

FASTag-Based Service Request Automation
at One of India's largest automotive manufacturers

The Challenges:

To automate the vehicle service request process at service stations using RFID-based FASTag scanning, ensuring seamless data flow between Qodenext and Manufacturer's central application for efficient vehicle identification and CRM integration.

Solution & Approach:

Entry Process

- RFID reader scans FASTag → Data sent to Qodenext application → Unique ID sent to their system.
- Checks database; if vehicle number is unavailable, ULIP is queried.
- Service Request (SR) is created in CRM with IN timestamp.

Service Process

- Vehicle is serviced as per SR.
- Status updates logged in CRM.

Exit Process

- RFID reader scans FASTag at exit → Data sent to Qodenext → ID matched with SR.
- OUT timestamp updated → SR closed.

Hardware Scope

- RFID readers & antennas at entry/exit gates
- RFID controllers & network setup
- Power backup for seamless operation

Software Scope

- Qodenext Application: Filters data, sends ID to them.
- Manufacturer's Central System: Verifies FASTag ID, integrates with ULIP & CRM.
- ULIP Portal API: Retrieves vehicle number if missing.
- CRM System: Manages SR creation, updates, and closure.

Key Deliverables:

- Automated check-in/check-out via FASTag
- Integration with CRM & ULIP for seamless tracking.
- Real-time vehicle identification & SR creation
- Data logging & reporting for efficiency analysis

Conclusion:

- This ensures faster processing, minimal manual intervention, and improved service efficiency at service stations.