

TI_2213: Conversion of service parts catalogue applications – TechAssistant App new functions



TechAssistant App



20/05/2022

Subject

The service parts catalogue applications will be converted on 31/05/2022. The number of applications will be reduced from 3 to 2, the content will be expanded and the service parts for the CPC will be included in the "Offline service parts catalogue" again.

In short, we are making more from less.

On 31/05/2022, the TechAssistant App will also be updated in the AppStore and the Google Playstore.

With the update, the TechAssistant App will be given the following new features:

- Combined scan function for service parts catalogue and options management
- Unit search without serial number
- Unit information as PDF
- Order function
- Improved look

Providers may experience delays of up to one day during the update.

You will find detailed information on the individual points in the following text.

Conversion of service parts catalogue applications

The service part search will be converted on 31/05/2022. In future, users will find all service part information for the RATIONAL cooking systems iCombi, iVario and SelfCookingCenter and VarioCookingCenter from year of manufacture 09/2011 to the present day in the portal (online browser application). The process for users is the same as before. The user logs into the RATIONAL portal and then goes to Service > Service Parts > Online catalogue ...

On the first use, the user must log in to the TechAssistant App with the user data for the portal.

Login screen for TechAssistant App.



Enter the user data from the portal here.



For the cooking systems from 1999 to 09/2011, the user can download the software for the "offline service parts catalogue" in the portal under the following path:

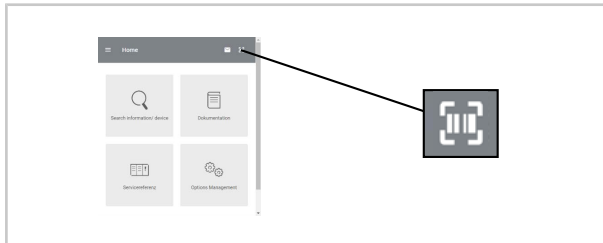
Service > Service parts > Offline service parts catalogue

This software must be installed once in order to be able to access the service part information for RATIONAL cooking systems from 1999 to 09/2011. The previous regular updates no longer apply.

TechAssistant App new functions

Scan function for service parts catalogue and options management combined

With the scan function in the TechAssistant App, the user can now scan a serial number code or an options management code. The scan result automatically takes the user to the desired function – service parts catalogue or options management.



Unit search without serial number

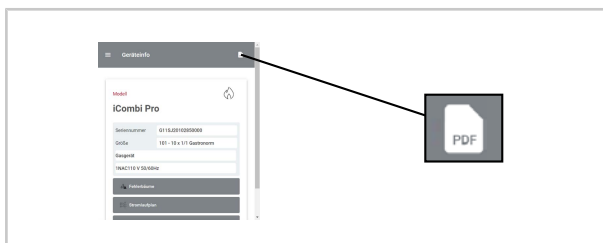
In cases where there is no access to the serial number, a search without a unit number is now available for the iCombi, SelfCookingCenter, iVario and VarioCookingCenter unit lines.



Another potential use case could be that the unit is so “new” that the unit data is not yet available in the service parts catalogue. The user is intuitively guided to the appropriate unit according to the information entered. If the user has not defined a time period, the unit shown is the most recent unit. The serial number-specific search is preferable, of course, as this is the only way to guarantee that all unit-specific service parts are displayed correctly.

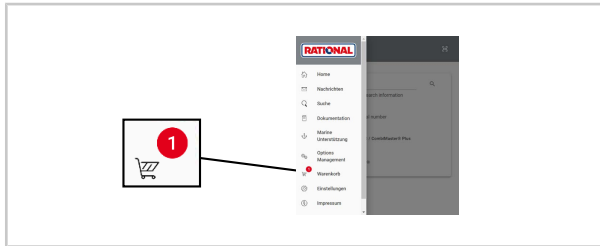
Unit information as PDF

Once the user has defined a unit via a serial number or the unit search without a serial number, they will be taken to the overview and the available information on this unit. On this overview page, a PDF can be downloaded from the PDF icon at the top right. The PDF contains all service parts and exploded view drawings for the selected unit.



Order function

Users will now see a shopping cart in the TechAssistant App (subject to necessary authorization). The service parts in the shopping cart can be edited if necessary. The processed shopping cart can be transferred to the RATIONAL web shop. In the RATIONAL web shop, the order process continues as usual for the user.



Improved look

The TechAssistant App has been given new colours and standardised icons, and the HomeScreen has been modified. This means the app now has a more modern look.