For the future.

There is a program of various improvements planned for delivery this year. Some will bring new or improved functionality, others work will improve infrastructure and stability. The aim is for releases every three months, informing you of the timing and content of the releases as plans become more concrete. You can already keep up-to-date with progress and schedules by using the link to the TD3 JIRA Wiki in the Support Widget.

Roll out of GTS and TD3

TD3 has now achieved 90% market penetration with roll-out of diagnostic tool to NMSC and 85% of authorised repairers now connected to TD3. Many are already benefiting from the new features, improved performance and integration of GTS and TD3. Currently results from our user surveys indicate an overall satisfaction rating of 68% and 78% for performance. Our target is to get all NMSCs and Authorised Repairers migrated to TD3 before the end of 2012.
Close down of TD2
From October 2012 there will be no more new or updated repair manuals directly added to TD2. You will still be able to find latest manuals, but only on TD1 and TD3.

TD3 new widgets for Q1 release
New widgets introduced in this release!

To activate widgets, click on “My Preferences” from top-right on the TD3 homepage and select the widgets from the widget box you want to have on your homepage. Be sure to click “Save Preferences” below. The selected widgets should now be visible on your homepage.

NEWS

NEW FEATURES

Link to TD1 Content
Provides a direct link to TD1 content. Where a local language home page exists on TD1, users will be automatically directed to this page.

Applicable roles: All

Support Services Widget
This widget is only available to TME & NMSCs

Report TD3 & GTS Problems
Provides direct access to Remedy for defect reporting. Also here you can request new user access to TD3 or update a users role.

TD3 Information
This link provides direct access to the TD3 JIRA database. Here you can find information on: User roles, Known defects and Status, Delivery schedules for TD3 updates and content. Feedback ideas for new content or functionality.

Applicable roles: All NMSC roles
Error reports on content in TD3

Users who find errors on repair methods, translation or missing information can send error reports directly from within the repair manual.

The error report automatically captures and submits repair manual information like RM number, page location and language but a clear explanation of the problem is still needed.

Currently the reporting functionality is quite basic and we are not able to respond to submitted reports directly to the reporter, this will be addressed in later releases. Error reports are important! We take them seriously and we do react to them, but please understand that correcting some problems can take time, especially if the data needs correction in Japan.

Applicable roles: All

Vehicle Quality Improvement activity

Currently in pilot phase with some markets, this widget provides access to a list of vehicles and problems that TME CQ want to investigate in the market before repairs are carried out. This is a positive and proactive action by TME CQ group to speed up problem resolution. If you do not see this widget, your market may not be participating in this activity. To become actively involved, contact TME technical support or TME CQ

Applicable roles: All

Useful Links Widgets

Administer Useful Links
Possibly, the most helpful widget in this release. This widget provides TME and NMSCs with a tool to add and manage links to content. TME create links for all NMSCs, NMSCs create links for their own markets.

Applicable roles: All NMSC Roles

View useful links
Allows users to view subject content of a link.

Applicable roles: All
NEW FEATURES

Message centre
The message centre has now been activated, you will now receive messages as soon as new publications become available.

Messages are sent for new bulletins, all repair manuals in English and all repair manuals in your local languages. In future releases, we will provide functionality to allow users to manage for which publications you receive messages.

Applicable roles: All

Quick Send Message
Additionally: NMSC users can send messages to user role groups within their NMSC or A/R network. Please note that messages are role based. (See user roles)

Applicable roles: NMSC Administrators, Service Manager, Technical Support.

Please let us know if you want to make this function available to additional roles in your market.

User feedback
Not new in this release but still an important tool to tell us how well TD3 is performing. The current survey looks at new user experience. Please encourage its use.

Applicable roles: All

User roles
TD3 is a user and role based application, meaning we manage what functionality is available and what content is displayed to each user ID and role. With this Q1 release, we have introduced a number of role specific tools. Meaning, some widgets will only be visible to users with roles that have permission to view that widget or content.

For example: Users with authorised repairer roles will not see the widget to Administer Useful Links, only the Useful Links widget.

We will be delivering more role based functionality in future releases. It will become increasingly important to ensure all users in NMSCs and Authorised Repairers have unique user IDs, correct roles assigned and that roles are maintained on a regular basis.

www.mytechdoc.toyota-europe.com