




**About**

**Volvo Trucks Visitor Centre**

Volvo Trucks is one of the leading heavy truck and engine manufacturers in the world. Today, Volvo Trucks manufactures a broad line of on-highway and vocational Class 8 vehicles. Each new or used purchase is supported by a strong dealer network and by industry-leading parts and service programs to smooth your ride on the road to success.

**Objective**

To create a program that is reliable and easy to use. Capable to handle complex mix of visitor activities and requests from customers.

**Solution**

A program called CSVP based on VB6 and MS Access.

## CSVP – Visitor Planning

**Project**

Volvo Trucks was using a MS Excel workbook to organize their visitors. They realized that difficulties in this system could result in losing customers. Volvo decided to start a project. We started to interview users and management about what they had in mind.

**Vision**

To support Volvo guides in creating visiting programs together with the customer in real time. A program with fast response that informs the guide about possibilities and opportunities to present for the customer.

After agreement directly send over committed program to the customer.

**Work**

To get an effective and efficient program we decided to work close to the users. It is important to create a program that the users like and want to use. As this was meant to be a small project we started to connect MS Excel to a MS Access database. As the project grow we converted the program to VB6 but stayed with MS Access. That was not a good decision though the project went to be rather big and the database was slow. We decided to divide the tables and control what table to use by an algorithm. It was a success but we had hundreds of tables.

**Result**

The program went out to be a success and the users could work efficiently direct after release.

