

VOLVO TRUCKS

DEALER BULLETIN



To: General Managers, Service Managers, Service Technicians, Warranty Managers

From: Volvo Trucks – Service

Date: April 29, 2021

Subject: Case Based Reasoning Application Improvements

Bulletin: SNV21-004

This newsletter is to notify you of coming modifications to the Case Based Reasoning (CBR) application. Based off feedback we have received from the dealer network, we are making improvements to this application. These improvements are designed to better support the technician and to optimize the application's performance. The changes that are noticeable to the end user will begin May 1st and the weeks following. You will notice the improvements focused around three main areas of the application; search function, site navigation, and solution content enhancements.

Search Function

Searched terms in the CBR application up to this point have been cumulative, meaning if one search is made followed by a second, the application would search for solutions with both the first and second terms entered. For user ease, the search function will reset after each term is entered (much like search engines used on most other applications). For more information on how to optimize search result see the "search tips" section in the application.

Site Navigation

Various upgrades will be made to improve the user experience while navigating within the application. From enhanced navigational buttons to clarity in navigational terms used. There will be several instrumental changes that will aid the user in navigating the site efficiently.

Solution Improvements

Continual work is being done to advance the solutions' content. From cleaning up formatting and structure of the solution to providing clear concise content in an informative manner. Solution ranking is also being addressed as continual improvements are made by the use of enhanced solution tagging.

These improvements to the CBR application are aimed at increasing customer uptime by addressing pain points identified by the users of the application. In addition to upgrading the application the training material will also be updated and released in the near future. In the meantime if you have any questions or concerns please email us at Apps.cbr.support@volvo.com We value your feedback!