

2. Workflow and Attention

Use pipeline stages and attention queues to prioritize repair work.

- [How to read the repair pipeline](#)
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How to read the repair pipeline

The pipeline shows the number and percentage of repairs at each operational stage.

- **Open:** Active repair records.
- **In shop:** Devices currently held by the store.
- **Fixed:** Repairs marked successfully completed.
- **Ready:** Devices ready for customer pickup.
- **Delivered:** Devices handed back to the customer.

Use the pipeline to find bottlenecks—for example, many fixed devices with few deliveries may indicate a pickup or customer-contact problem.

How to use the Needs Attention queue

Needs Attention highlights work that may require immediate follow-up.

- Fixed repairs waiting for pickup
- Open repair tickets and those assigned to the current technician
- Outstanding repair tasks
- Pending repair balances
- Loaner devices still with customers

Review the queue at the start and end of each shift. Contact customers, assign technicians, collect balances, and reconcile loaners according to business policy.