

from POWER

service department scheduling



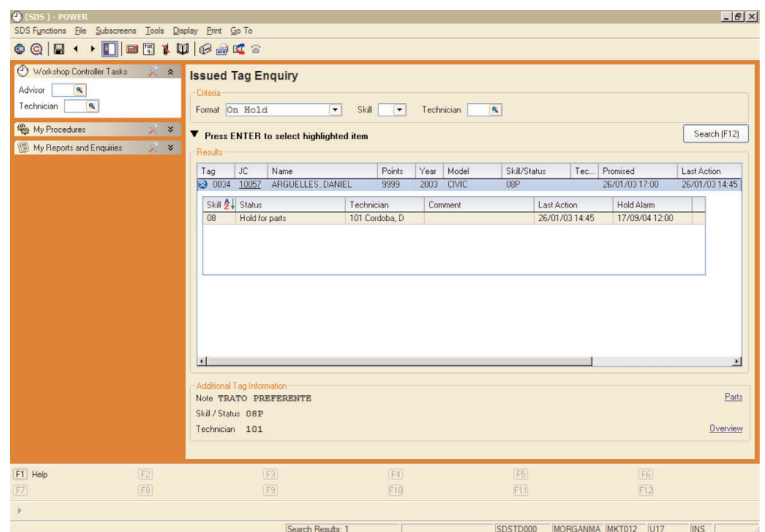
Keep service work flowing smoothly by accurately booking service reservations that are convenient for your customers

Reservations = Efficiency

Service advisors can maintain consistent work flow to increase customer satisfaction and department profitability with Service Department Scheduling (SDS). This tool is so flexible, advisors can schedule appointments

up to two years in advance. SDS helps prevent overbooking of reservations on any given day by checking:

- Number of technicians working.
- Technician efficiency.
- Percentage of the department's total hours allotted for reservations.
- Number of hours committed to existing jobs or reservations.



SDS Job Enquiry

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Not only are reservations made more accurately, service advisors can also see how many jobs are already committed to a skill, the hours needed to finish jobs, the next time a skill will be available, and how many hours are available each day for every skill. This information helps ensure that advisors give customers realistic delivery promises.

Dispatching Simplified

To make dispatching as easy as possible, the SDS software provides all the tools a dispatcher needs in a single screen, where they can:

- Find a job for a technician.
- Start the technician on the job.
- Check the technician off the job.
- Put the job on hold.
- Release the hold jobs to the appropriate new status.
- Open a job, change or delete skills, allocate more hours to complete a job, or change the priority of a job.

Dispatchers can maintain control over the work in the department because they have access to extensive information, including all jobs in every phase of completion, all idle technicians, high priority job cards, and current skill and technician status.

This is a Warning

Quickly learn about potential problems that might arise in your service department with alarm windows that are tailored to the person receiving them. For example, the service advisor or service manager might receive a window on all job cards needing immediate attention, such as:

- Jobs past promised time.
- Jobs in danger of going past promised time.
- Jobs on hold for parts, customer okay, or up to two different dealer-defined holds.
- Customers waiting.

Knowledge is Power

Screen displays and printable reports allow service advisors and dispatchers to keep track of your service department's performance and efficiency. Service advisors have instant access to the exact status of job cards – dispatching status, complaint status, and total charges. This is especially helpful when customers inquire about their vehicles. And with the service department report card, you can see the statistics for the current or previous day, week, or month.

SDS provides your service staff with the information they need to get their jobs done as promised to their customers, improving customer satisfaction and, ultimately, your bottom line.