

from POWER

internet business connection

Deliver 24/7/365 Customer Relationships with Internet Business Connection (IBC)

Strengthen your customer relationships and your brand through your web site. Provide your customers with the vehicle and service information they want – when they want it.

Internet Business Connection (IBC) offers a suite of web applications you can choose from that offer your customers realtime convenience for scheduling services and tracking their individual and family vehicle histories. With the IBC server in place, you can customise a Web program that's right for you and your customers.

An Entry-point for Your Customers

Owner Circle enables customers to establish a stronger relationship with your dealership through their own personalised Web page that's branded for your dealership. From this page, customers are able to keep their contact information updated – information

that integrates immediately with your POWER system for better marketing opportunities.

Customers can also check the status of a job or open a service reservation directly from their personalised web page within Owner Circle.

POWER

IBC applications can accelerate profitability and efficiency in your service department by offering many convenient customer options:

Online Service Reservations

- Enables customers to create service reservations 24/7/365 online.
- Pulls existing customer information from Household/Driver Tracking (HHD) software.
- Integrates with Service Invoicing (SIN) to determine appointment and advisor availability.
- Adds appointments to your POWER system and notifies appropriate employees via e-mail.

Repair Order Status Inquiry

- Enables customers to view their repair status online.
- Links to more detailed information including concern, correction, status, and pay type.
- Links to advisor's e-mail address to reduce number of calls to your dealership.

Service History Inquiry

- Permits customers to view prior work performed on their vehicle in your dealership.
- Prompts customers to action by displaying dealership-recommended services and manufacturer campaigns.
- Reduces the number of phone calls to your service department for fewer disruptions.

Internet Parts Order

- Gives customers access to real-time part information from your web site, including descriptions, supersessions, and on-hand quantities.
- Enables customers to search for and order any part shown online.
- Sends automatic e-mail order notifications to your parts salesperson, a departmental e-mail account, and up to five other user IDs.
- Allows customers to view current orders, invoices, and parts details for each order.

Online Customer Feedback

- Enables busy customers to quickly and easily rate your service and offer input.
- Provides consistent, non-confrontational surveys based on dealer-defined questions.
- Adds customer suggestions via IBC-OWN, an outbound e-mail link, or a direct link on your web site.
- Fully-automated integration with your DMS allows surveys to be sent and then completed by consumers with no dealership intervention.

Build customer confidence, satisfaction, and long-lasting business relationships with Internet Business Connection today.