

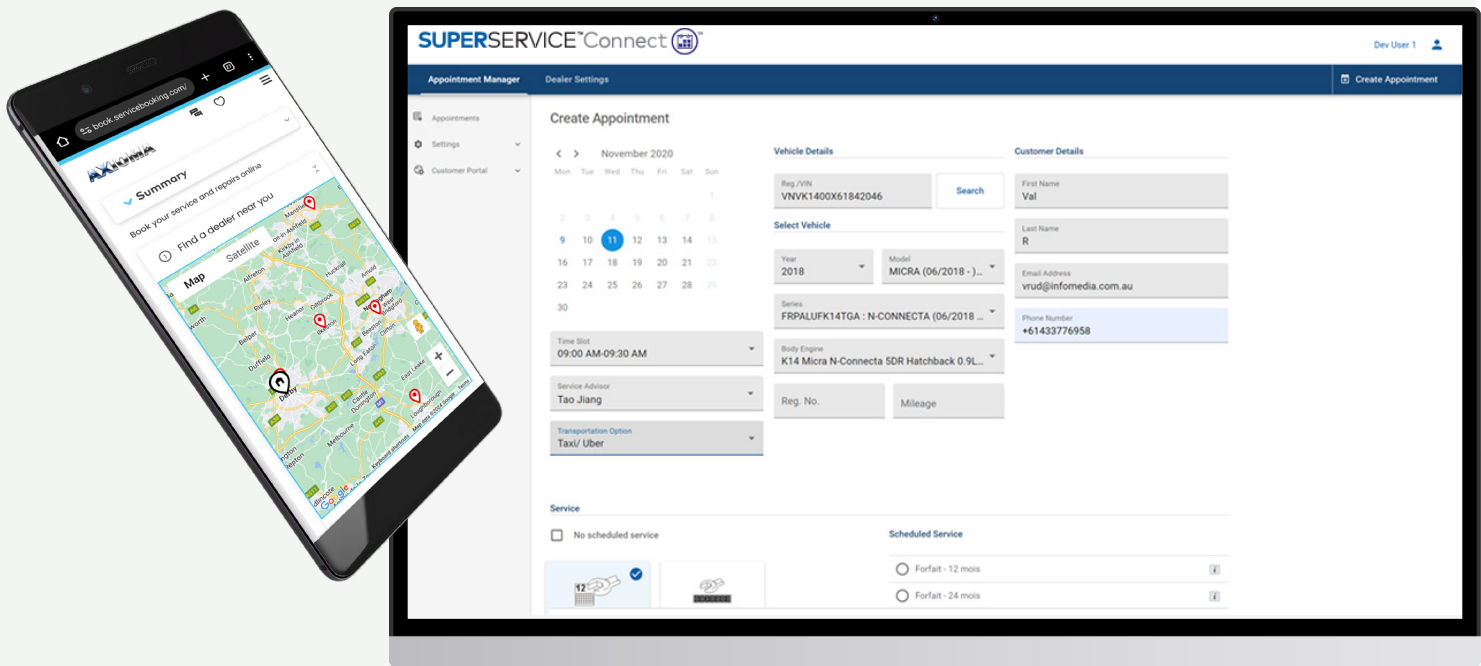
Online Service Booking That's Driven By Data

Personalise the online service booking process to elevate your aftersales customer experience.

What is Superservice Connect?

Superservice Connect is a digital platform designed to streamline the vehicle service booking process for dealerships and personalise the experience for customers.

What sets Superservice Connect apart is its integrated use of genuine OEM data, allowing it to build an accurate, personalised quote for customers at the time of booking – greatly increasing trust through price transparency.



How can Superservice Connect enhance the aftersales customer experience and increase workshop efficiency?

A convenient service booking experience: Whether your customers are at home, at work, or on the go, they can make their service booking 24/7, at a time that suits their schedule.

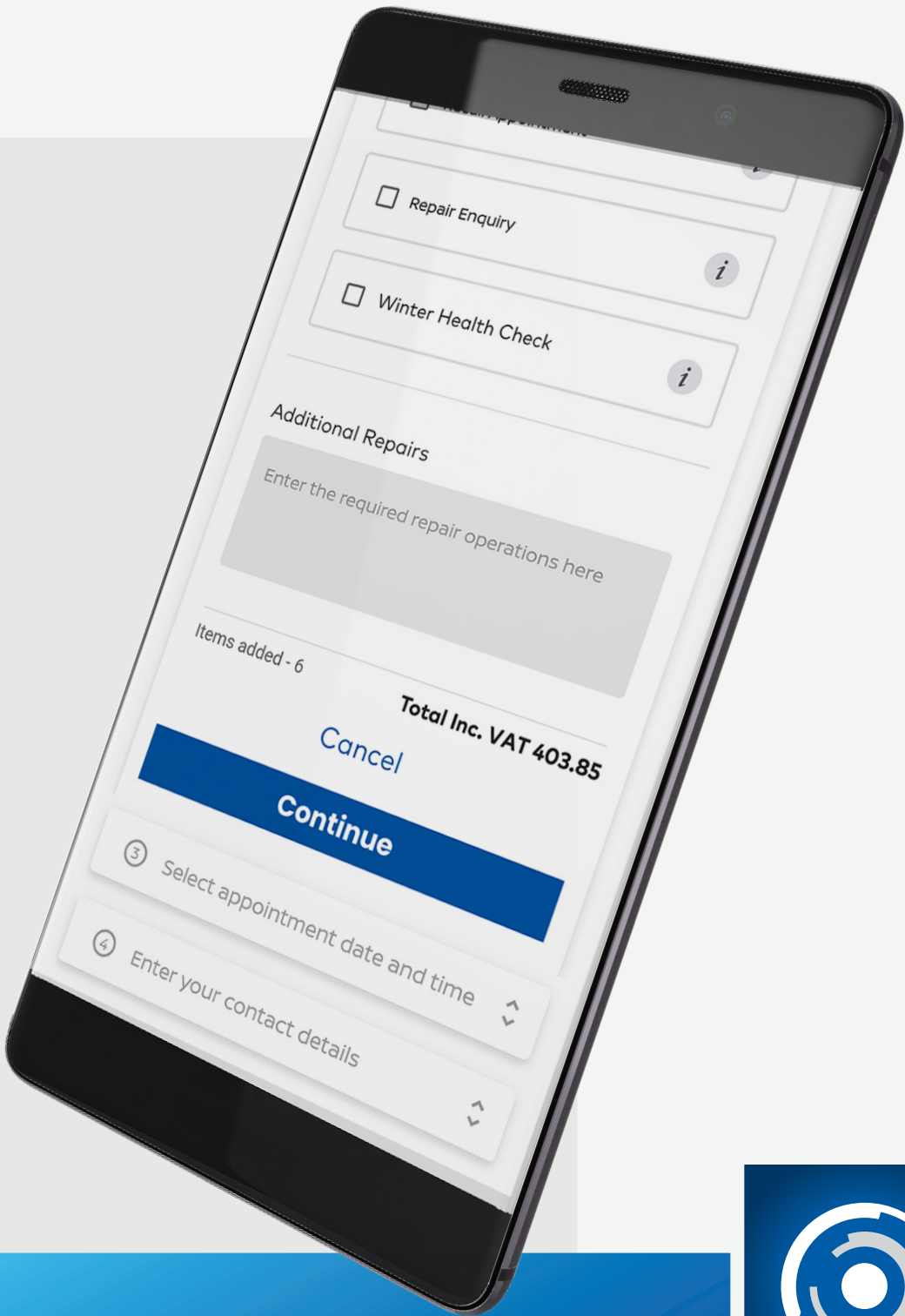
Transparent pricing: Superservice Connect is powered by genuine OEM parts & labour data. This means customers can see exactly what they are paying for – demonstrating the value of the work they receive and increasing price transparency.

Real-time appointment availability: If Superservice Connect is integrated with your DMS, then customers can choose from any available appointment in your workshop diary.

A personalised experience: Superservice Connect uses VIN data combined with OEM service schedules to recommend specific services tailored to your customers' vehicle history and current needs.

Efficiency and speed: By offering online booking, your dealership can allow customers to self-serve, greatly reduce the amount of phone calls handled by your workshop teams.

A streamlined digital workflow: With DMS integration, bookings made online will arrive straight into your workshop diary, reducing any need for manual data entry. You can set templates for common appointment types, as well as reminders to make sure customers remember their appointments.



Ready to get started?

Then we'd love to hear from you.

If you'd like to offer a better service experience to your customers, whilst increasing workshop efficiency, then contact us at start@infomedia.com.au to get started with Superservice Connect.