

INTERACTIVE PROTOTYPE

CAR TECHNICAL SUPPORT WEB APPLICATION

1. Prototype Overview

Platform: WordPress

Users: Client, Technician, Admin

Primary Goal: Emergency support request in under 60 seconds

2. Client Emergency Flow

Home → Login/Register → Dashboard → Request Support →
Capture GPS → Submit Ticket → Confirmation

3. Home Screen

Buttons:

- Request Support
- Apply as Client
- Emergency Banner

4. Client Dashboard

Summary Cards:

Open | In Progress | Closed

Actions:

Request Support

View Tickets

Share GPS

5. Request Support Screen

Issue Category

Priority Level

Description

Upload Images

Capture GPS Location

6. GPS Location Screen

Auto GPS Capture

Interactive Map

Manual Pin Drop

Confirm Location

7. Ticket Confirmation

Ticket Number Generated

Technician Assigned

Status Tracking Enabled

8. Technician Flow

Login → Dashboard → Assigned Calls →

Open Map → Update Status → Close Ticket

9. Admin Flow

Login → Dashboard → Manage Tickets →
Assign Technicians → Reports

10. Mobile Emergency Prototype

Emergency Button
Auto GPS Capture
Issue Selection
Submit

Status: Ready for Development