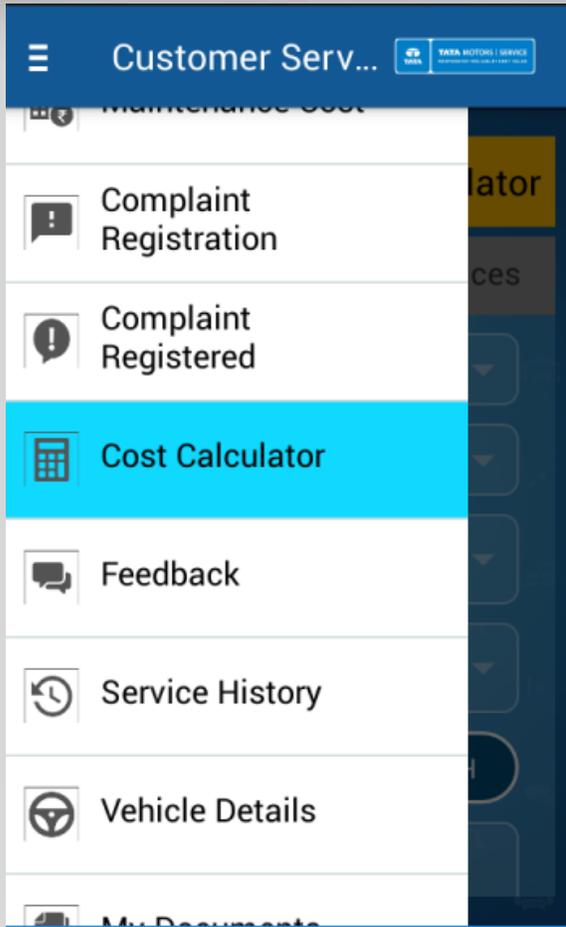
Navigate to cost calculator Page
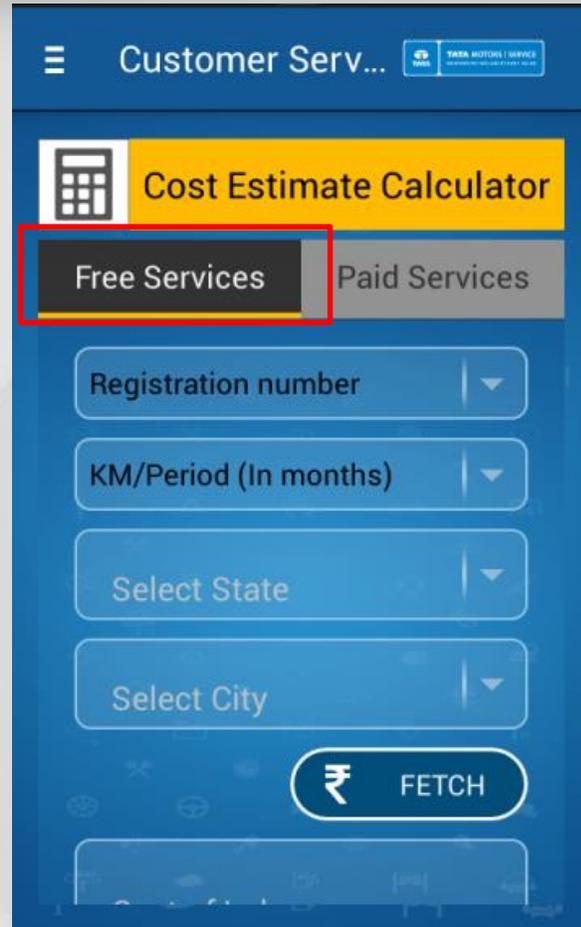
Select either "Free Services" or "Paid Services" to calculate cost of schedules services
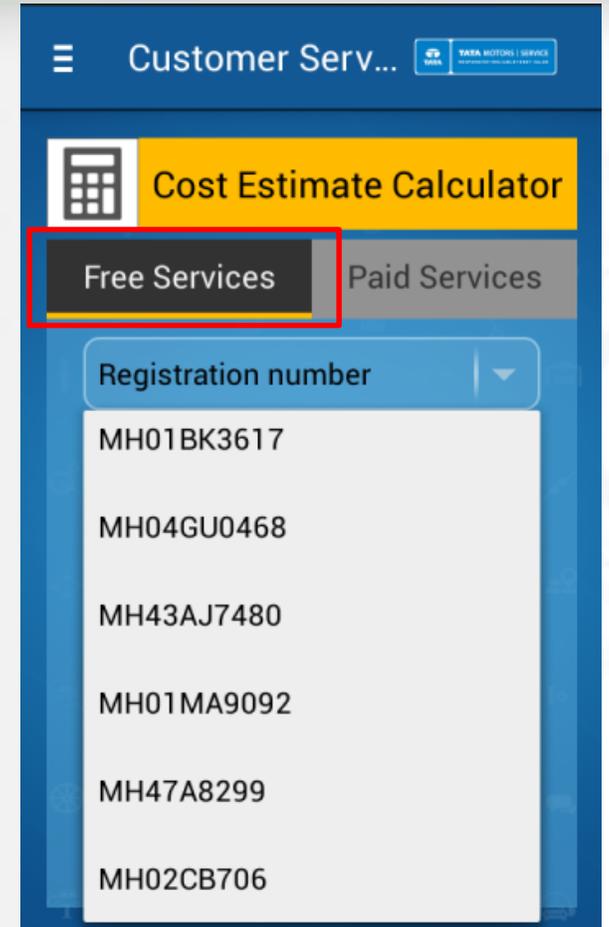
Lets select "Free Service" first. Select vehicle registration number from the list of registered vehicles

Cost Calculator page

Cost Calculator page

Similarly select the **Paid Service** Tab for cost calculation for schedules paid services
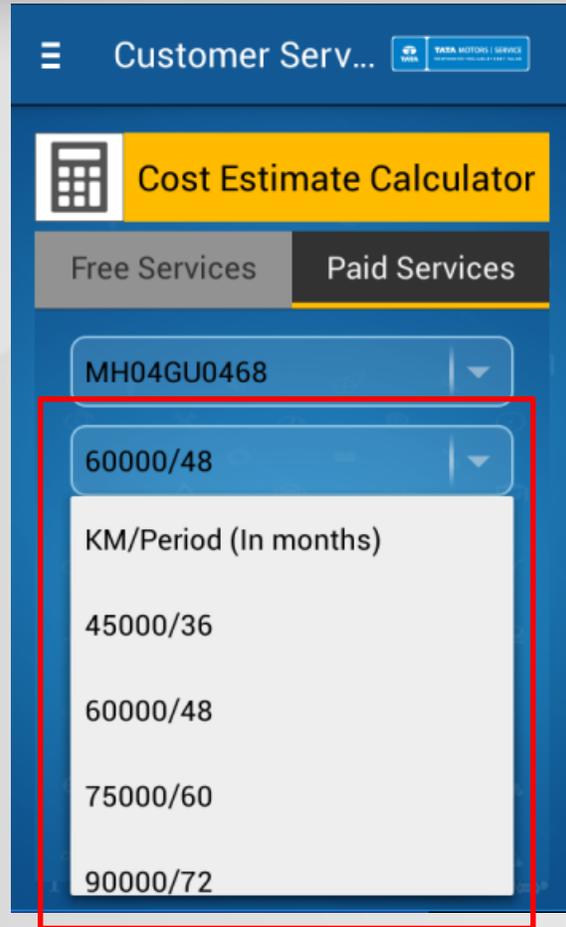
Select the Registration number and Service interval according to your vehicle status
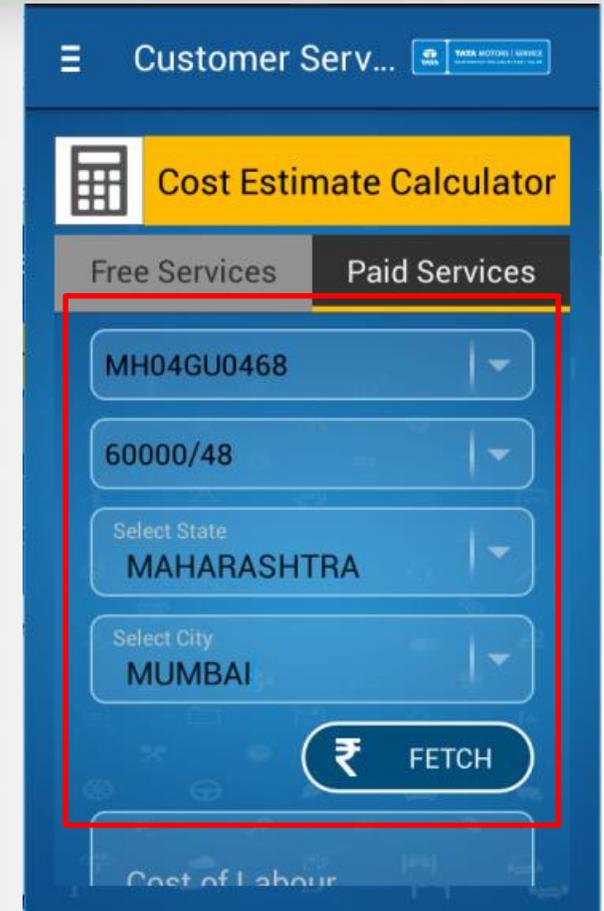
Select the remaining details of State & City and click on fetch

Cost Calculator page

The approximate cost of Labour/Spares/Consumables is displayed for selected models

Pls Note, for certain models, master data may not be available as of now and you won't be getting any dropdown in such case. We'll be adding those shortly

Feedback page
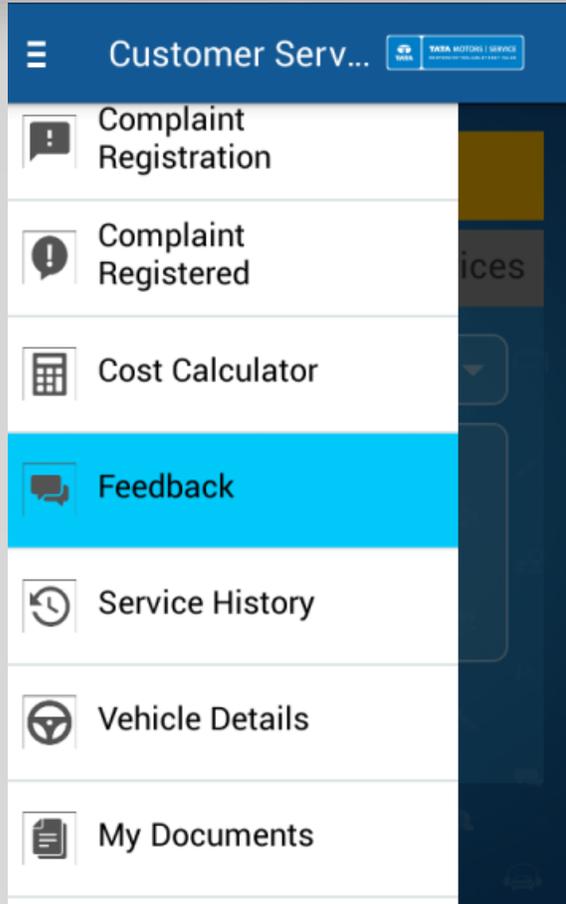
Navigate to Feedback page
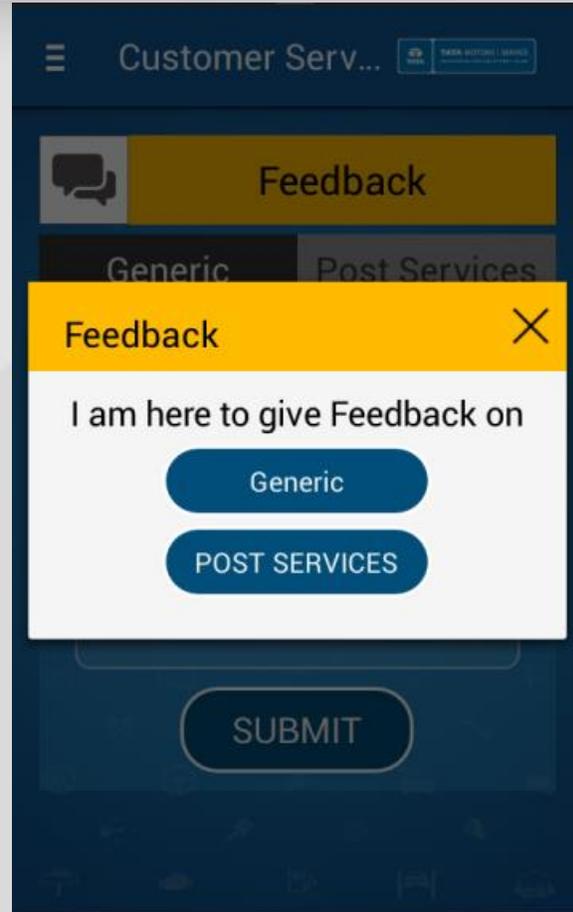
You'll be prompted to select either "Generic" or "Post Service" feedback
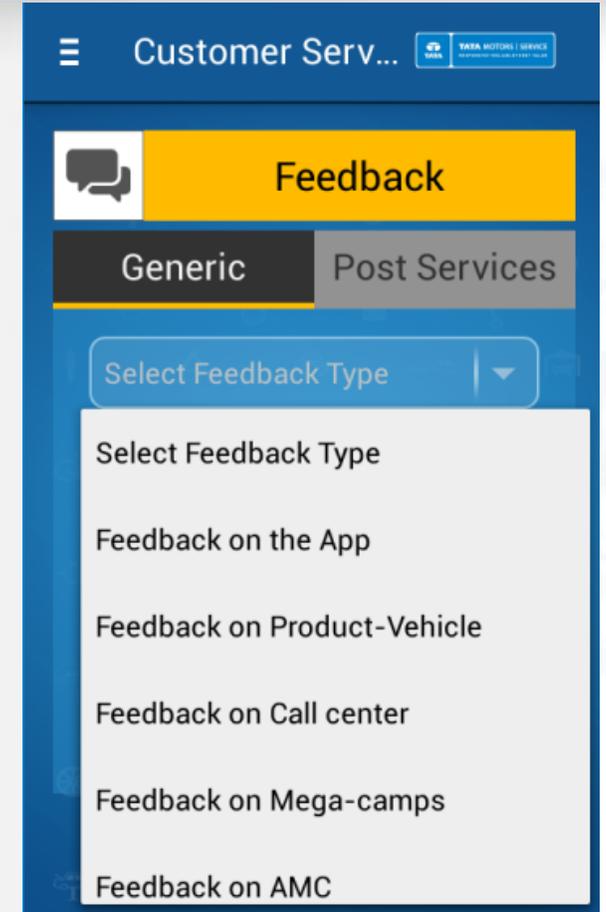
Let's select **Generic** feedback first....
Select any Value from the list to give a feedback

Feedback page

TATA MOTORS
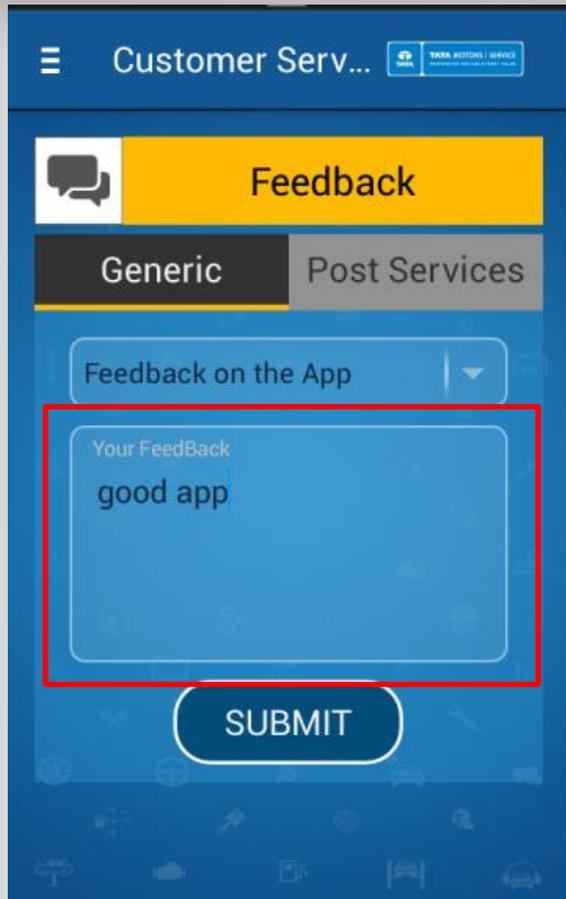
Type in your feedback which is free text entry and click on Submit
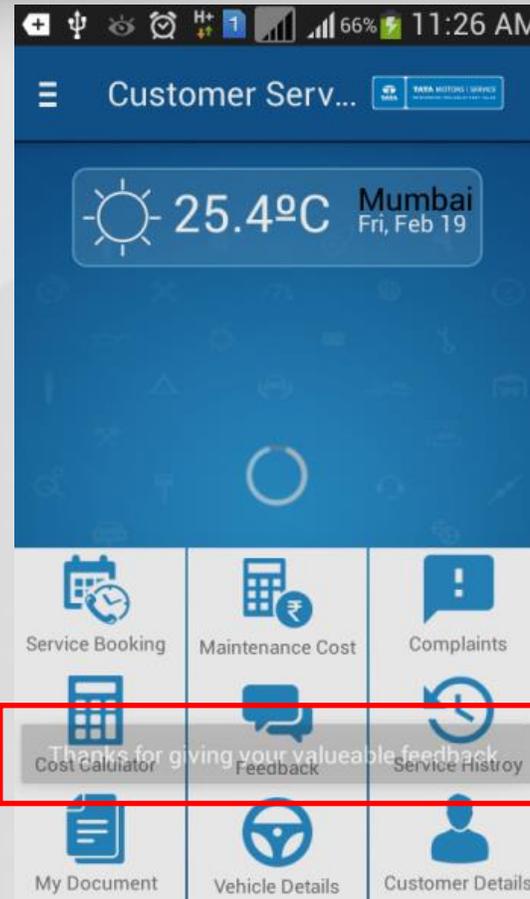
On successful submission of feedback, you will come to the home screen and see a flash massage
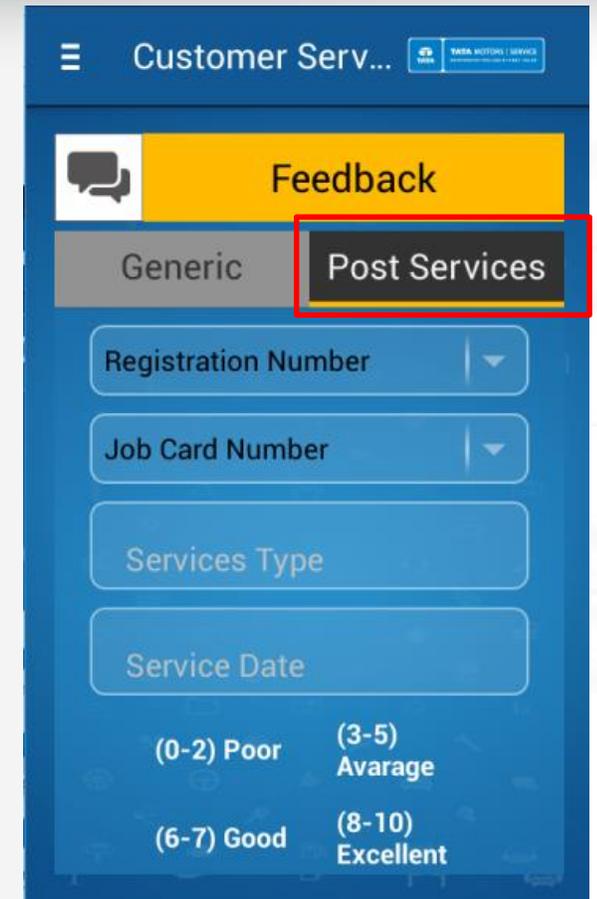
Now lets navigate to **Post Services** feedback tab

Feedback page-PSF

The Job cards displayed over here are those which were closed in System but does not have a PSF survey against it

Select the Registration number & then select the Job card number (s) corresponding to the Reg number

Select the Job card number and start giving feedback

For the questions feedback are to provided by sliding the slider

Feedback page-PSF

The Job card numbers will appear for the customer to provide his feedback in app till
- a feedback is given to call center for the same job card
- 15 Days (tentative) from the JC closed date
  - ➤ *Whichever is earlier*

Provide all the feedback and click on Submit

Service history page

We have given colour coding for service type to make them easily recognizable

Free Services

Body Repairs

Paid Services

Unscheduled Repairs
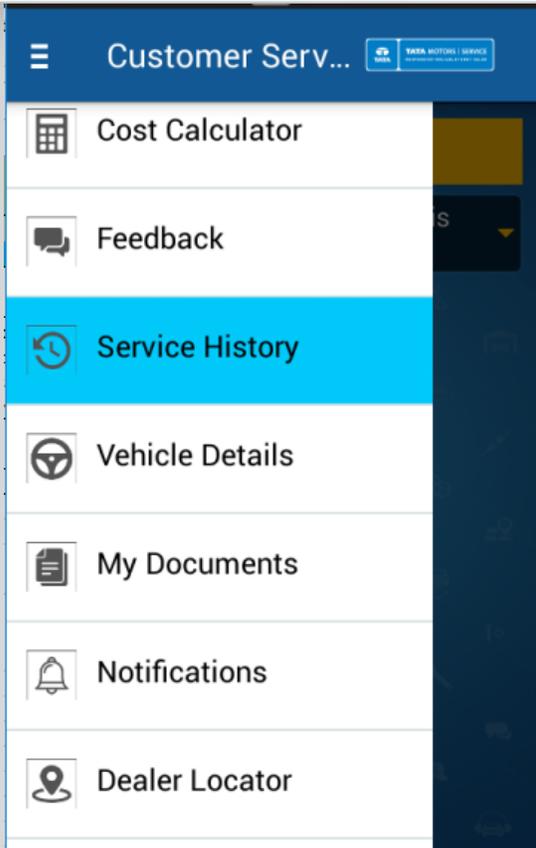
Navigate to the Service History link
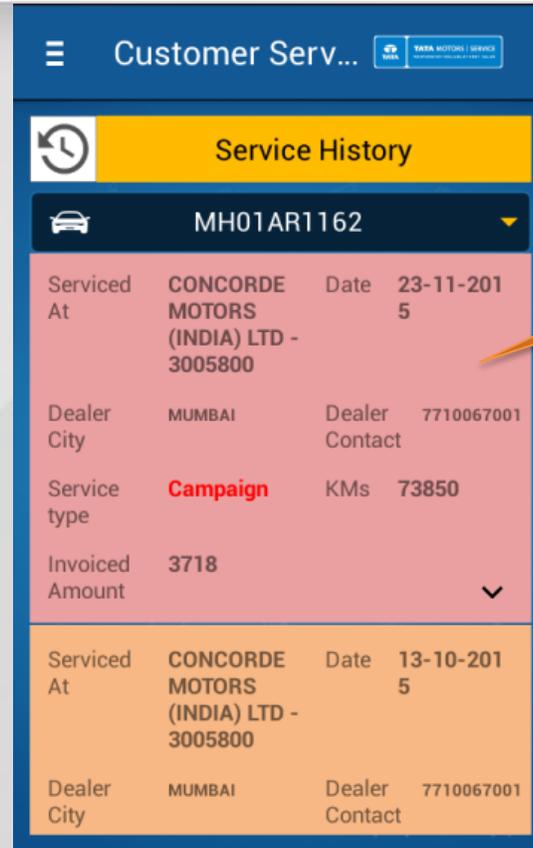
Select the Vehicle registration number from the dropdown and service history (in summary form) is displayed
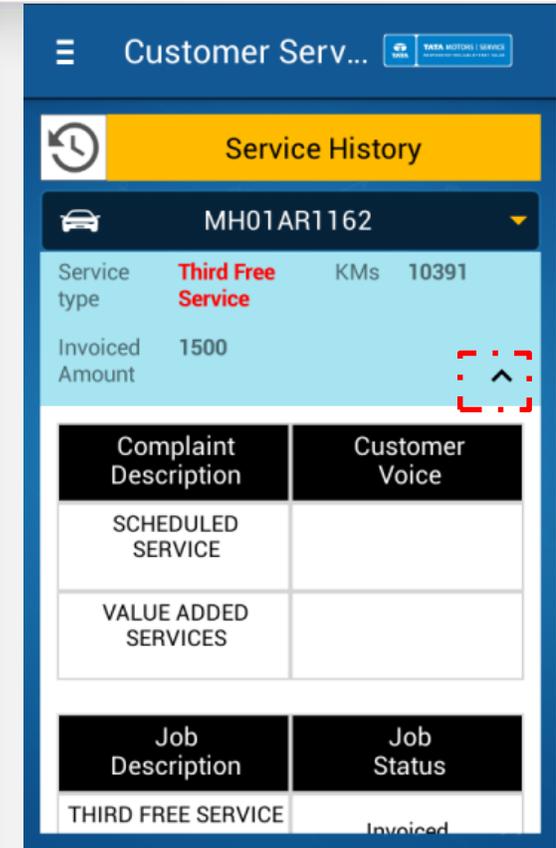
Click on the Expand Collapse button to show/hide the details of any displayed service.

My Documents page
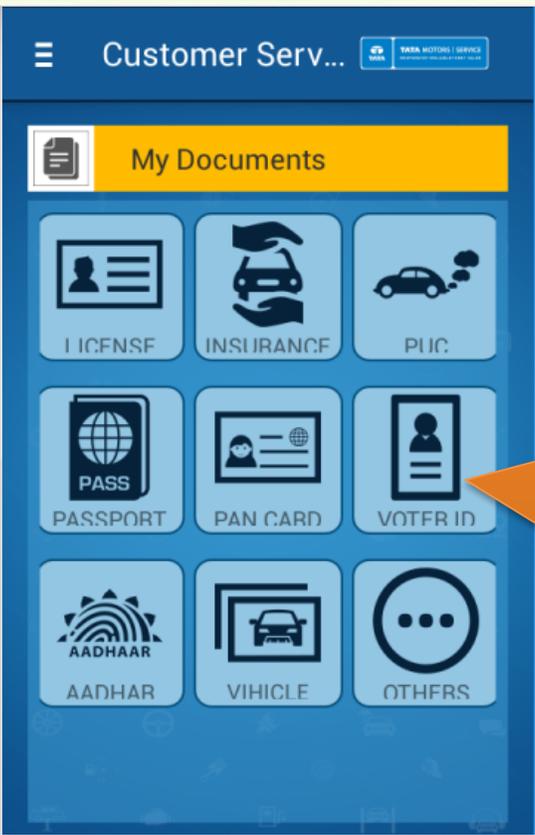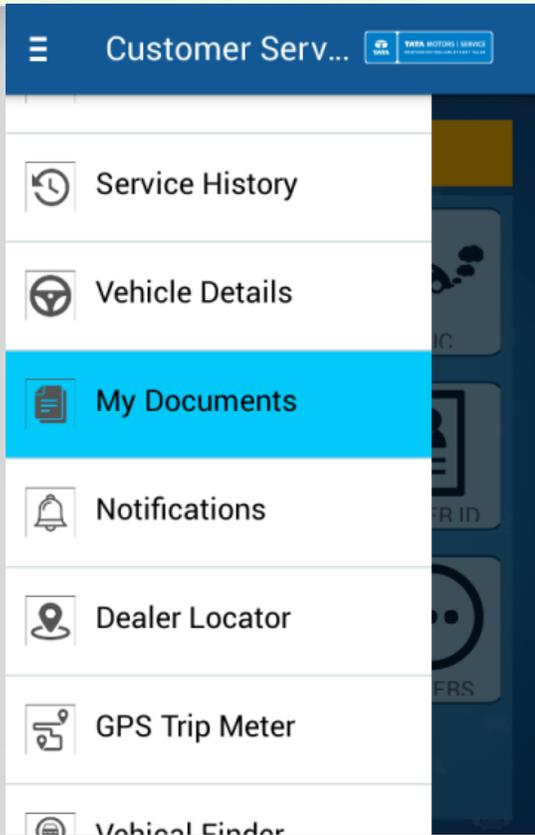
License, Passport, Pan card, Voter ID, Aadhar & Others are user specific

Insurance, PUC & Vehicle are vehicle specific. This means you'll have to tag a vehicle registration number against any picture in these categories

Navigate My Documents page

The various categories against which a user can Tag pictures are available as icons (There are two categories.
1. User specific,
2. Vehicle Specific)

My Documents page

New Button

Click on any image to display further options

Let us click any Vehicle specific category say PUC. If you click the **New** button, it will display an error to select a registration number first

Select a vehicle from the dropdown & it will display any already tagged picture against it in the selected category
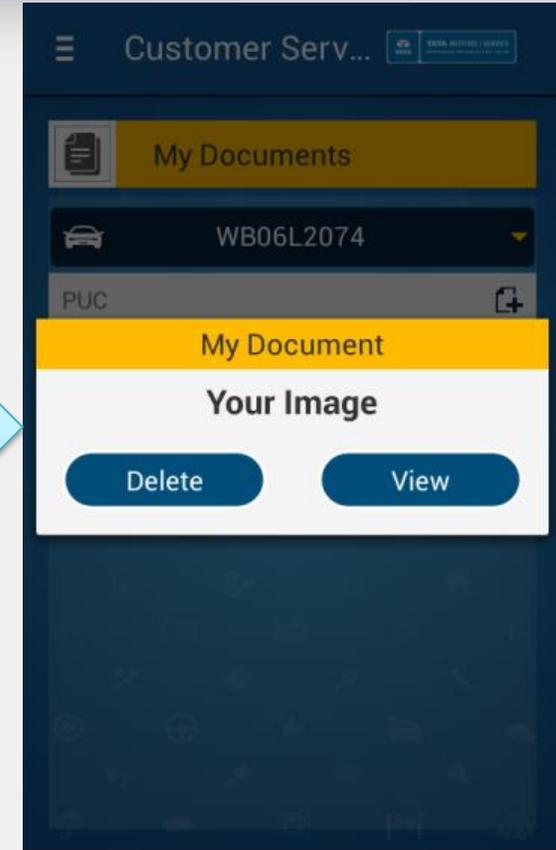
On click on any thumbnail, you be given an option to delete or view the image. Choose accordingly

My Documents page
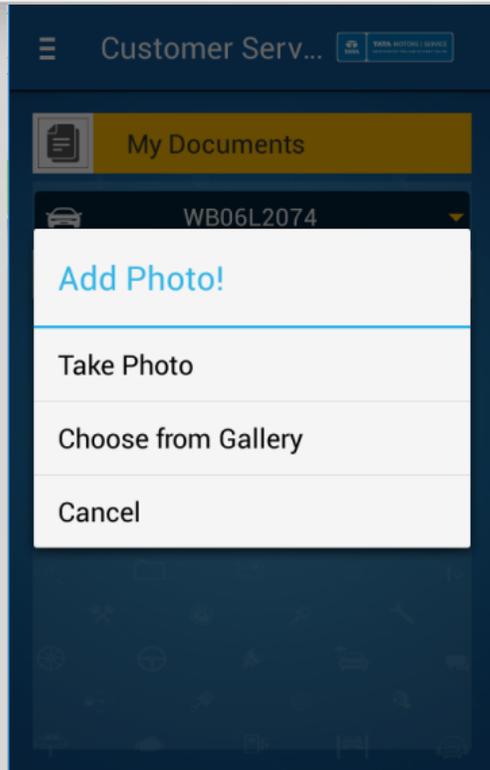
If you want to tag a new document, select the vehicle & click on the New button. You'll be given the option to either choose from gallery or Take a picture using your camera
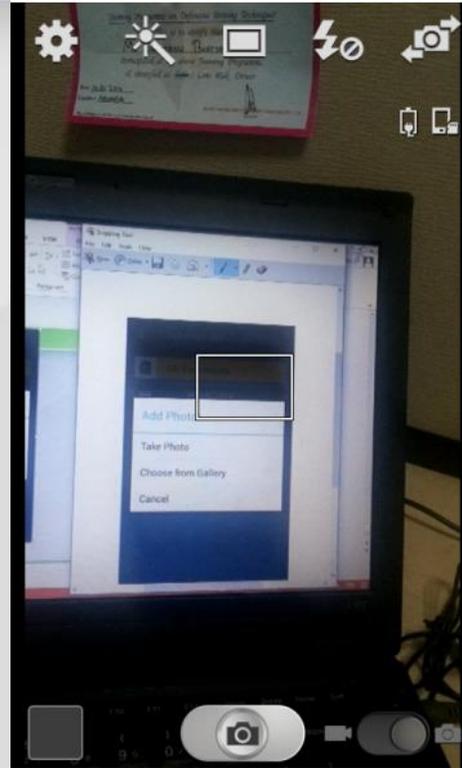
If u choose gallery, it will show all the existing images in your mobile to tag any. If you choose camera, the Camera of ur device will open. Take an appropriate picture
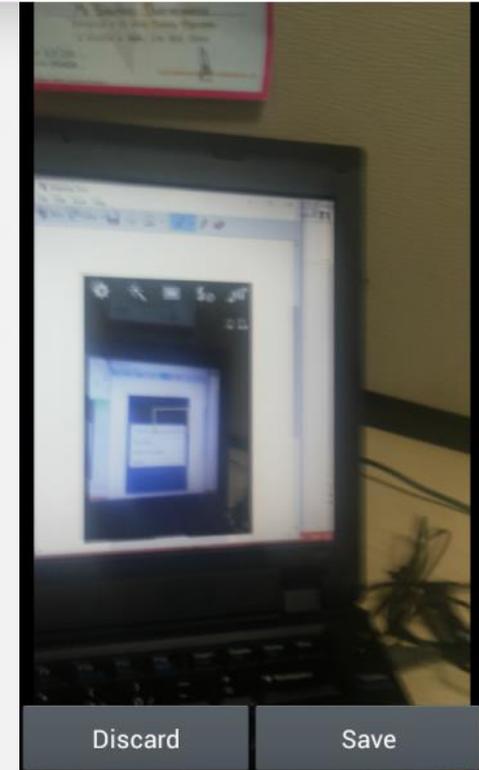
Upon clicking a picture using the camera, the preview will be displayed. Choose **Discard** to taker a new picture or **Save** to confirm the image

My Documents page
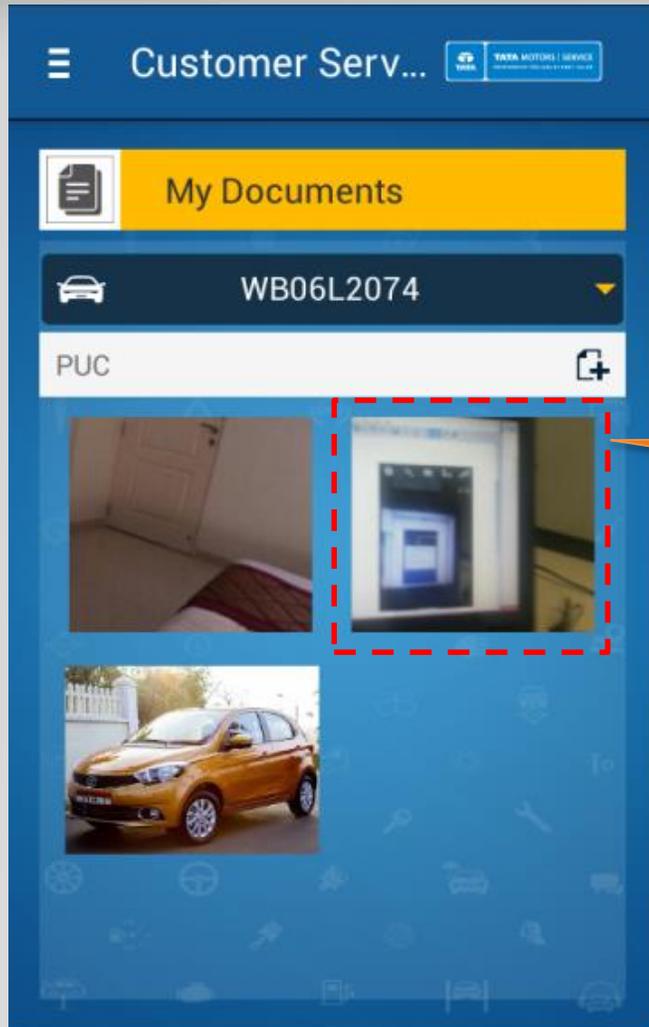
Upon saving, the new Picture will be tagged in the category to view anytime

Using the My Documents feature, user can carry any scanned document related to user or the vehicle any-time & anywhere in soft form. When he drops a vehicle to the dealership, he can take pictures of the vehicle in the "Vehicle" category with drop-off condition to avoid any dispute while collecting the vehicle from the workshop

Notifications page

TATA MOTORS
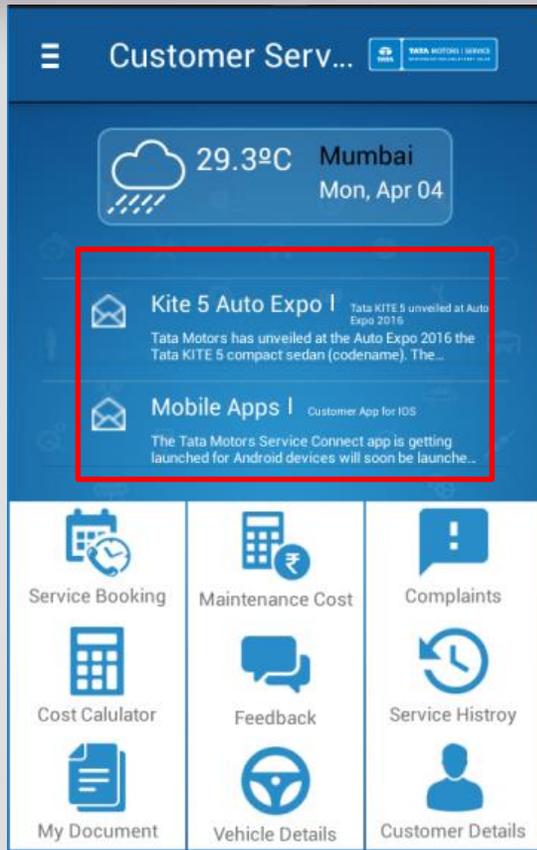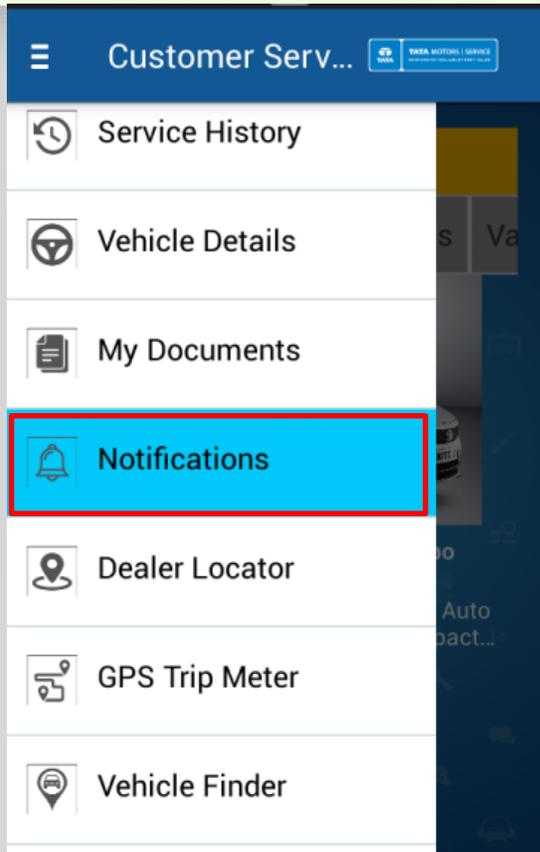
Various categories of notifications on Tabs

Banner image will show pictorial detail if available under any notification category

Notification items are the summary of individual information under a particular category. Click to read more

Navigate to the notifications page from the navigation drawer link or from the Notifications widget in the home screen

Notifications shown is dynamic in nature. Once any notification is read, the envelop icon changes to indicate accordingly

Notifications page
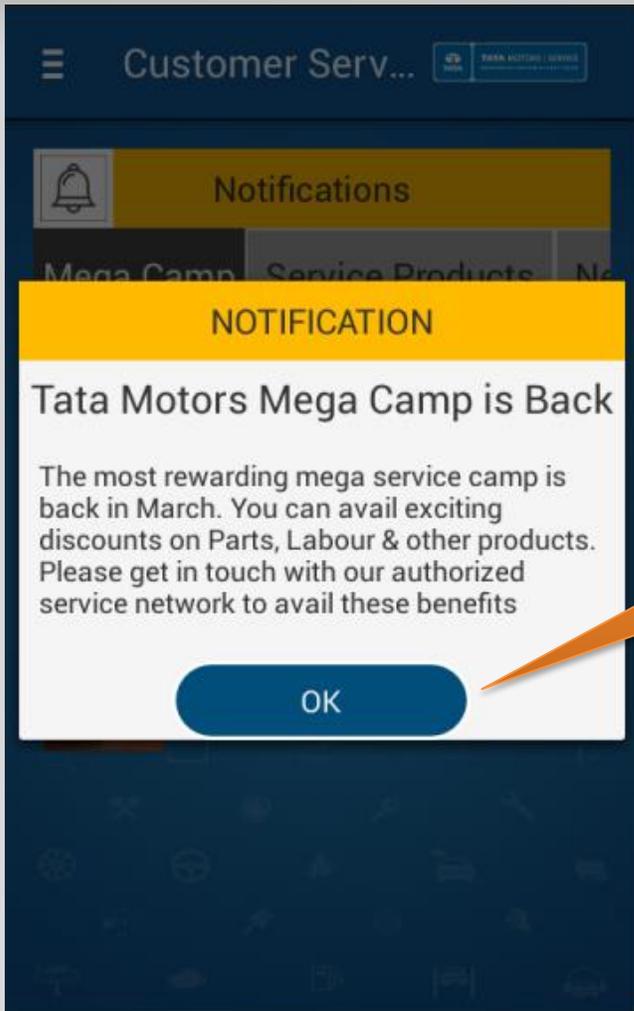
On Click details of the notification is displayed to the customer in pop
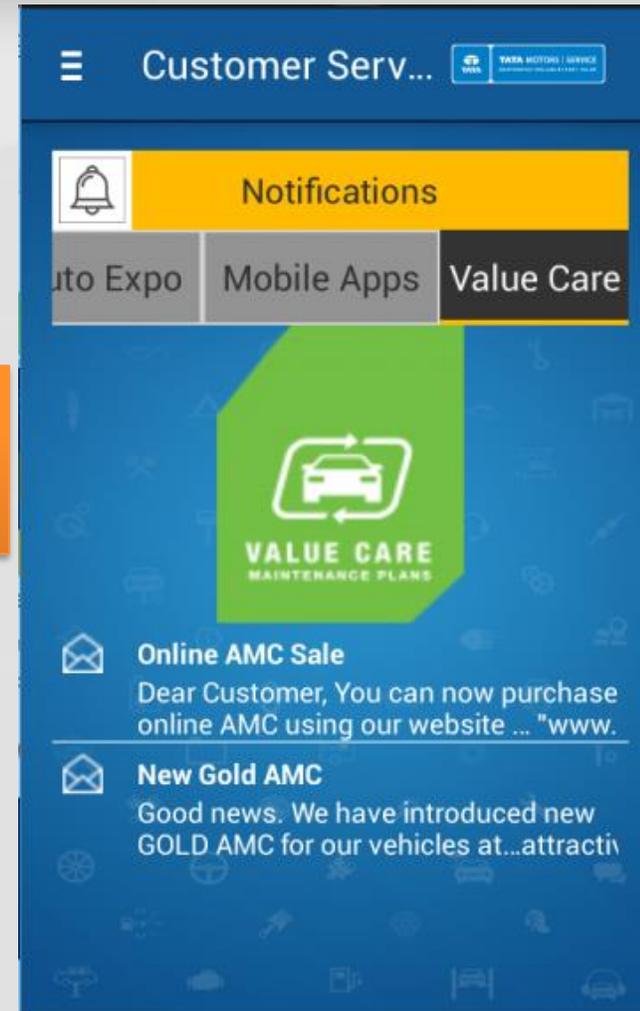
Notifications shown to the customers are dynamic. Once the content is created online it will be displayed to the customers on their app live. Also, certain notifications might not be displayed to all customers as they could be filtered notification based on Product, Customer City, State, KMs run for the vehicle etc.

Dealer locator page
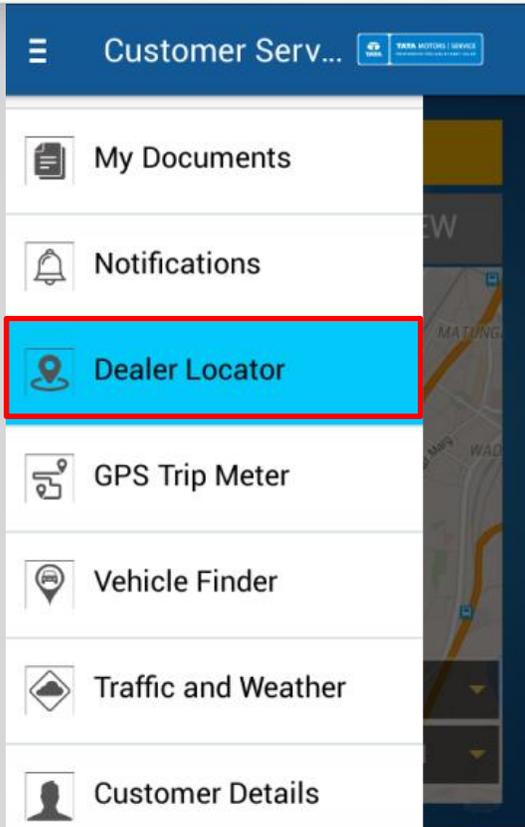
Navigate to dealer locator
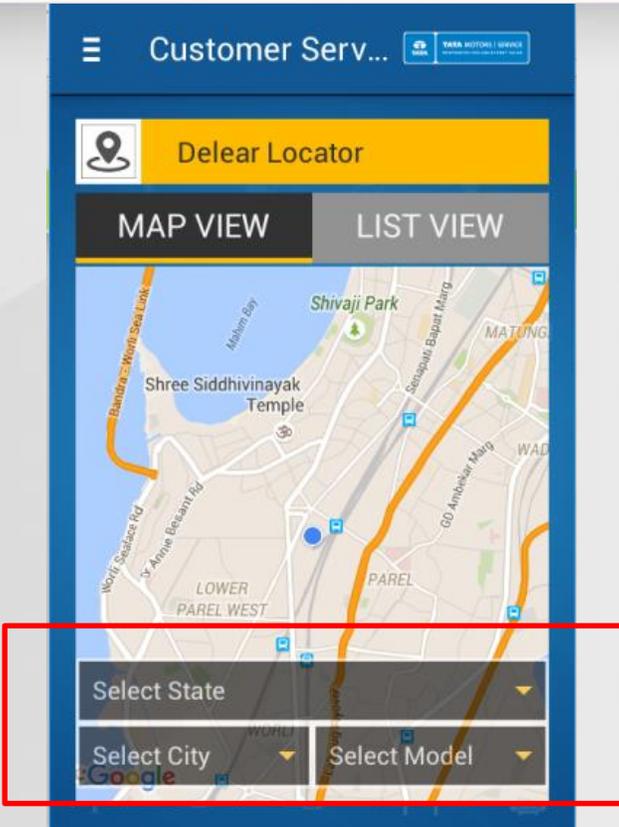
Select the State/City & PPL
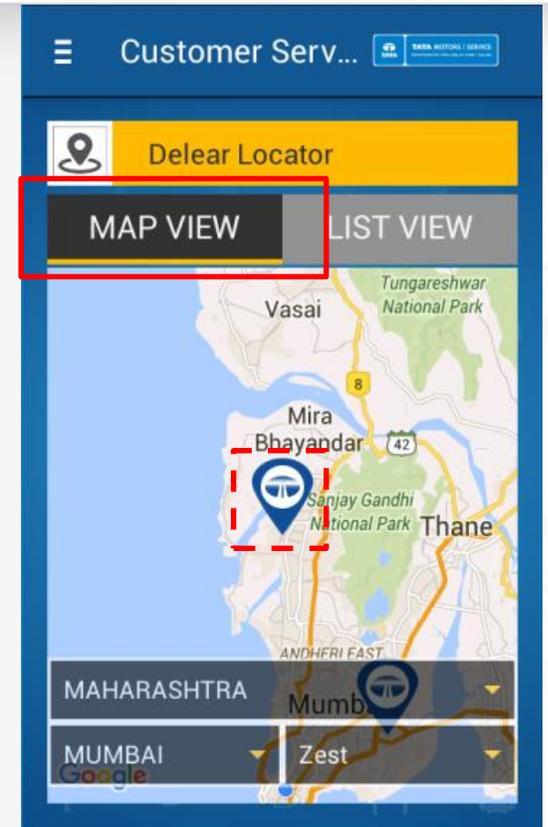
Only the dealers who have the Latitude & Longitude mapped in system will appear as dropped pin in the Map view

Dealer locator page
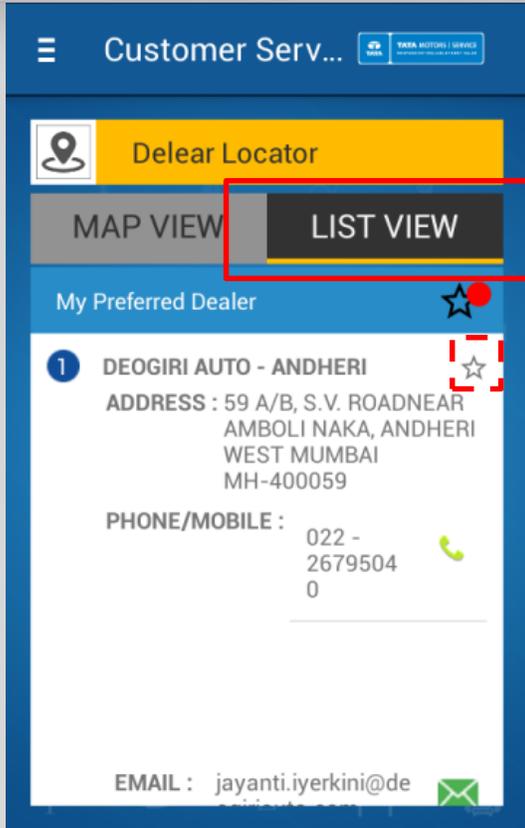
In the List view, however all the dealers will be shown irrespective of availability of Latitude & Longitude.
You can select the "Star" to the right of any dealer to mark the same as preferred dealer
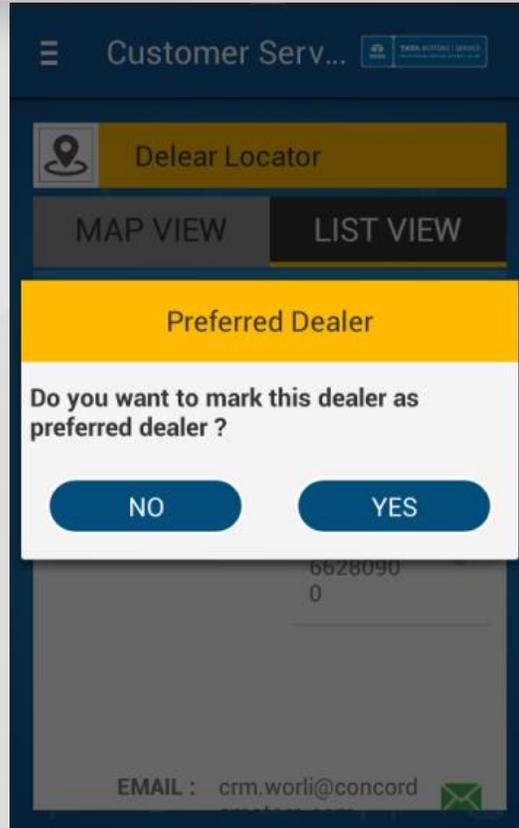
You can choose to tag a dealer as preferred dealer for your information & records
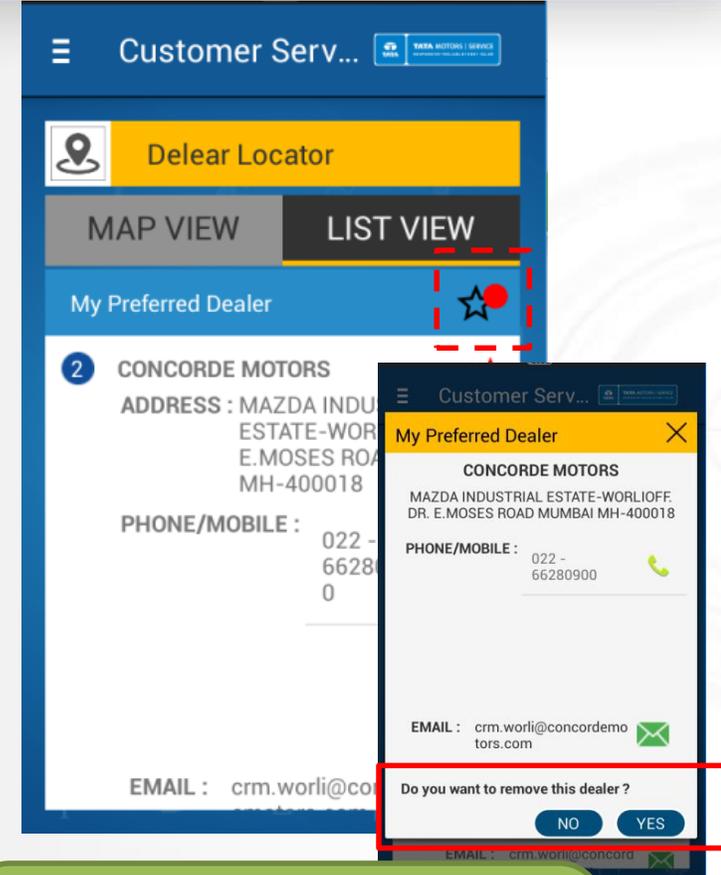
Your selected preferred dealer can be viewed by clicking on the highlighted Star icon at any point of time. You can also remove your preferred dealer from the pop-up page

Dealer locator page-List view

GPS trip page

Navigate to GPS trip meter page
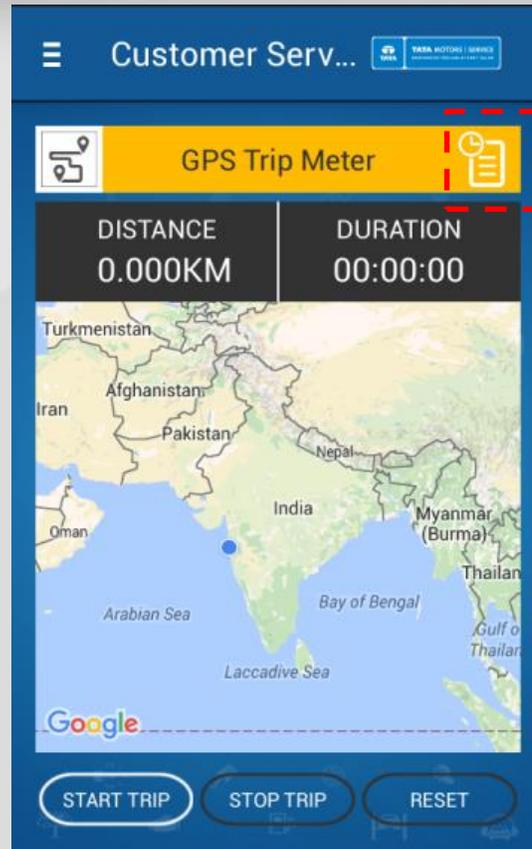
Use the button "Start Trip", "Stop trip" to complete a trip
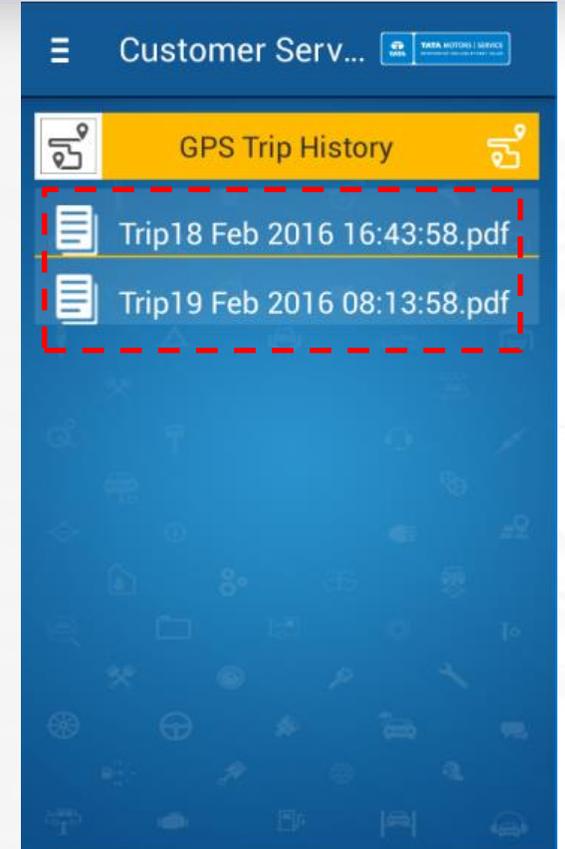
Click on the history button to see the history of trip taken by the logged in user. Click on any history line item to see the PDF of the trip

GPS trip page

Trip19 Feb 2016 08:13:58.pdf

YOUR JOURNEY HISTORY

| Start Loc	End Loc	Start Time	End Time	Distance	Journy Date
A-1, Jagdushra Nagar Rd,D.G.Q.A. ColonyMum baiMaharas htraIndia	Balasheth Mandurkar MargSaidha m NagarMum baiMaharas htraIndia	07:58 AM	08:13 AM	5.721KM	2016/02/19

All the details of the trip like
Start Location/End location/Start time/End Time/Distance travelled/Journey duration etc. with map view of the travelled path is shown

Pls note: GPS connection & internet is required to plot exact location. During starting & stopping, if the GPS location is lost, the start or end location might not come in the output.
Also, the App should be in the GPS trip meter page and should not be closed while you are using this functionality

Vehicle finder page
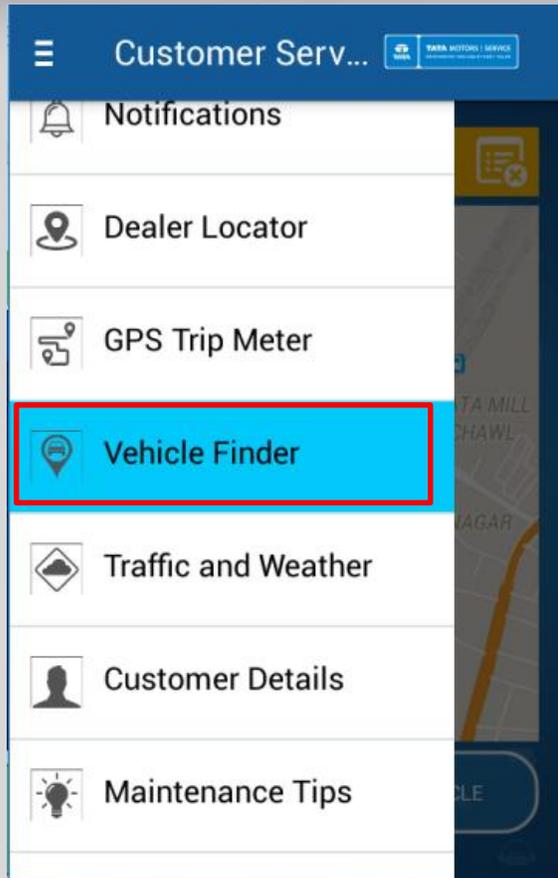
Navigate to Vehicle finder page
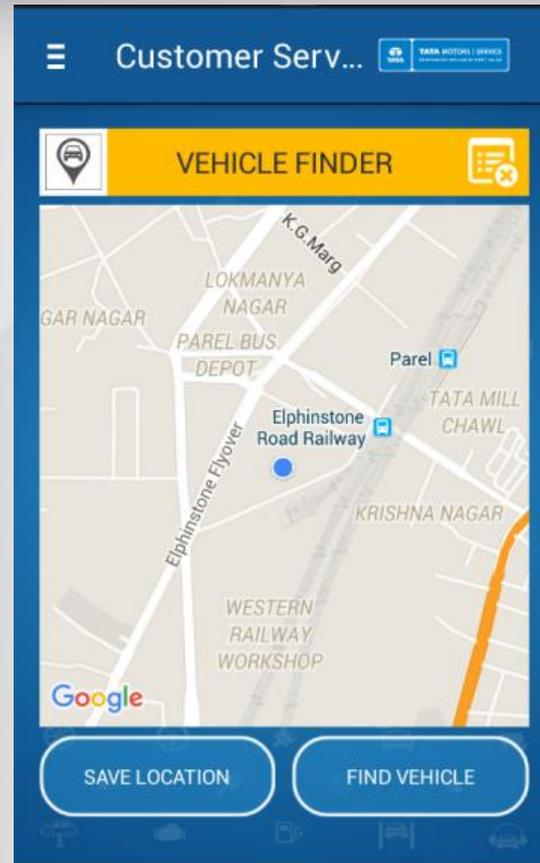
Click on save location after you have parked your car (GPS Should be on)
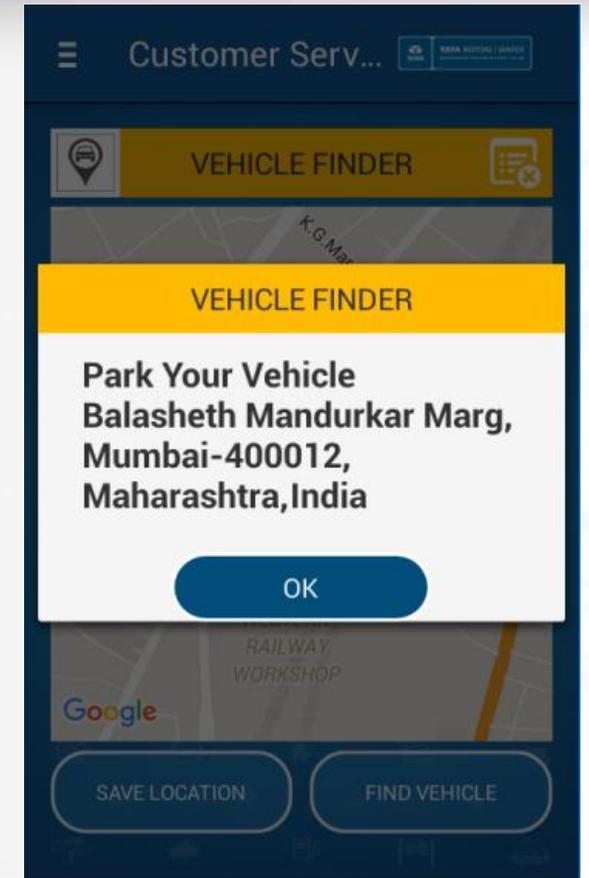
A pop-up will appear asking for confirmation

Vehicle finder page
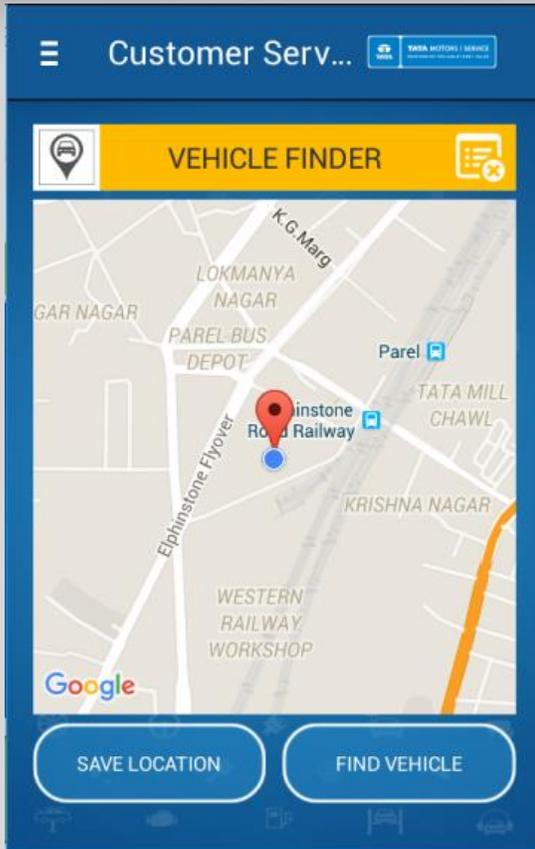
The parked location will be displayed using a dropped pin
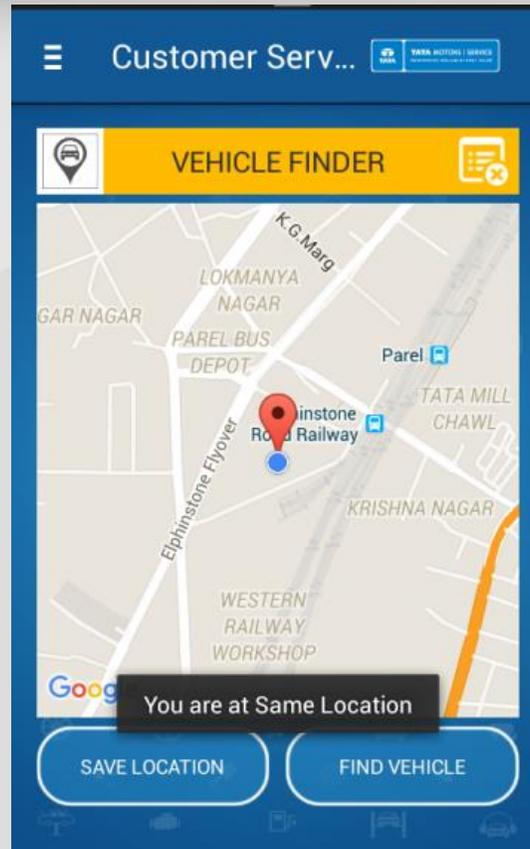
Click on Find Vehicle. It will display the tracking path from your current location to the parked location (GPS Should be on)
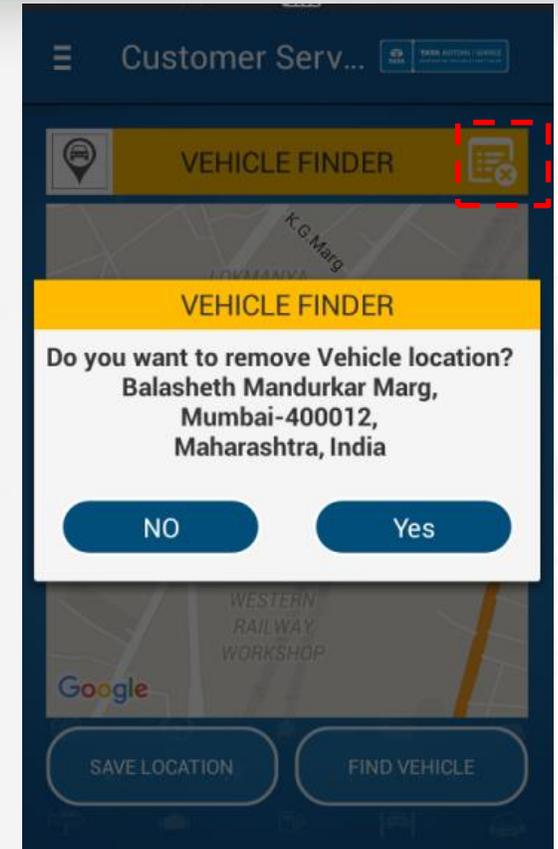
Click on the remove pin button to clear the dropped pin

Traffic & weather page

TATA MOTORS
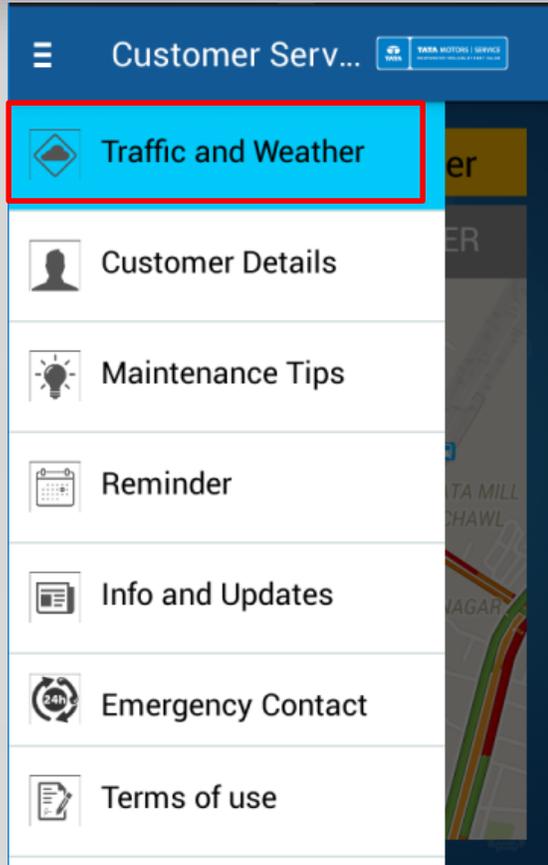
Navigate to Traffic & Weather page
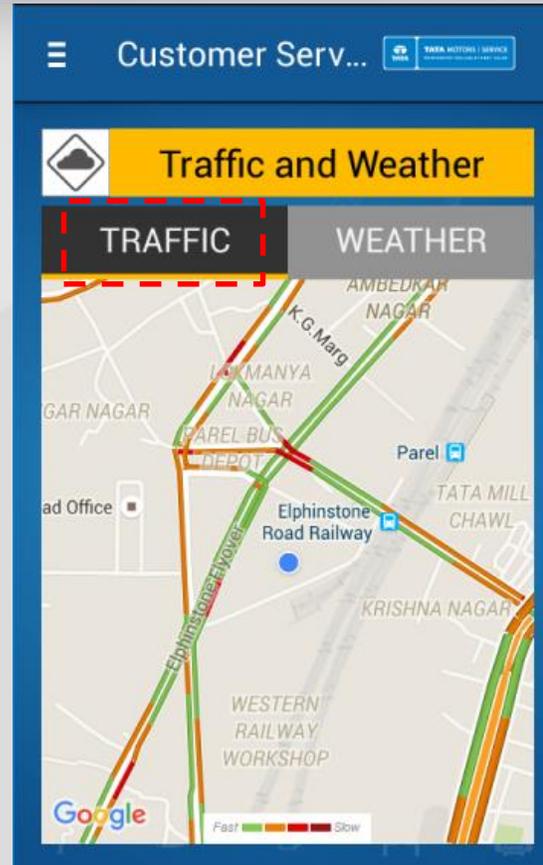
Click on the traffic Tab to see the traffic condition near your area. This API loads faster than the actual google maps and hence can be used on slower phones
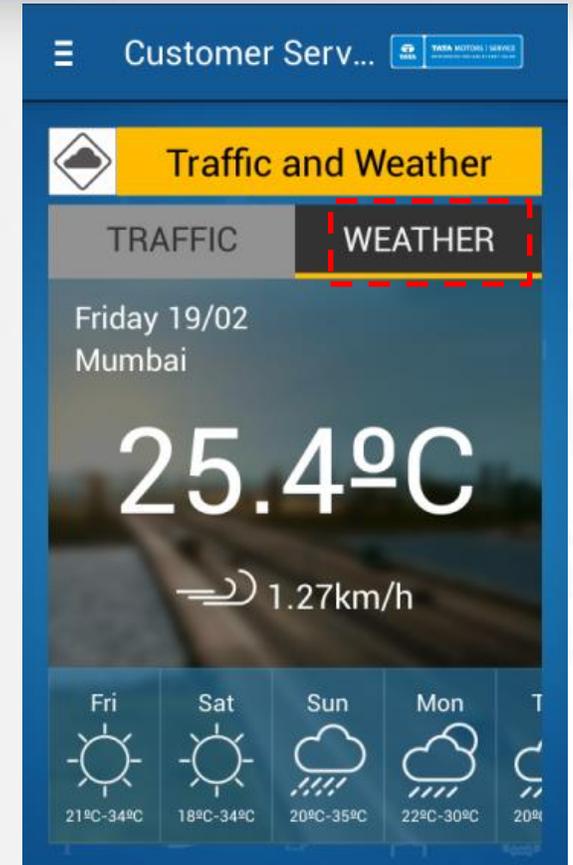
Click on the Weather Tab to see the current & next 4 days weather prediction in the current city. Pls note, GPS & internet connection should be on

Customer Profile page
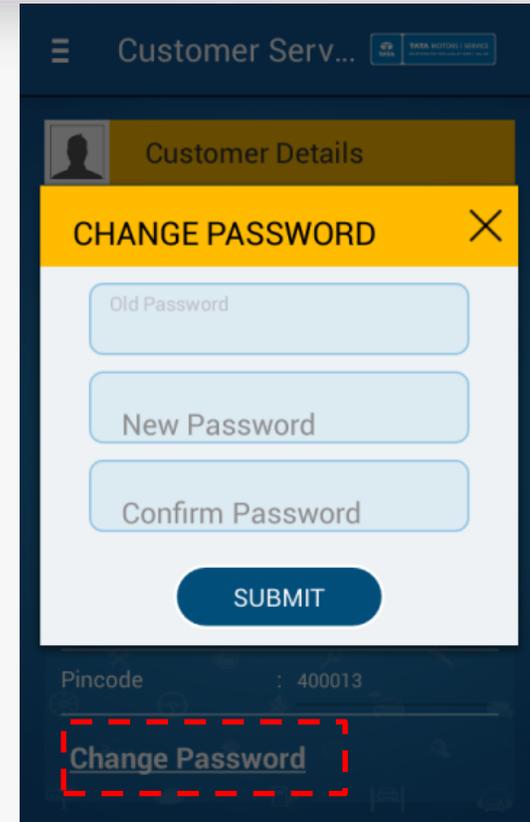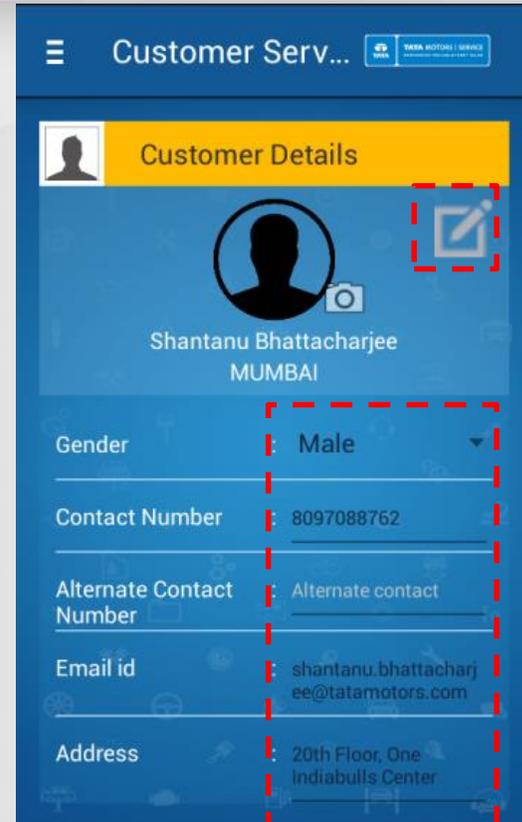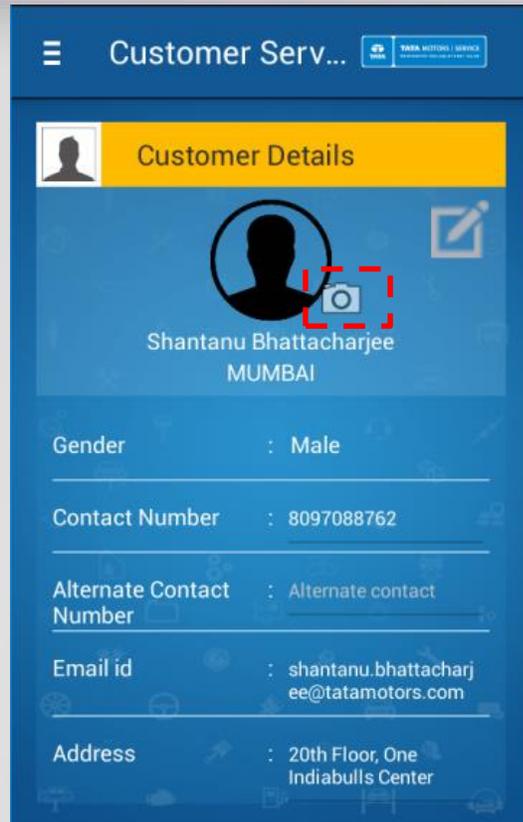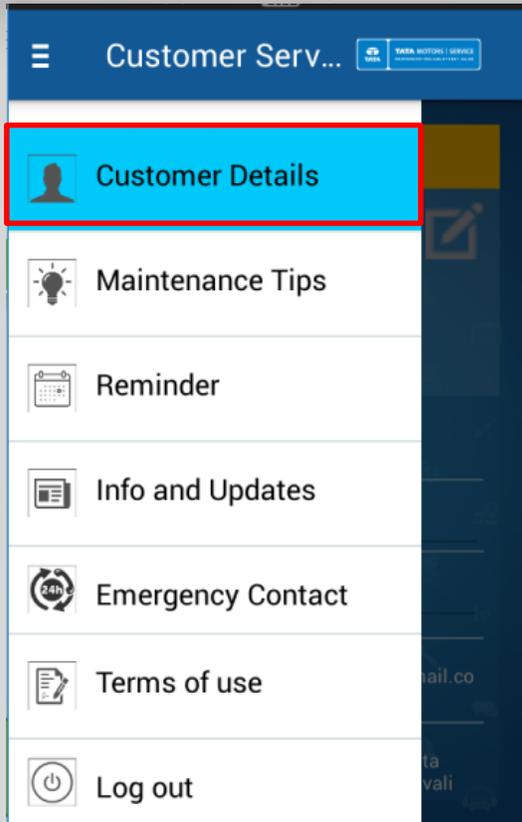

Navigate to Customer details page

You can view and modify customer details from this page. You can also add a customer picture from gallery in this page by clicking on the camera icon

To edit the customer details, pls click on the edit icon. All the editable fields will turn black in colour indicating edit mode

Scroll down & there is option for the user to change password for his login (If required)

Maintenance tips page
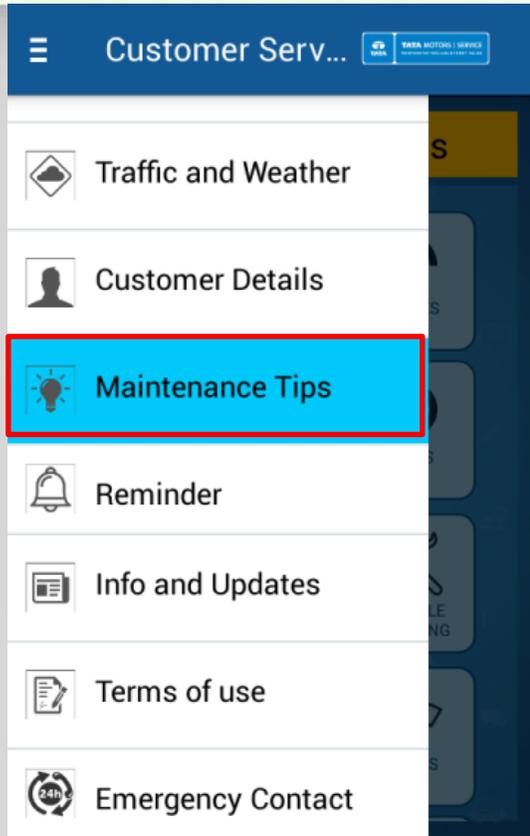
Navigate to Maintenance tips page
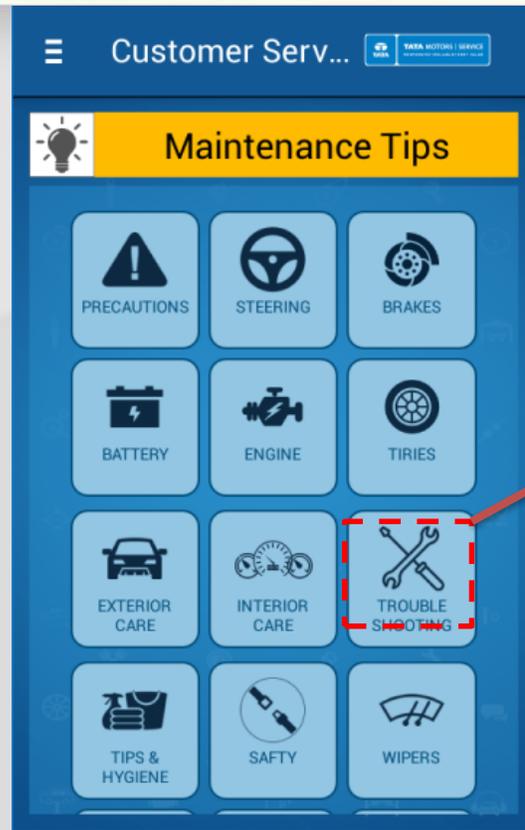
Click on any icon (Topic) to see the details inside that TOPIC

The various information inside a TOPIC is available as individual summary links. Click on any link to view details

Maintenance tips page

On clicking, details is displayed in Pop-up window. You may scroll the window if applicable for viewing text & image

You can also navigate to the topics from inside any topic using the dropdown view

Reminder page

TATA MOTORS
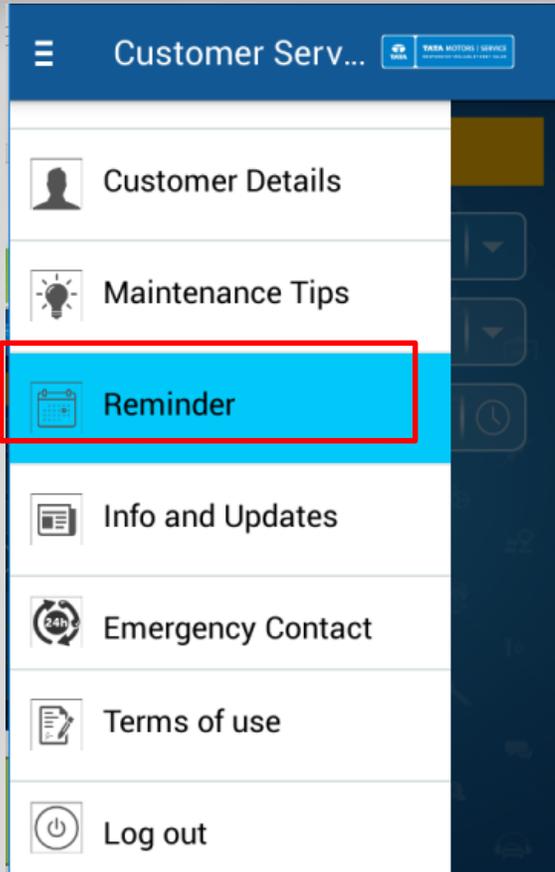
Navigate to Reminder page

You can also directly set new reminders from this page
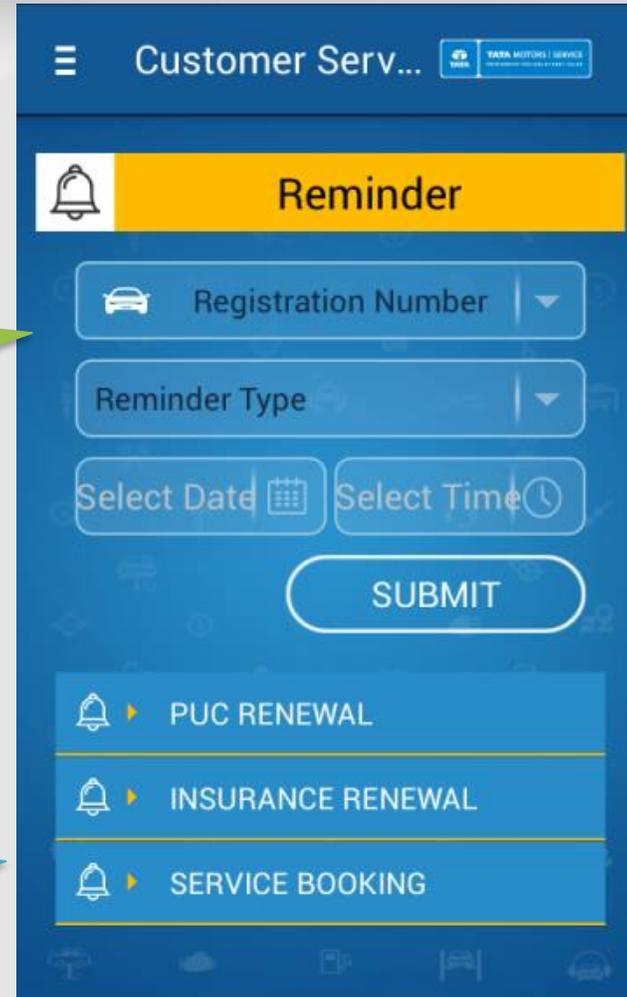
You can see all the reminders set from various activities in this page

Info & updates page
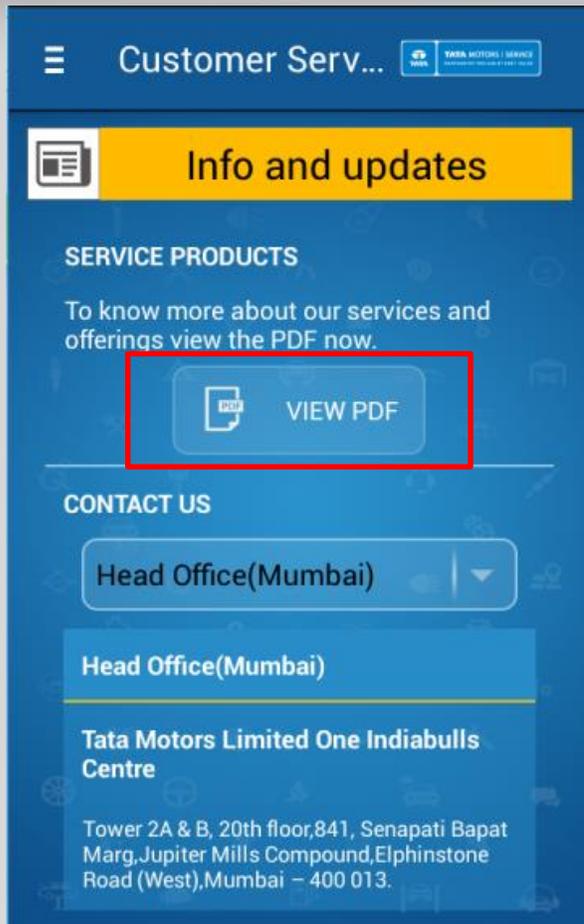
Navigate to Info & update page & click on View PDF
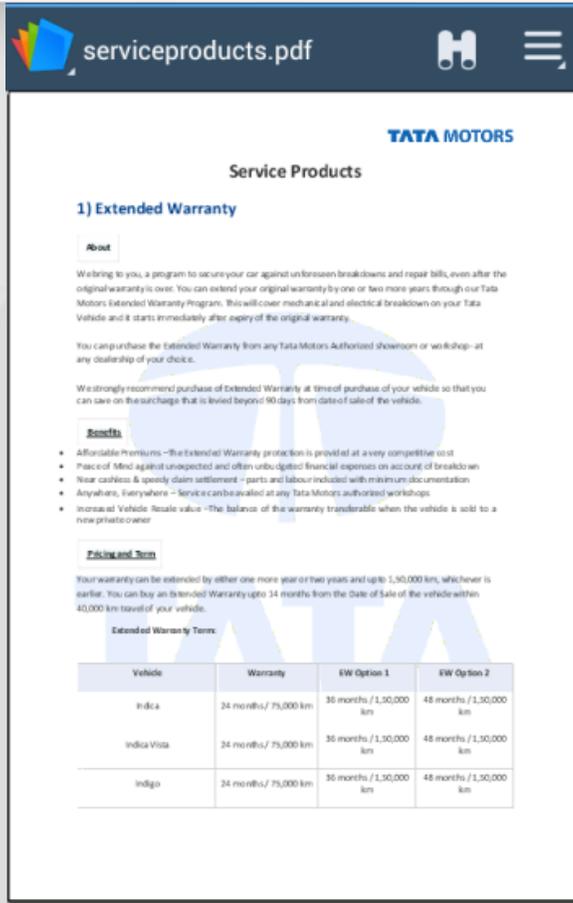
Currently detailed info about service marketing products is loaded in the PDF. This is not dynamic and an App change is required for refreshing the content
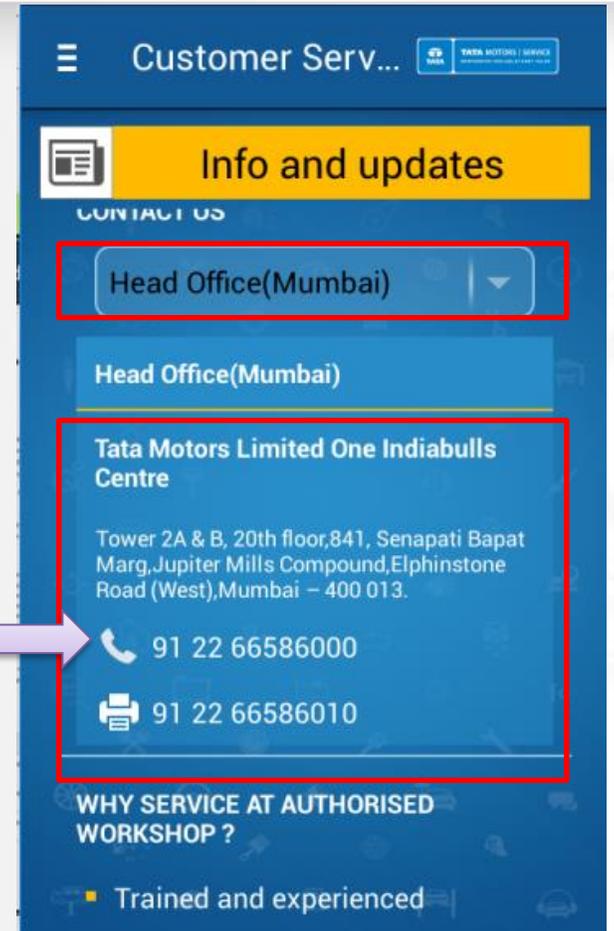
You can locate listed Tata motors office address and contact number from the dropdown. You can click on the call icon to directly call that number

Emergency contact page

The emergency contact number is also shown to the customer for reference. He can click on the number to call our call-center
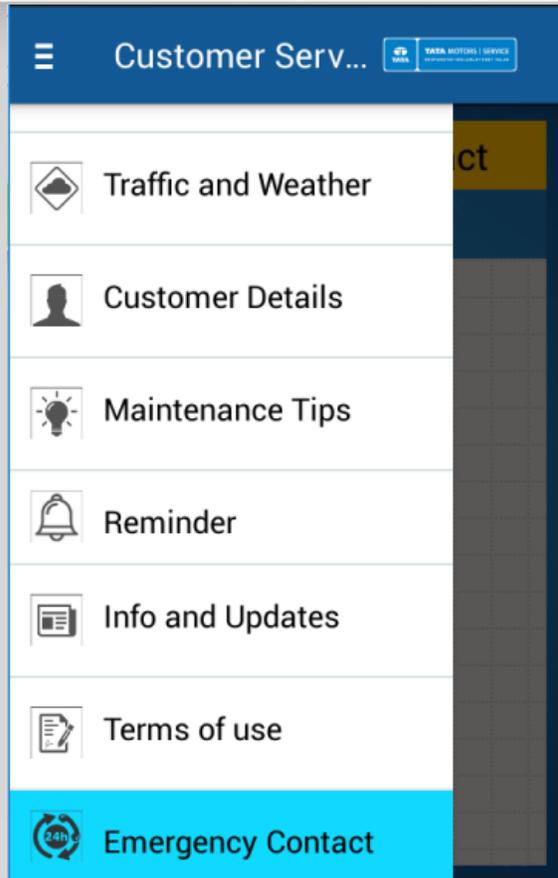
Navigate to Emergency contact page. This facility is given to customer to share his location to call center in case of breakdown for faster reach-time
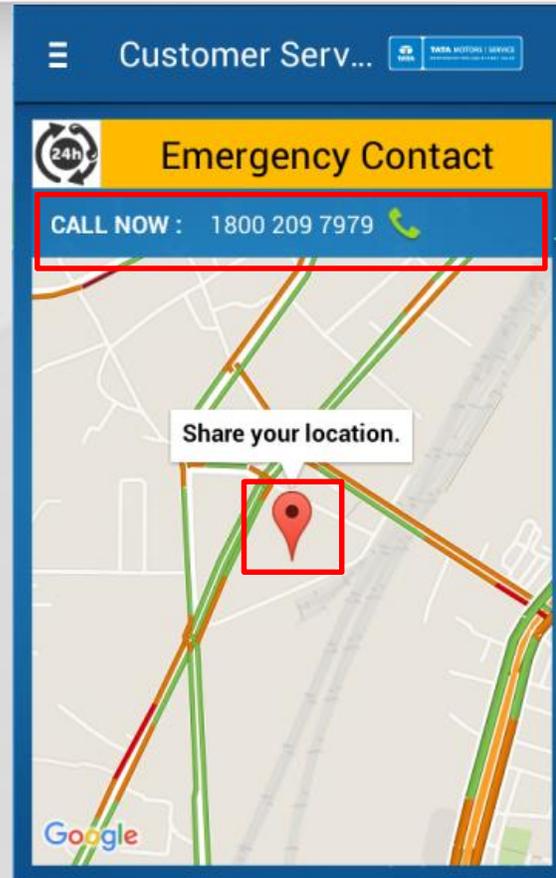
The dropped pin shows the customer location. Click on the same to share
(GPS & internet Should be on)
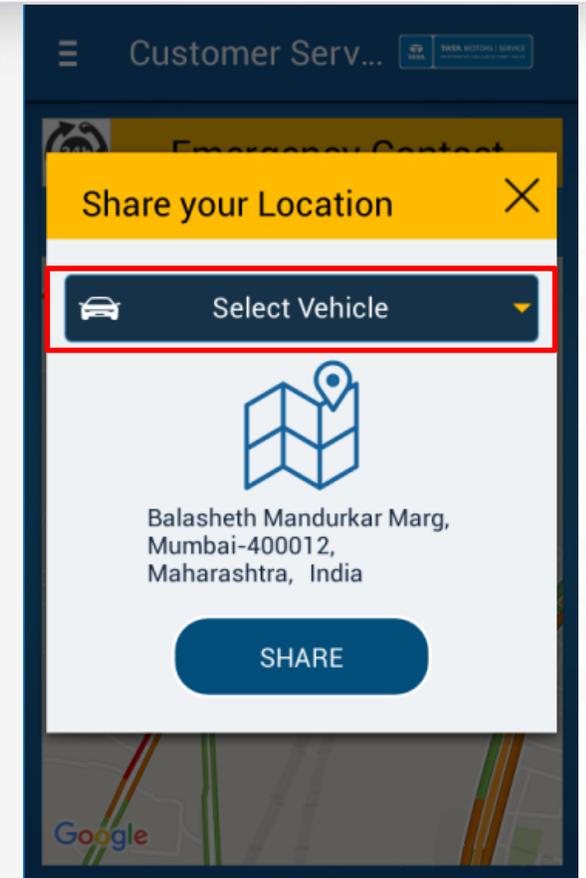
On clicking, select the vehicle which has broken down & click on share

Emergency contact page
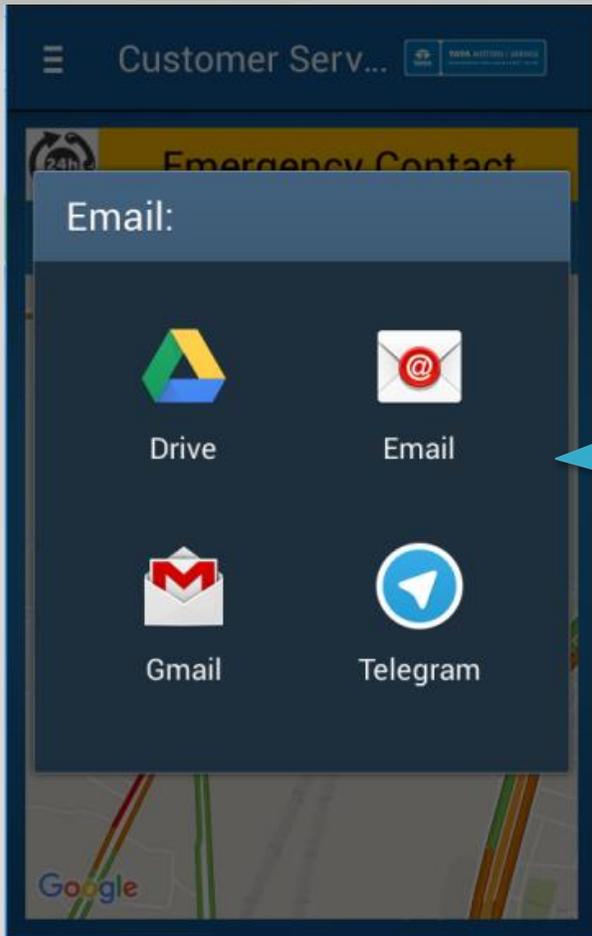
On clicking on "Share", the email applications available with customer will be called. He can select any relevant one and email will get composed automatically with
• customer details (From profile page) and
• the GPS location included in the mail

Compose

To customerfeedback@tatamo...

WB06L2074 - Requires your assistance-Chassis no: MAT612274EKB04807

Dear Team,
I need assistance from you. My current vehicle location can be accessed from google maps using the link below. This may also be used by you in addition, to locate my vehicle if required.

Link : http://maps.google.com/?q=19.0065357,72.8333867

Regards,
Name: Shantanu Bhattacharjee
Mobile No: 8097088762
Vehicle No: WB06L2074

Customer just need to click on send. Email ID will be auto-populated (Currently a testing ID is given in the app)

All the details will be available in the mail (Auto populated)

Additional features-Vehicle registration
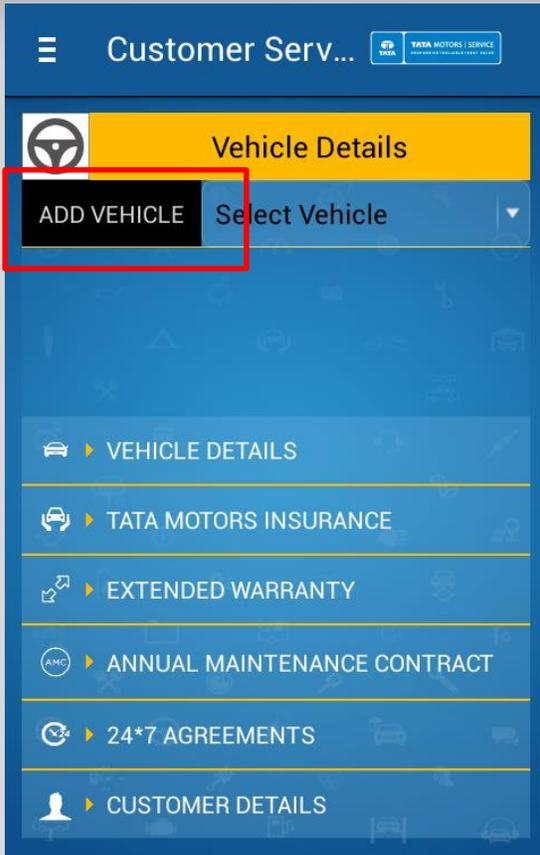
If customer wants to add a vehicle and find that the mobile number in CRM is not his or is not with him anymore but, he is the owner of the vehicle then…
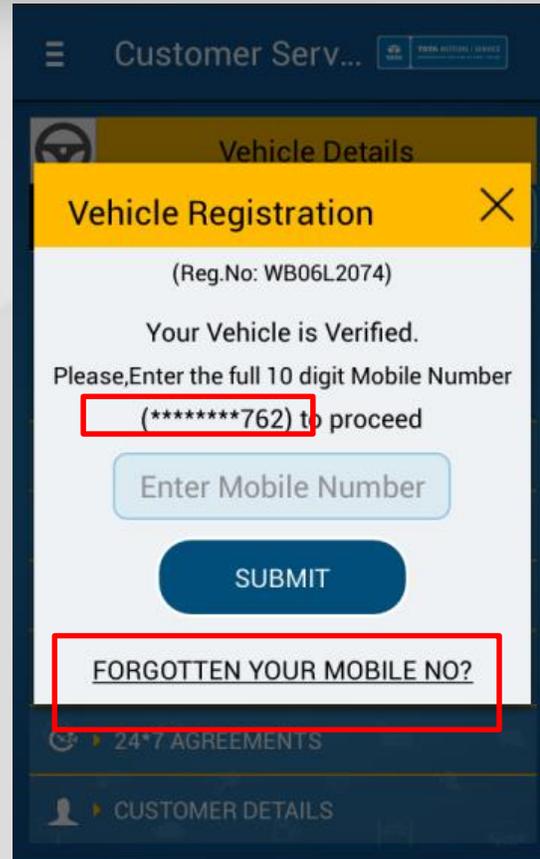
He can click on the "Forgotten your mobile no?" link

Upon clicking this, the customer will be taken to the Dealer locator page where he can find dealer address & contact details and visit the dealer. Dealer will then use KYC app to get the customer details updated
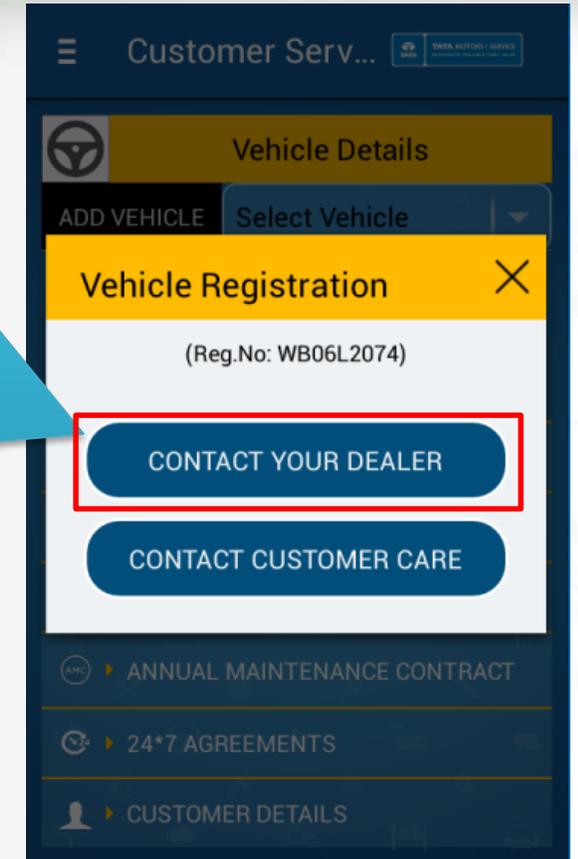
It will show two option.
• Contact your Dealer
• Contact customer care

Additional feature-Vehicle registration
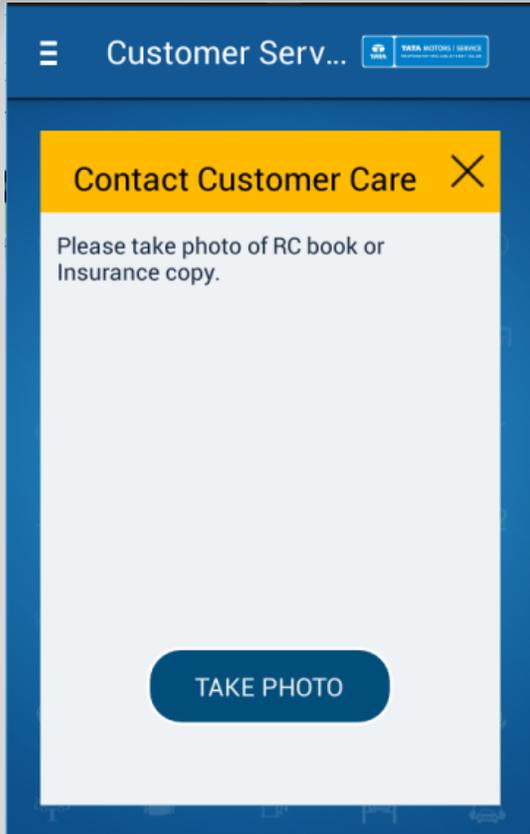
Upon clicking "Contact Customer care", customer will be prompted to take a picture of his RC/Insurance
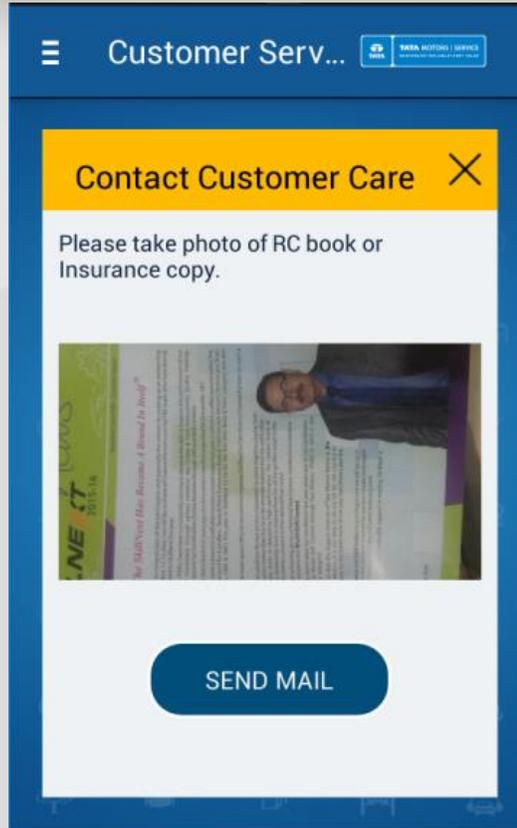
Upon taking picture, customer has to click on Send mail
(The picture is displayed to him)
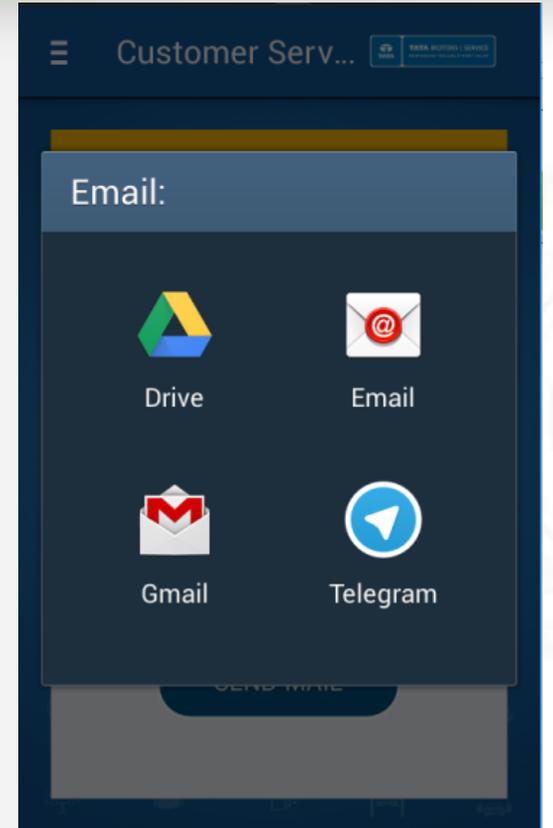
The email apps will be called. He has to select an appropriate email app

Additional feature-Vehicle registration

TATA MOTORS

< **M** Compose ➤

Regards,
Name: Shantanu Bhattacharjee
Gender: Male
Mobile No: 8097088762
Email:
shantanu.bhattacharjee@tatam
otors.com
Address: 20th Floor, One
Indiabulls Center
State: MAHARASHTRA
City: MUMBAI
Pin: 400013
Registration No: WB06L2074
Chassis No:
MAT612274EKB04807

Shantanu.. ✕

Customer just need to click on send. Email ID will be auto-populated (Currently the same ID as in KYC is available. It is not a test ID. Call center will call back if email is sent)

All the contact details will be available in the mail from the customer profile page hence customer need not type anything

Customer profile data

Picture of RC/Insurance

Additional feature-Forgot password
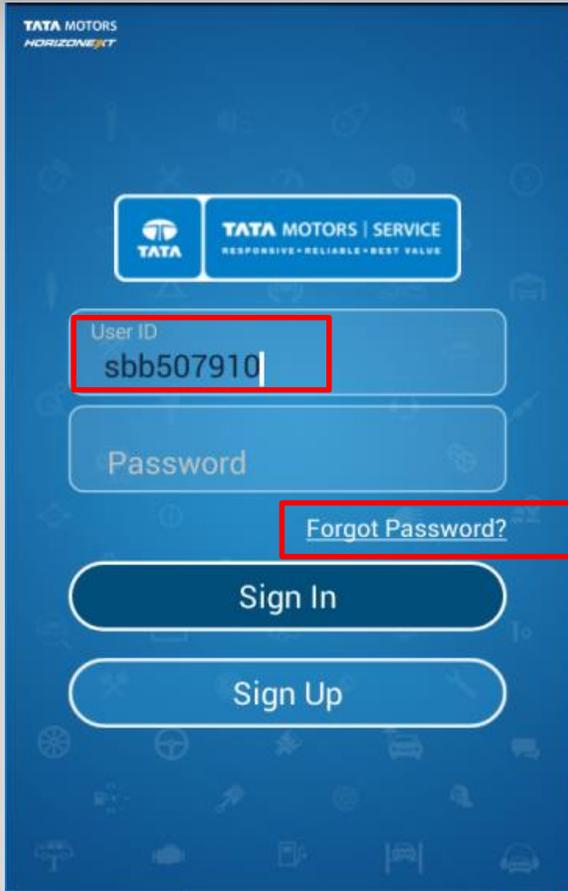
Incase customer has forgotten his password, he has to type in his user ID & click on the "Forgot Password" link
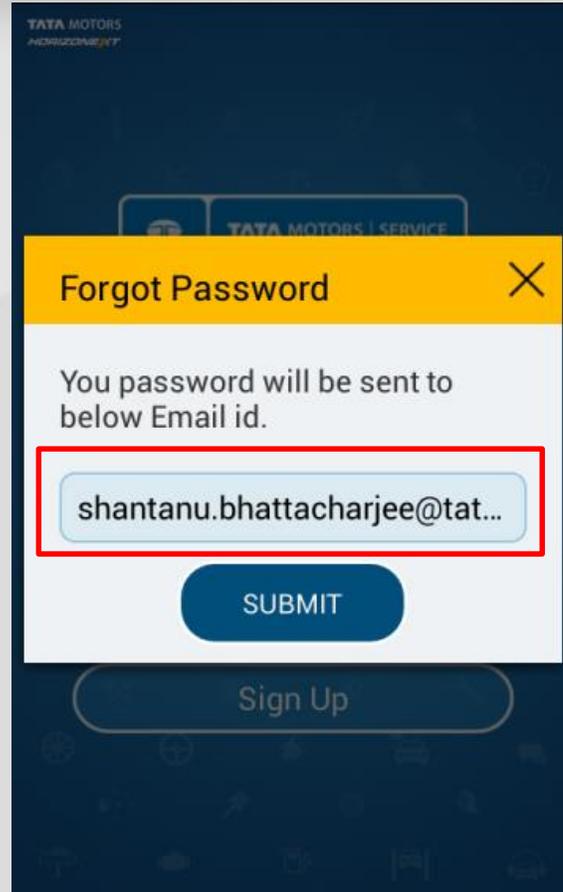
The email ID registered with the user ID will be displayed. On clicking of submit button, email will be sent to the customer email ID with his password
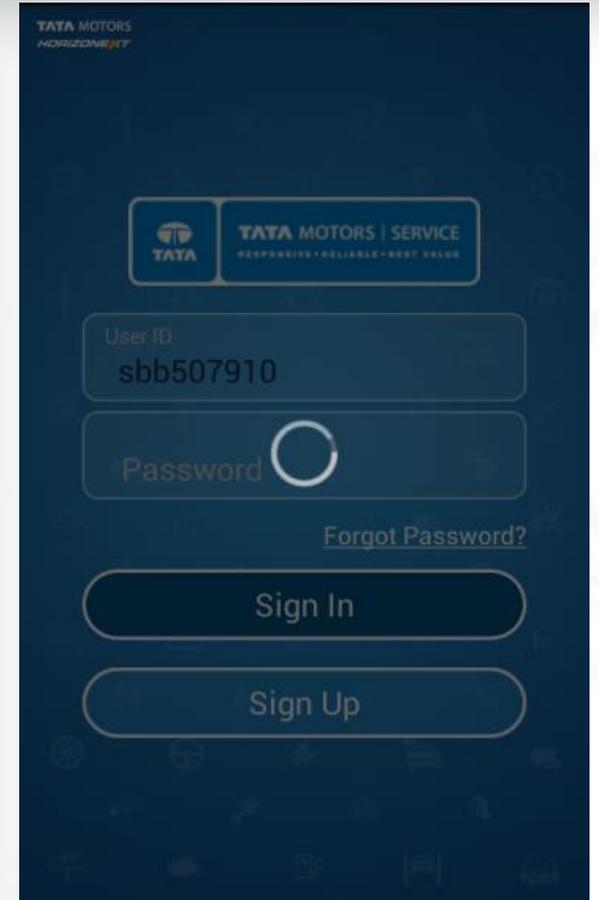
An email will be sent to the mentioned mail ID. The process can take from 1 min to 15 mins depending on network speed, email validation & firewall settings of individual email IDs

Additional feature-Forgot password

Sat 2/20/2016 1:34 PM

customerelations@tatatomors.com

CUSTOMER APPS TEST MAIL

To ■ SHANTANU BHATTACHARJEE [Mumbai , Mumbai PVBU]

🛈 We removed extra line breaks from this message.

Dear Customer,
We recieved a request for sending you the password for your Tata Motors Service Mobile App. Your password is ~~██████~~ Please do not reply this mail.
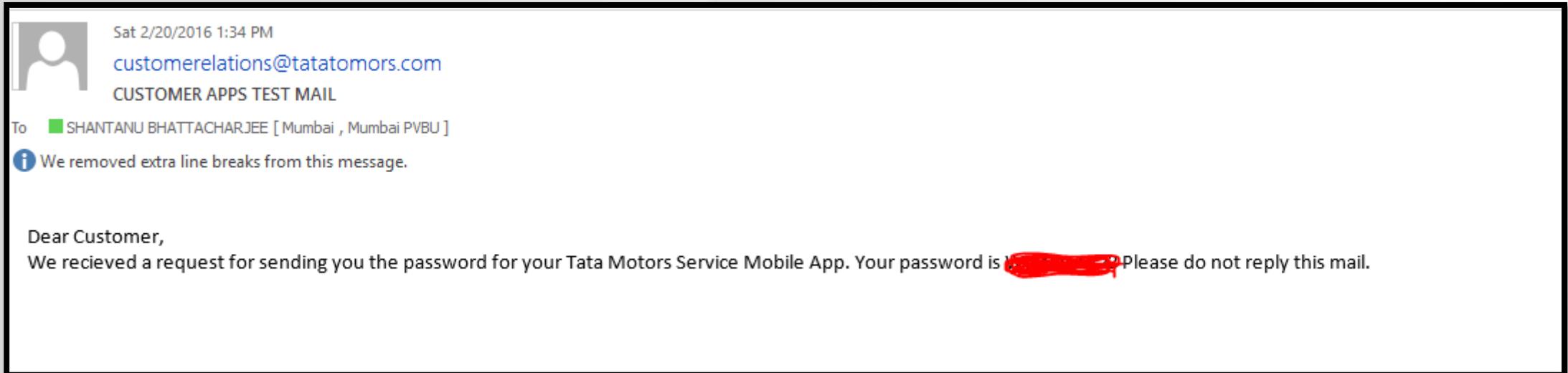
The mail will be received from
customerrelations@tatamotors.com
with the password

TATA MOTORS

Thank you. For any feedback or query, please contact our customer care team at 1800 209 7979