# Guidanz® Job Aid

Guidanz Training Team

What is Guidanz?

- A Cummins software product of evolving, genuine service features and capabilities
  - A common interface to multiple service systems
- Quicker, more accurate service for greater customer satisfaction
  - Maximizes service provider efficiency by eliminating non value-add steps
- Products include Guidanz Web and Guidanz mobile app
  - *(Immediate Assessment feature)*
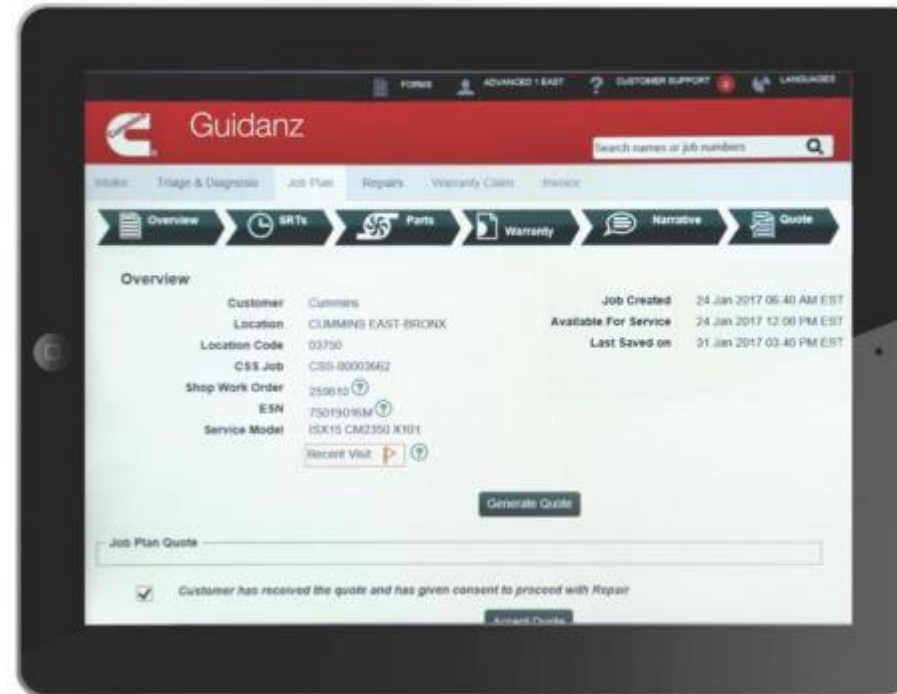
Key Benefits Available Now

Enable an integrated and efficient service experience for Cummins repairs

Using Guidanz will ultimately save time for both Technicians and Admins by leveraging efficiencies such as single sign-on, and providing reductions in data entry by eliminating the need to key in the same information multiple times "**key once; use many!"**

Current capabilities:

- Immediate display of Campaign, ATC, TRP, and TSB's on intake
- Single Sign-On capability
- Real-time diagnostic information with interactive guided troubleshooting
- Integration with INSITE (ability to view prioritized Fault Codes in Guidanz)
- More efficient Cummins Care escalation

- Data Exchange with Express WriteUp*
- Integrated lookup of available Coverages
- Auto-populate applicable SRTs captured during the service event
- Recommended labor hours (SRT's) and part numbers for failed component
- Improved Customer Communication

Increased efficiencies up to 30 minutes for Techs

Increased efficiencies up to 15 minutes for Admins

Upcoming capabilities:

- **Claims Submission***
  - Real-time claim validations ahead of submission
  - One consolidated Guidanz claim for Multi-Coverage service event
- Mandatory Accessibility Checklist
- Diagnostic target time
- Improved SRT filtering

*Applicable to DTNA locations only

Improvement in ability to claim labor time

Guidanz Mobile App – How it works?

INLINE™ mini
(Bluetooth Only)

OR

INLINE 7
(Bluetooth mode)

*Requires WiFi or cellular data connection

Communication via Bluetooth

Guidanz Mobile App
(Android or Apple device)

Immediate Assessment Information

Guidanz

Immediate Assessment provides you with valuable information like repair time estimates and most likely repair parts. This allows for scheduling of service events and allows a work order to be started before the vehicle enters the service bay. Immediate Assessment integrates directly with Guidanz Web allowing a more streamlined service event.
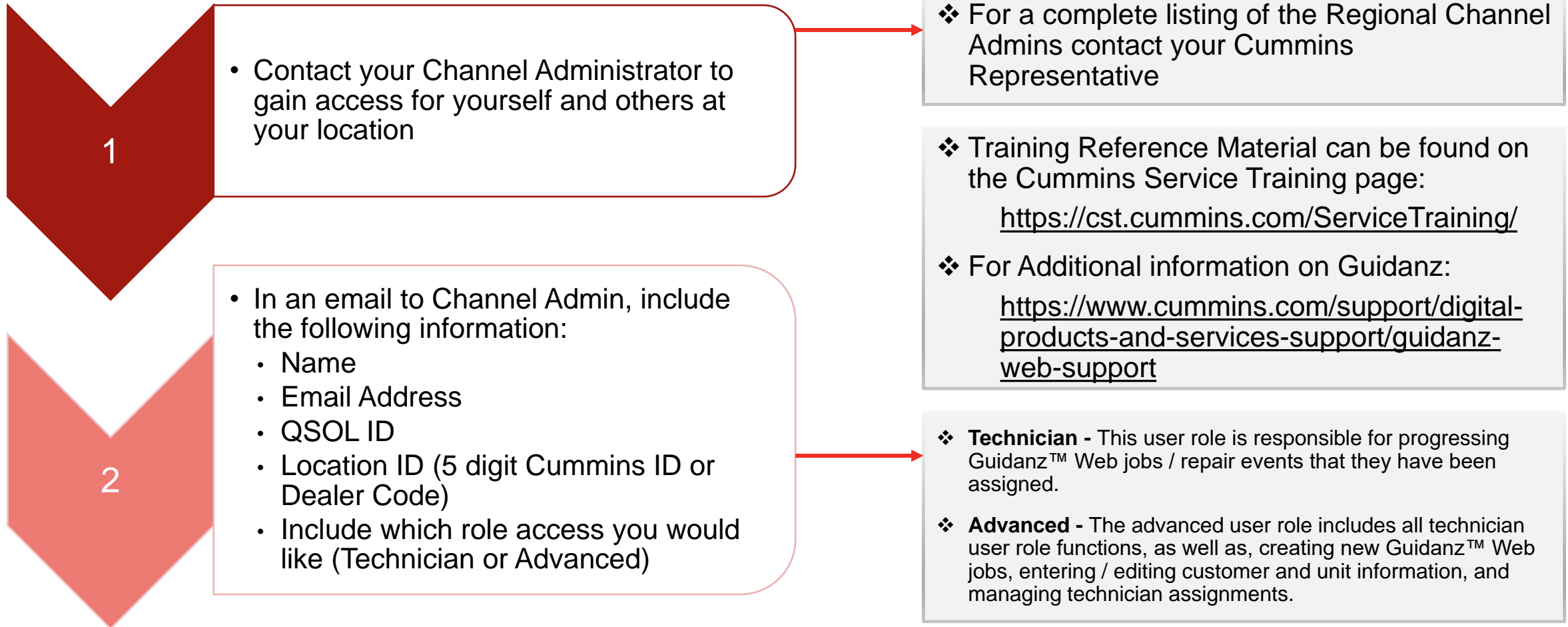
Guidanz Service Experience

Intake → Diagnostics → Job Plan/Quote → Repair → Invoice/Warranty

Guidanz

OR
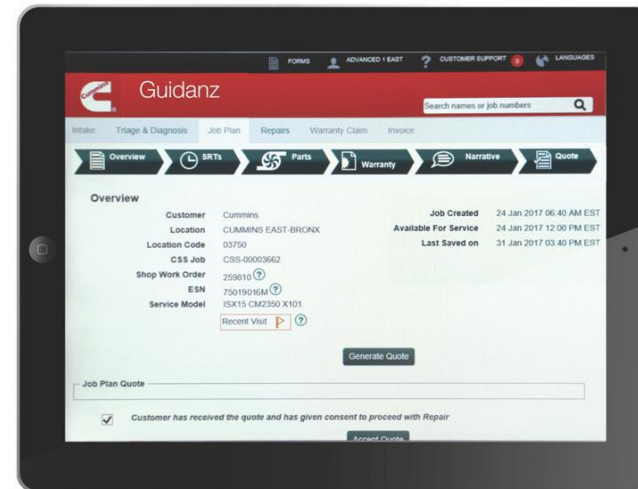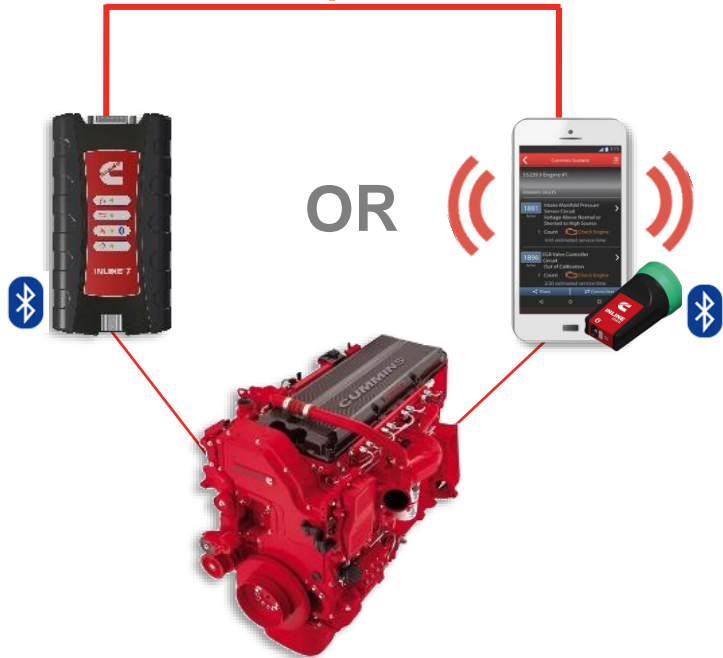
Enables an integrated and efficient service experience for Cummins repairs

Onboarding to Guidanz for Dealers

1
- Contact your Channel Administrator to gain access for yourself and others at your location

2
- In an email to Channel Admin, include the following information:
  - Name
  - Email Address
  - QSOL ID
  - Location ID (5 digit Cummins ID or Dealer Code)
  - Include which role access you would like (Technician or Advanced)

❖ For a complete listing of the Regional Channel Admins contact your Cummins Representative

❖ Training Reference Material can be found on the Cummins Service Training page:

https://cst.cummins.com/ServiceTraining/

❖ For Additional information on Guidanz:

https://www.cummins.com/support/digital-products-and-services-support/guidanz-web-support

❖ **Technician -** This user role is responsible for progressing Guidanz™ Web jobs / repair events that they have been assigned.

❖ **Advanced -** The advanced user role includes all technician user role functions, as well as, creating new Guidanz™ Web jobs, entering / editing customer and unit information, and managing technician assignments.

* Users will be registered as either Advanced or Technician at the discretion of service location

Guidanz Roles

Advanced and Technician

▪ There are two roles within the Guidanz application a user can be assigned, Technician or Advanced

▪ The Technician role will have visibility to the Troubleshooting and Repair areas of Guidanz, and only have visibility to Guidanz Jobs they have been assigned

▪ The Advanced role has all the functionality the Technician role has plus some additional features

   • They are able to create and close Guidanz Jobs, as well as assigning additional people to the job

   • They have visibility to all Guidanz Jobs created at their location

   • They are able to start a warranty claim directly from the Guidanz Job if needed

▪ The easiest way to tell if a user has Advanced or Technician access is by looking at the Home page. If the "Create a New Job" button is visible, the user has Advanced access, if there is no button, the user has Technician access

Guidanz Help

1-800-CUMMINS™

Service providers with a dealer or branch

Press 1 for technical support

Press 3 for Electronic Service Tools and Licensing

All other callers

Press 2 for Software licensing or Press 3 for Registration support

Hours of Operation

24 / 7 / 365