PROJECT DOCUMENTATION

Auto Pro Service

How a car service centre moved bookings and follow-up from phone calls and notes to a customer app and a management dashboard.

DURATION	PLATFORM	LANGUAGES	STATUS
3 months	iPhone	EN and AR	Live
Discovery to the store	Plus a dashboard	In the app	App Store, 13 releases

CLIENT A car service centre	REFERENCE PD-Ektra_0007	DURATION 3 months
CATEGORY Mobile Apps	VERSION 1.0	PREPARED BY Ektra Tech

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01 OVERVIEW

The project at a glance

Auto Pro Service is a mobile app and an admin dashboard for a car service centre. Customers request and follow their car services from the phone; the centre manages bookings and jobs from the dashboard.

CLIENT	KIND OF PROJECT	PLATFORM	DURATION
A car service centre	Mobile app and dashboard	iPhone, web dashboard	3 months
DELIVERED BY	**STATUS**	**LANGUAGES**	**LIVE LINK**
Ektra Tech	Live, release 13	English and Arabic	App Store: AutoPro Service

BOOKING
A few taps
Vehicle, services, time, centre

GARAGE
Many cars
One dashboard per customer

REMINDERS
Mileage, dates
Oil life on the home card

02 THE CONSTRAINT

What held the client back

Bookings and service follow-up were handled by phone calls and notes, so customers had no visibility and the team lost time chasing updates.

- **Booking by phone:** a customer called, the centre wrote the slot down, and both hoped the note survived the day.
- **No status:** is the car ready, what was done, what did it cost: every answer needed another call.
- **No memory:** the service history of a car lived in paper job cards; the next service date was in nobody's calendar.
- **Time lost:** the team spent its day answering the same questions instead of working on cars.

03 HOW WE FOUND IT

Discovery

We followed a car through the centre, from the call that booked it to the day it was collected.

01 **Watched the desk.** How a booking was taken, what was asked (car, plate, mileage, the services wanted) and where it was written.

02 **Followed the job.** From arrival to the bay, the work done, the parts used, the collection; and every call in between.

03 **Listed what a customer wants to know.** When is my slot, is the car ready, what was done, when is the next service due.

04 **Agreed the two sides.** A customer app for the requests and the history; a dashboard for the centre to run the bookings and the jobs.

04 THE SOLUTION

What Ektra built

A customer app and a management dashboard that put requests, job status and customer history in one place.

- Book service in seconds: choose the vehicle, pick the services, select a date and a time slot, choose the service centre, confirm.
- The garage: every vehicle with its make, model, year, plate, colour and mileage; switch between cars from one dashboard.
- Never miss maintenance: mileage and service dates tracked, the oil life on the home card, reminders when the next service is due.
- Complete service history: every booking and service recorded, what was done, when and where, per vehicle.
- Stay in the loop: notifications for upcoming appointments, booking updates and service reminders.
- The centre's dashboard: bookings received, jobs scheduled, status updated, history kept; in English and Arabic like the app.

One record per car: the booking, the job, the parts and the next due date all hang off the vehicle, so the customer and the centre read the same history.

The stack

APP **Native iPhone app**	DASHBOARD **Web, for the centre**	LANGUAGES **English and Arabic**
ACCOUNT **Secure sign-in**	NOTIFICATIONS **Push, in the app**	DISTRIBUTION **App Store, free**

05 MODULES AND FEATURES

What the system holds

The customer app, then the centre's dashboard.

MODULE	WHAT IT DOES	STATUS
A1 Home	Greeting, the upcoming service, the selected vehicle with its mileage and oil life, quick actions	Live
A2 Vehicles	The garage: add a vehicle, make, model, year, plate, colour, mileage; switch between cars	Live
A3 Book	Services, date and time slot, service centre, confirmation	Live
A4 History	Every booking and service per vehicle: what, when, where	Live
A5 Profile	Account settings, notifications, language, help and FAQ, privacy	Live
D1 Dashboard: bookings	Requests received, slots, confirmation	Live
D2 Dashboard: jobs	Jobs scheduled, status updates, done	Live
D3 Dashboard: customers	Customers, their vehicles and their history	Live

Features worth a line

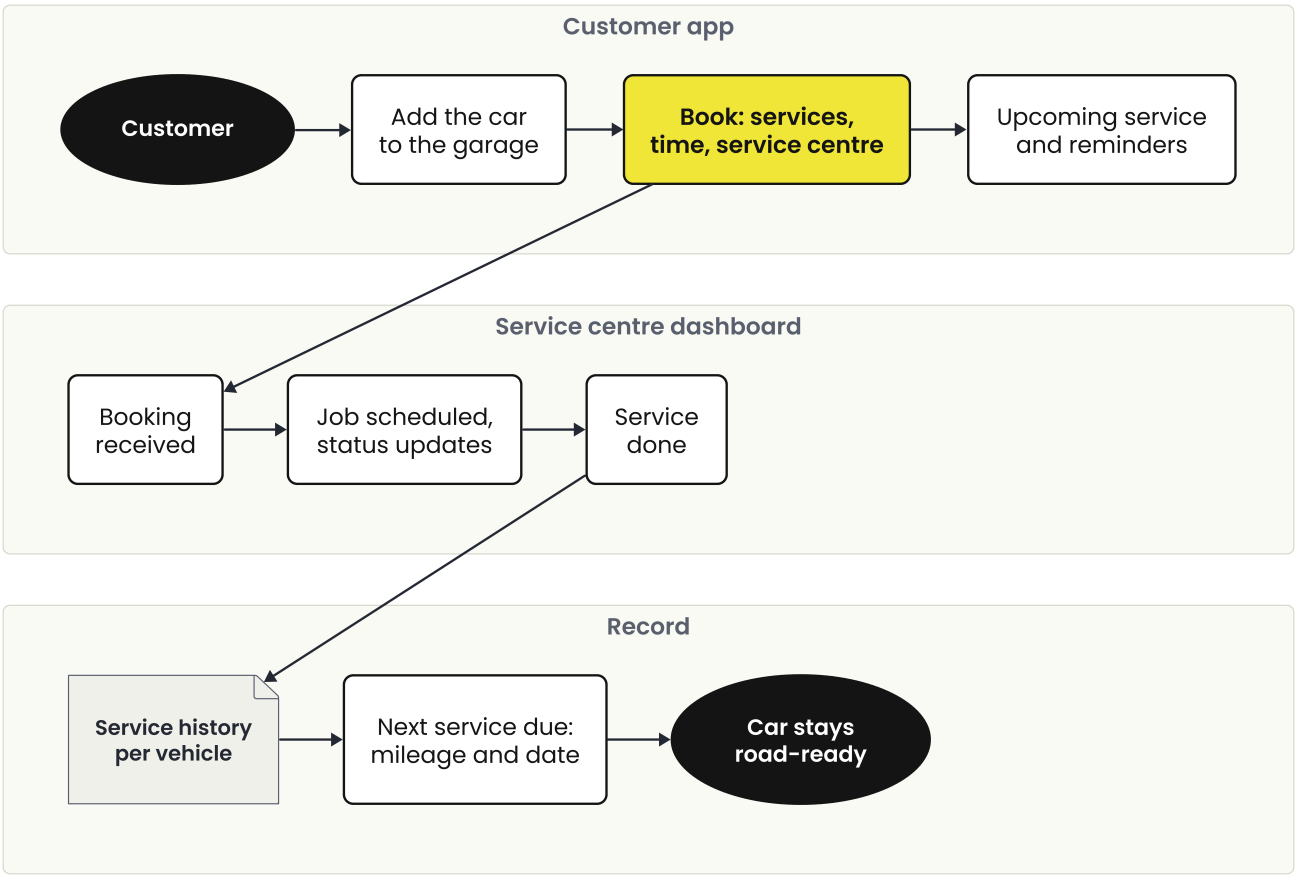
- Oil life edited from the home card
- Service reminders by mileage and date
- English and Arabic in the app
- Several vehicles, one dashboard
- Full history for maintenance records and resale
- Push notifications for every update

06 HOW IT WORKS

The flow, start to end

A booking made on the phone appears on the centre's dashboard; every status change comes back to the phone.

FROM A BOOKING TO A CAR THAT STAYS ROAD-READY



01 **Add the car.** The customer adds the vehicle to the garage once: make, model, year, plate, mileage.

02 **Book.** Pick the services, a date and a slot, the centre; confirm in a few taps.

03 **Run the job.** The centre sees the booking, schedules the job and updates its status; the customer is notified.

04 **Record.** The service lands in the vehicle's history; the next due date and mileage set the reminder.

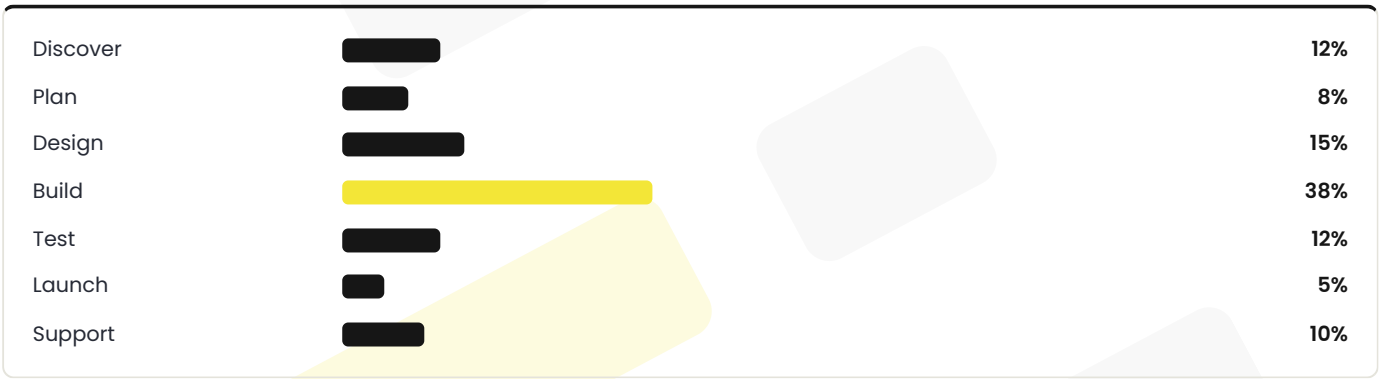
07 PROJECT STEPS

3 months, seven phases

Every Ektra project runs the same seven phases; here is what each one did for Auto Pro Service and the share of the 3 months it took.

PHASE	WHAT WAS DONE	SHARE	TIME
01 Discover	Followed a car through the centre Listed what customers ask and when	12%	2 weeks
02 Plan	App screens and dashboard modules Booking slots, statuses, reminders	8%	1 week
03 Design	A clean, modern app in English and Arabic The dashboard the centre works from	15%	2 weeks
04 Build	The iPhone app: garage, booking, history, reminders The dashboard: bookings, jobs, customers	38%	5 weeks
05 Test	Bookings and updates between the phone and the dashboard Reminders by mileage and date	12%	1 week
06 Launch	App Store listing and review The centre on the dashboard	5%	1 week
07 Support	Thirteen releases on the store Oil life on the home card and other refinements	10%	1 week

Share of the duration

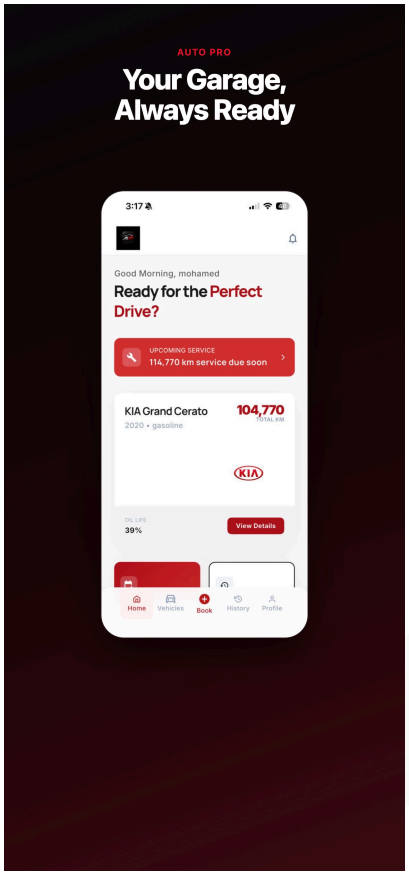


08 SCREENS

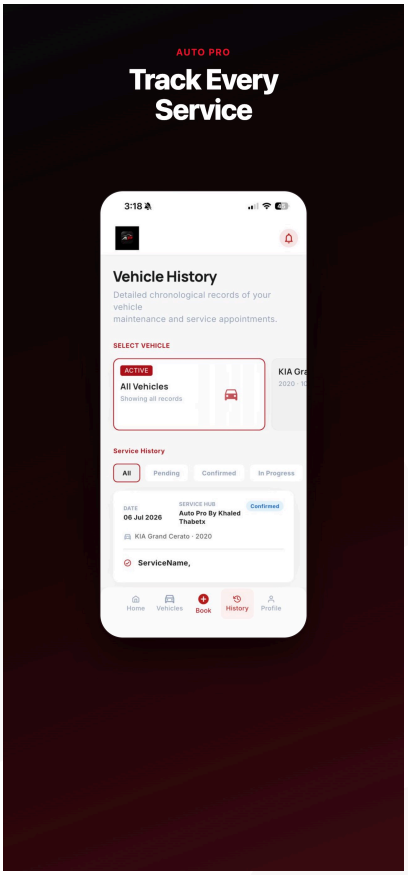
Real screens

The app as published on the App Store.

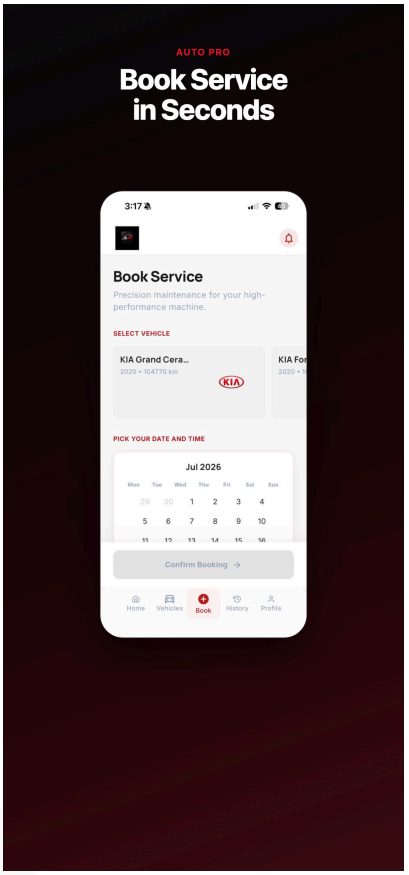
AUTOPRO SERVICE ON THE APP STORE



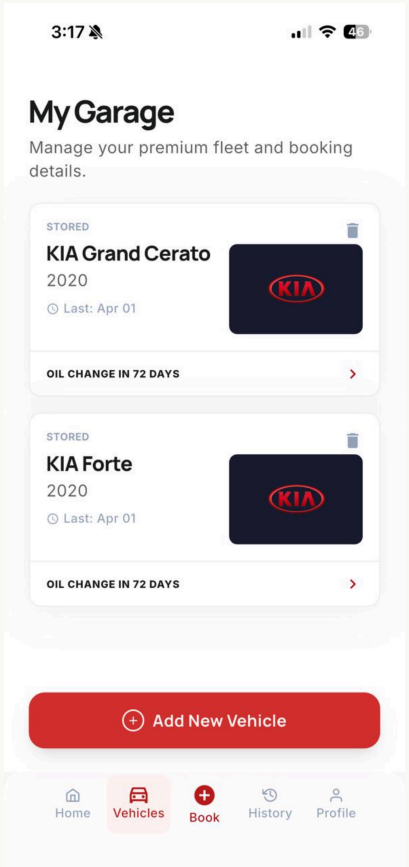
Your garage, always ready



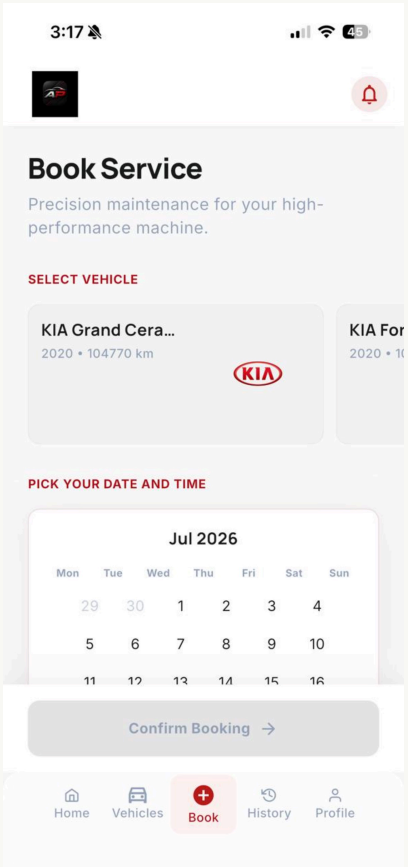
Track every service



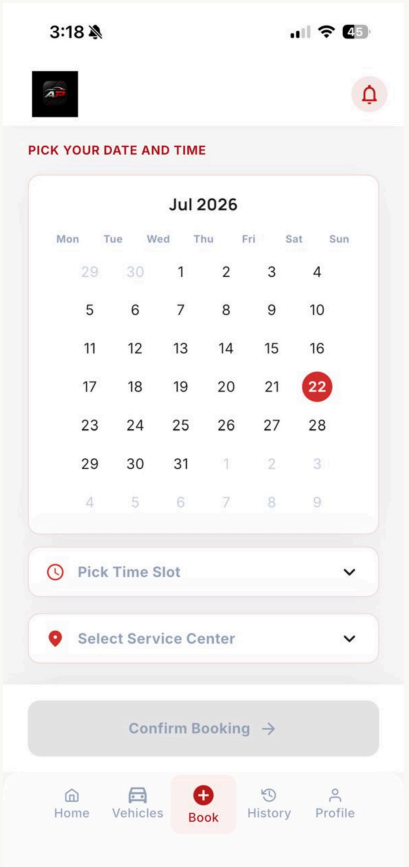
Book service in seconds



My garage: the vehicles and their oil change due



Book service: vehicle, date and time



Pick the time slot and the service centre

09 DELIVERY TIMELINE

13 weeks end to end

The 3 months, phase by phase, from the first conversation to the first weeks in use.

WEEKS 1 TO 2 **Discover**
The two sides and the vehicle record.

WEEK 3 **Plan**
Scope and release plan.

WEEKS 4 TO 5 **Design**
Screens approved by the centre.

WEEKS 6 TO 10 **Build**
App and dashboard, build by build.

WEEK 11 **Test**
Ready for the store review.

WEEK 12 **Launch: on the App Store**
Customers booking from the phone.

WEEK 13 **Support**
An app refined from use.

10 RESULTS

What changed

Requests, job status and history are in one place for the customer and the centre.

- A customer books in a few taps and sees the status without a call.
- The centre runs bookings and jobs from one dashboard, with the history behind every car.
- Reminders by mileage and date bring the car back before something fails.
- Live on the App Store, refined through thirteen releases.

> Call volumes before and after were not measured and are not claimed.

11 SUPPORT AND NEXT STEPS

After launch

The app has been refined release by release from the centre's use.

- **Releases:** through the App Store, with the review each one needs; the thirteenth added the oil life edit on the home card.
- **Dashboard:** the centre's side updated with the app.
- **Feedback:** customer and centre feedback turned into releases.

Next steps

- Online payment for a service when the centre asks
- An Android release for the rest of the customers

End of document
Version 1.0. An app and a dashboard for your service business: info@ektra-eg.com.

REFERENCE
PD-EKTRA_0007