OneDealer Events

Presenter

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OneDealer Events

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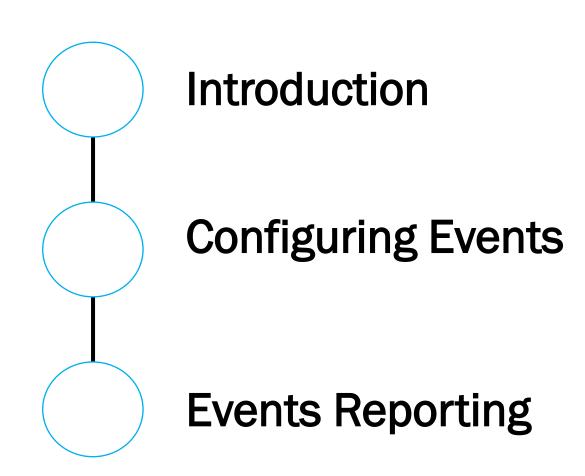
OneDealer Events - Introduction

There is a need to count events generated by workflow actions. The Countable Events Mechanism is designed to cover this need and may be extended in order to cover future configurable reporting needs.

The mechanism is supported by five configuration tables, two results tables and three generic stored procedures that generate the results based on configuration data.

Sample Event Types:
- Visit (Shown up by email, Shown up by phone, From Service, Spontaneous customer)
- Test Drive
- Follow Up
- Offer
- Offer Follow Up
- Order
- Delivery

OneDealer Analytics – Configuring Events

The data in the configuration tables are created based on analysis. This analysis must show how each OneDealer customer wants to define these events.
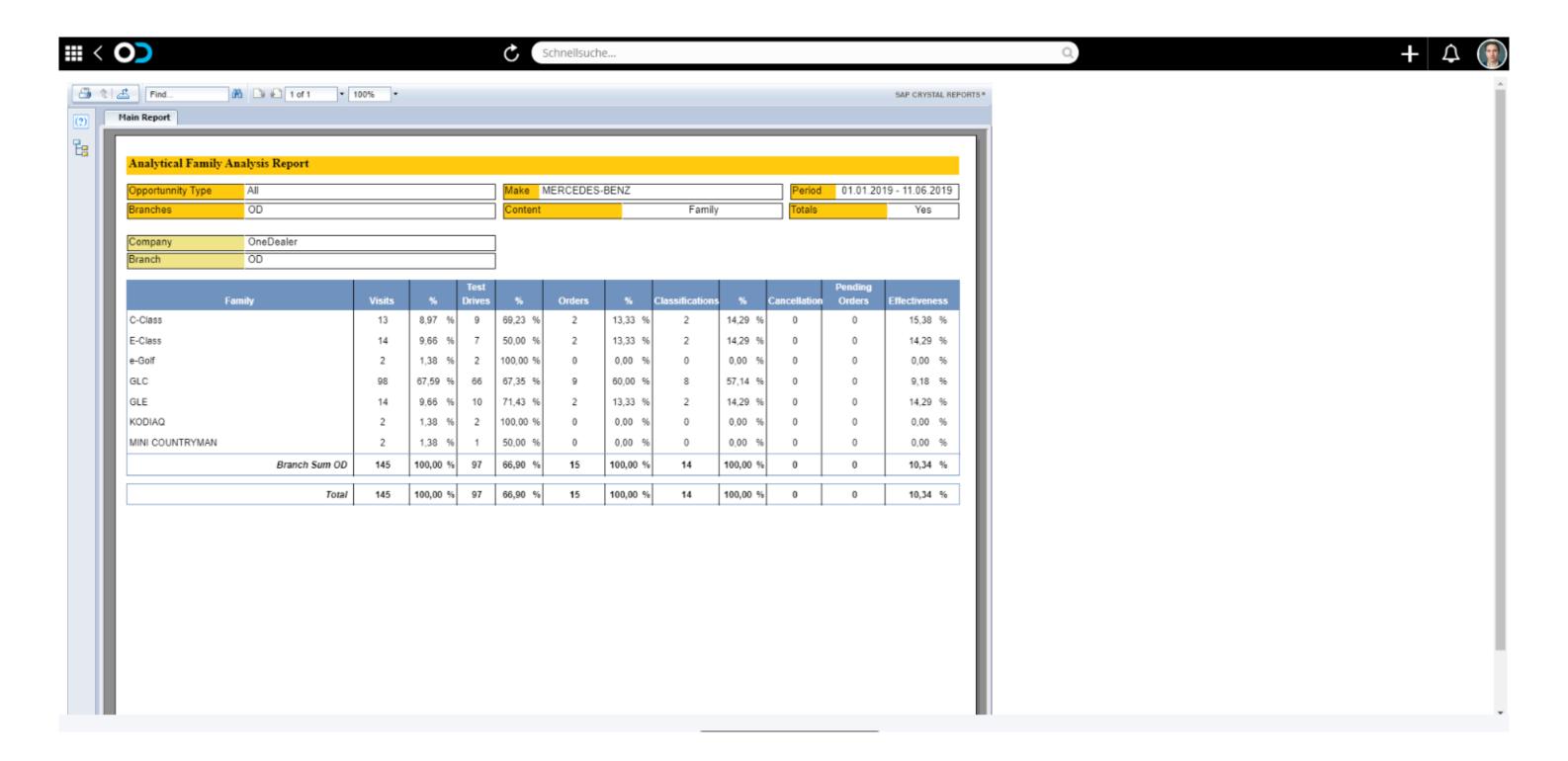
Example . An event that can be counted is the 'Number of Test Drives'. This will be counted from the workflow results (States and Transitions) and will be named 'Test Drive' event.

Sample Analysis for the 'Test Drive' event:
- Workflow States to include
  - Test Drive Execution
- Workflow States to exclude
  - None
- Workflow Transitions to include
  - None
- Workflow Transitions to exclude
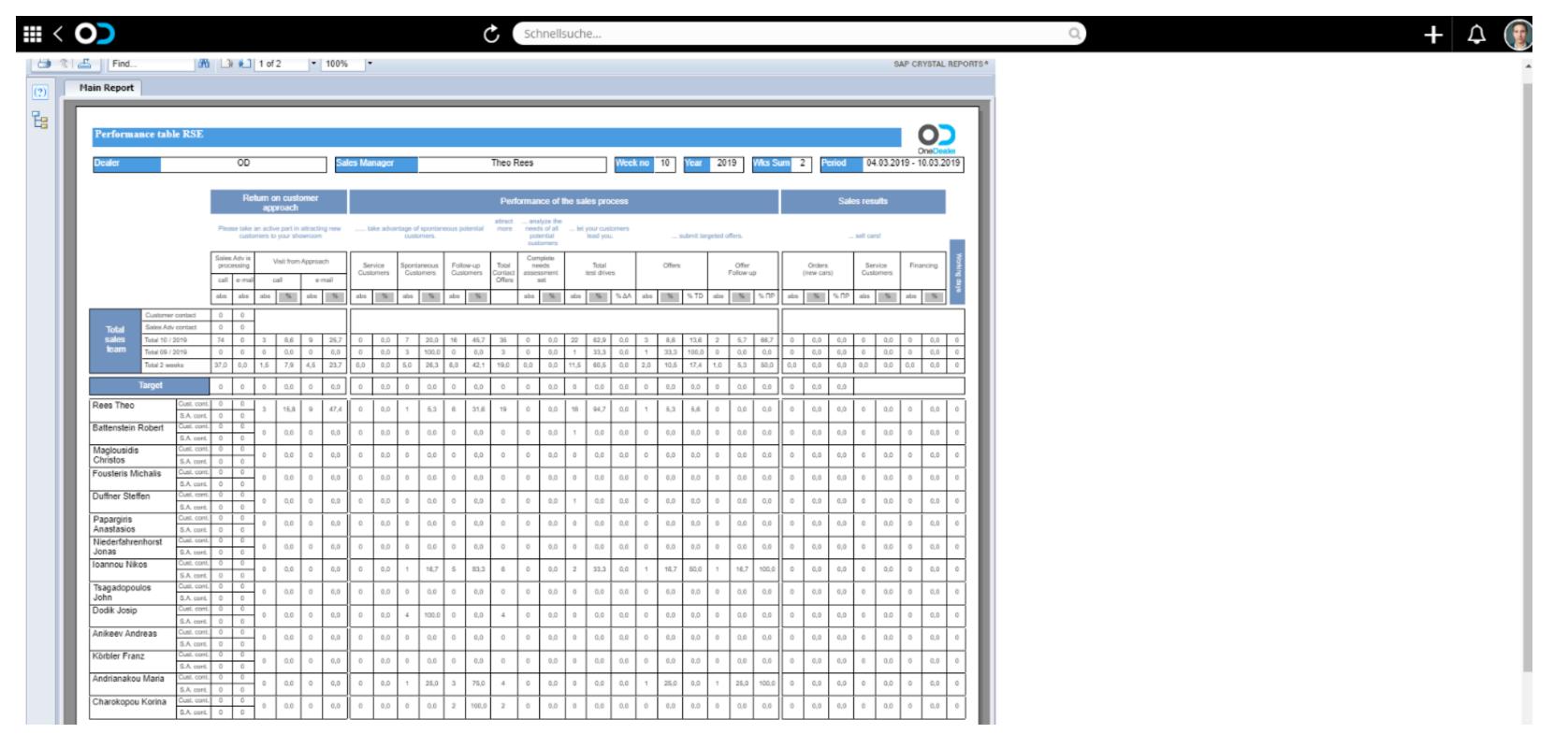 - Not Shown
  - Test Drive Cancelled
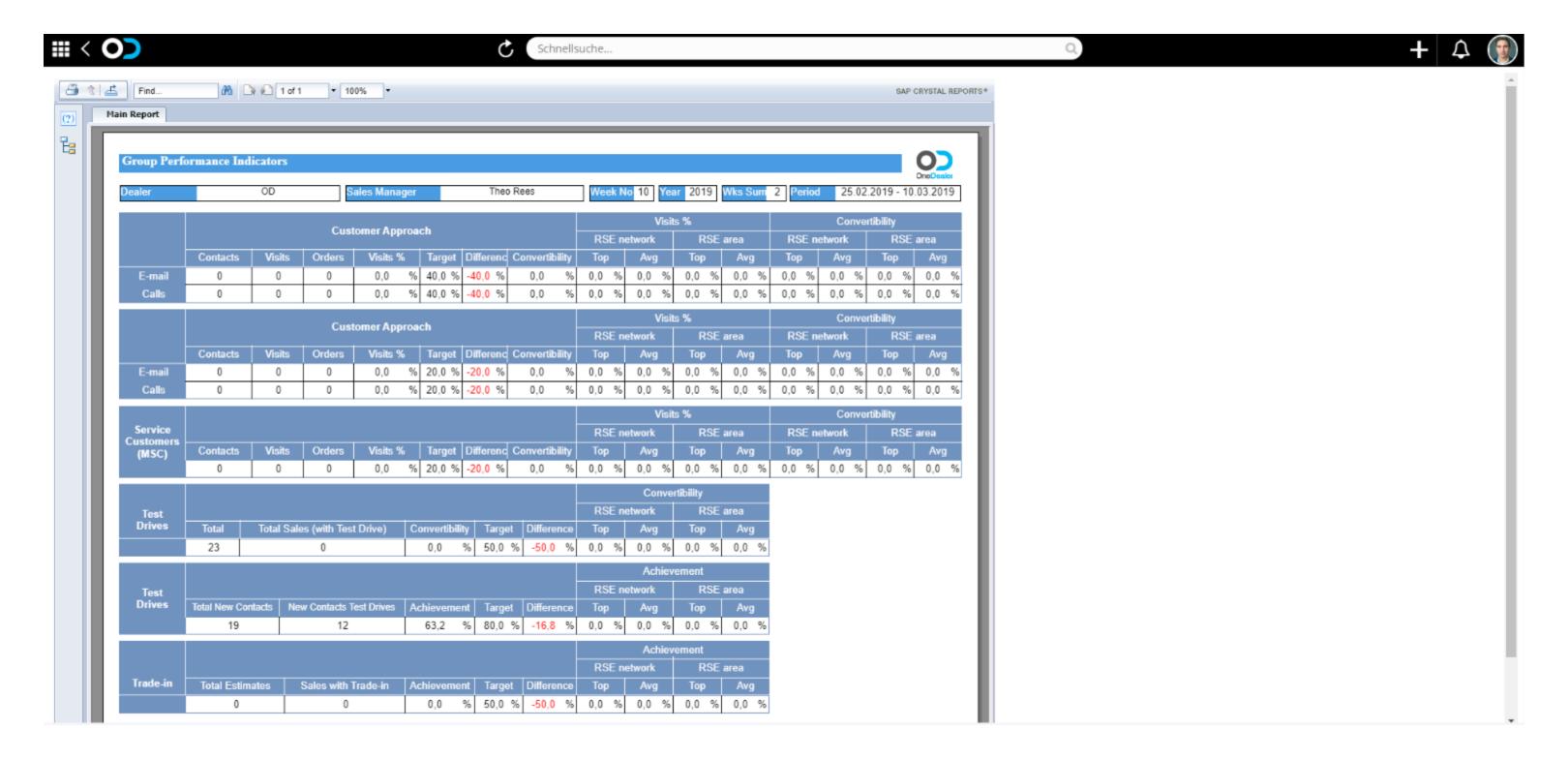
OneDealer Events – Events Reporting

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OneDealer Events – Sample Dashboard