

If you want to be in control of your Service Department then Service Tracker™ is for you. Service Tracker™ will increase your Service Department's profitability by selling more hours and more parts, whilst at the same time increasing your margins through sales of more add-ons.

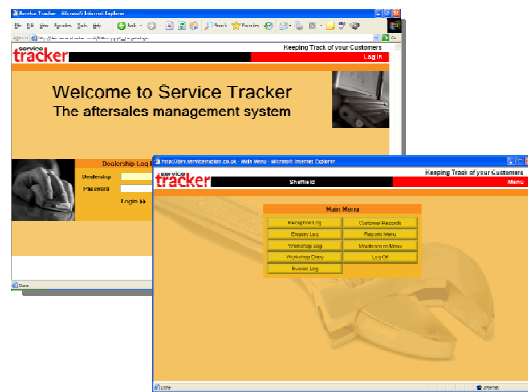


## In Summary

- ❖ Ever wished that your Service Department operated more like a Sales Department?
- ❖ Ever wondered how many incoming enquiries your Service Department gets every week?
- ❖ Do you know how many enquiries are converted into bookings? Does your Service Advisor make any outbound calls to generate you additional business?
- ❖ Service Tracker™ will make all this a reality and more! Service Tracker™ will increase your Service Department's profitability by selling more hours and more parts, whilst at the same time increasing your margins through sales of more add-ons!
- ❖ Service Tracker™ is a web based lead management and workshop diary system that puts you in total control of your Service Department
- ❖ Service Tracker™ manages both your inbound and outbound calls in addition to controlling your workshop diary daily loading, and handling all future follow-ups
- ❖ The reporting suite measures performance in every detail, enabling departmental management to see an array of key performance indicators, monitoring everything from inbound and outbound telephone conversions through to income per unit for the sale of add-ons

## Key Features

- Handles all inbound enquiries
- Manages all follow-ups
- Full workshop diary
- Assists in the sale of add-ons
- Reports measure complete departmental performance
- Keeps full customer history
- SMS keeps you in touch with your customers
- Loan car management diary
- Can link with other DM systems
- Full training and support



## Handles All Inbound Calls

- Holds information on any number of callers
- Call can be put through to a designated user or can be logged to call back later if the department is busy
- Logged calls are immediately visible on the Service Advisor's screen
- The system can be configured so that a service advisor can log all their own calls

For a full no obligation demonstration call us now on 0871 989 9859 or email us at [info@fisconline.co.uk](mailto:info@fisconline.co.uk)

## Reports Measure Complete Departmental Performance

Service Tracker™ has a suite of reports which firmly puts you in charge of your Service Department. Reports measure KPI's such as:

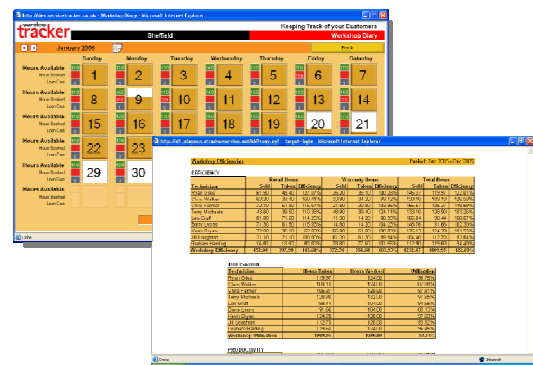
- Inbound & outbound calls taken to appointments made
- Inbound & outbound appointments made to hours sold
- Value of additional work sold per service advisor and technician
- Technician efficiency
- Workshop efficiency workshop Productivity
- Workshop utilisation
- Employee incentive calculator

## Manages All Follow Ups

- ❖ Whether it was an enquiry that was lost six month ago, or a customer whose service is due, managing future follow-ups simple, straightforward and incredibly effective
- ❖ Once a user logs on, they can instantly see which follow ups they have to do on that particular day. Un-actioned enquiries from the day before automatically move to the current day, so none go missing
- ❖ Future follow-up dates are user defined, and the system can also hold your own telesales scripts
- ❖ As with the inbound calls, reports show everything from calls made to bookings, and lost sale analysis, to income earned per follow up
- ❖ Whether it's to let a customer know that their car is ready for collection, or to remind a customer the day before a service is due, Service Tracker's SMS facility gives a valuable alternative to the telephone
- ❖ Service Tracker™ will pay for itself and more by significantly reducing your no shows, and slashing your costs for sending out paper service reminders

## Full Workshop Diary

- ❖ Service Tracker™ has a complete workshop diary, which is easy to use and is accessible from various parts of the system, to make booking in a customer quick, easy and straightforward.
- ❖ When booking from an enquiry, all customer details are automatically brought through from the enquiry log so bookings can be made with the bare minimum of effort. With the calendar view, the user can see instantly how many hours are available, how many are sold and how many loan cars are available.



## Assists In The Sales Of Add-Ons

- ❖ The sale of add-ons such as tyres, top-ups, engine flush, etc, is vital to a Service Department's profitability. Unfortunately it's all too easy for a service advisor or technician to forget, and therefore miss the opportunity of a sell-up
- ❖ Service Tracker™ reminds the service advisor to sell up each and every time, by making the service advisor complete a pre-determined Health Check with every customer, every time, printing out a check list for the technician to follow and complete
- ❖ The reporting suite then monitors both technicians and service advisors, enabling management to see everything from efficiencies etc, to their sell up success rate as well as their profitability. The system can also be configured to run incentive schemes for both service advisors and technicians

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