



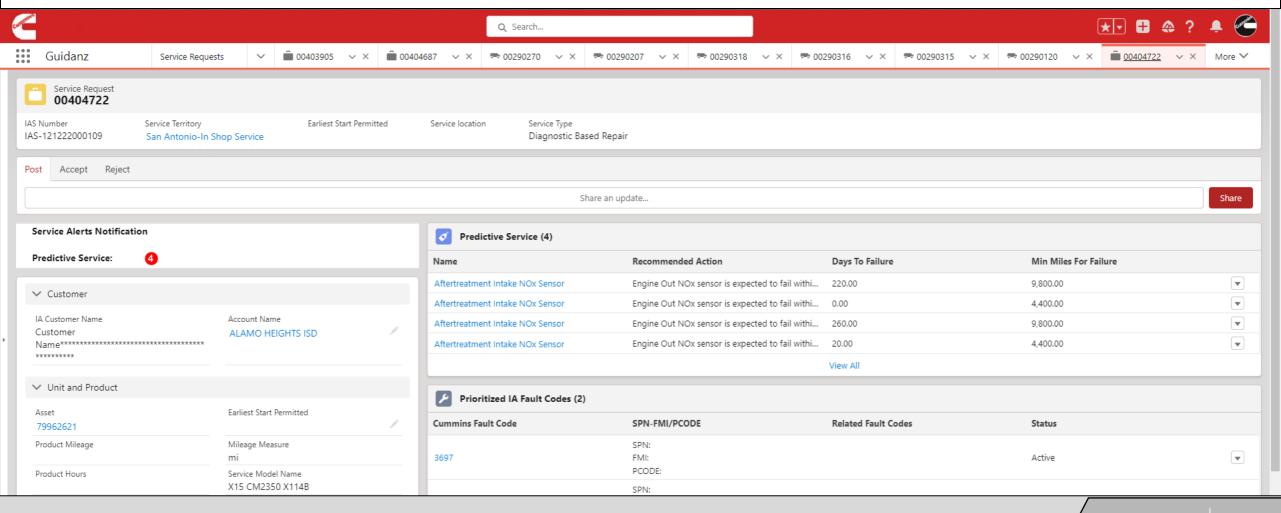
## Predictive Service: How to service using Guidanz

Version 1



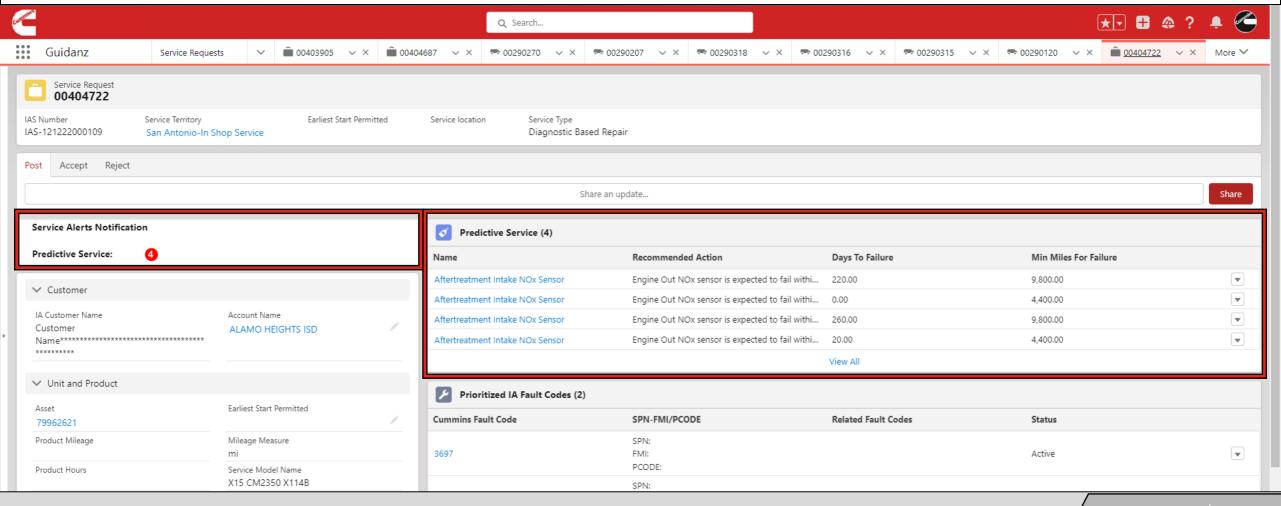
## **Predictive Service**

Starting Jan 2023, Cummins will provide Predictive Service insights to alert customers of components that are likely to fail in the next 90-120 days. This allows customers to plan replacement of those components during scheduled maintenance, preventing unplanned downtime. A service alert notification for Predictive Service can be found in Guidanz.



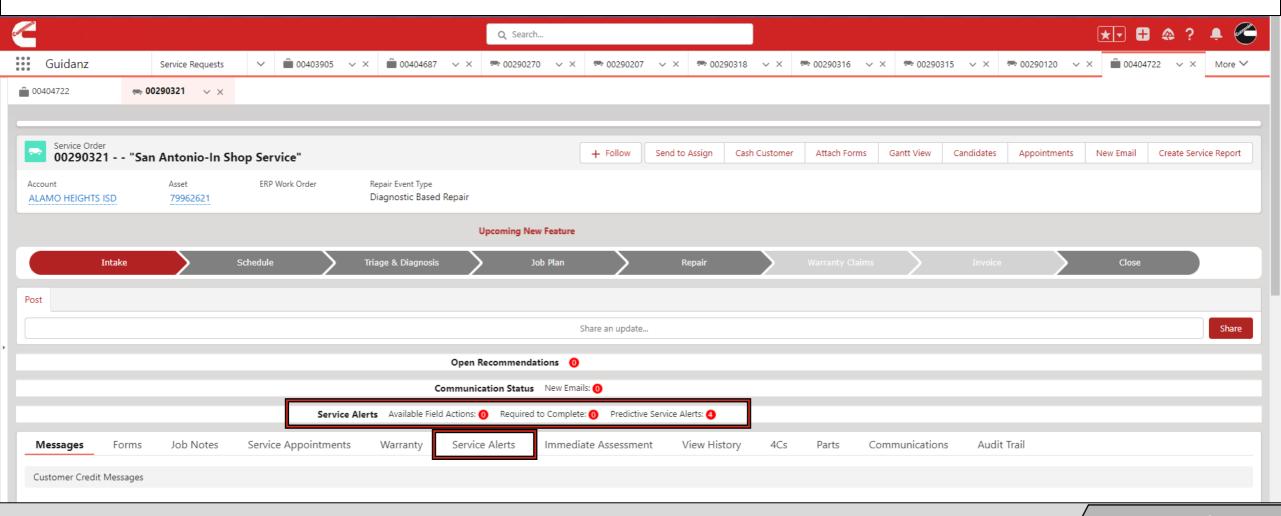


On a Service Request that is sent from Guidanz Mobile to Guidanz, if there are Predictive Service Alerts for the Asset (PSN) a notification will appear above the customer information. A table listing the Predictive Services that can be performed will be available above the Fault Code Information.



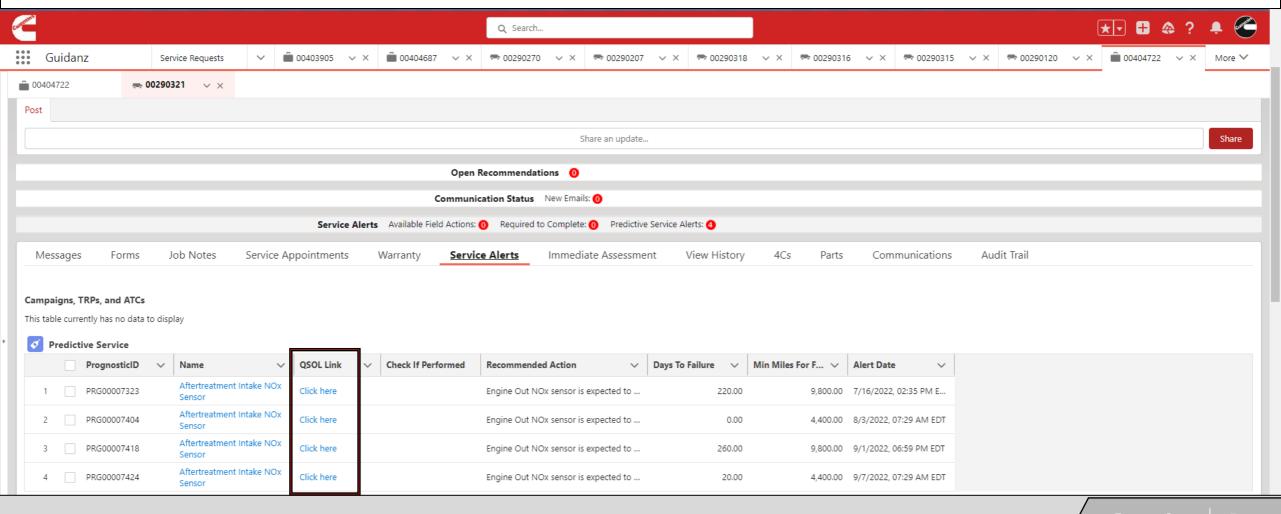


There have been changes to the Guidanz Service Order due to the Predictive Service information. The Notification bar for Field Action Notification Bar is now Service Alerts and has a Predictive Service Alerts Section. The Field Action Tab has been renamed as Service Alerts.





The Field Actions tab has been renamed to Service Alerts. A table that shows the available Predictive Services will show below any listed Field Actions. The only way to see Predictive Services in Guidanz is on Service Orders that were either started with Mobile or after an INSITE connection. Clicking the QSOL link will open QuickServe where more information can be found for the Predictive Service.





Clicking the Predicative Service title will take you to a sub-tab that has some information about the Predictive Service.

