

Superservice Triage is an online, mobile-friendly Vehicle Health Check system that enables service staff to identify, price and recommend additional repair work.



- **VIN-Precise & Mobile-friendly VHC**  
Automated and easy-to-use – An intuitive, VIN-precise, guided vehicle inspection that helps technicians identify more repair work and be tracked in real-time.
- **Digital Vehicle Inspection Report**  
Improve customer experience – Email customers a professional and easy-to-understand report to inform them about their vehicle service. It gives them flexibility to view and authorise work online.
- **Photo & Video Capture**  
Build trust through transparency – Visual evidence of repair recommendations makes it easier to explain the extent of the repair, required parts, labour and price to customers.
- **Declined Work Follow-up**  
Maximise revenue opportunities – Declined work is organised and recorded so that customers can be systematically contacted at a future date and encouraged to return for their next repair.
- **Real-time Reporting**  
Make better decisions – Comprehensive analytics gives key insights to increase dealer staff performance, sales closure and profits.
- **Instant Price Quoting**  
VIN-precise and accurate – Quote quickly with parts, labour, shop supplies, quantities and pricing instantly available with integration to Superservice Menu Quoting tool.

“Using Superservice Triage, we can see our sales conversion rate at 50%, and it's helped us to achieve an additional \$73 per RO.”

– Michael Stringfellow, Service Manager, Clintons Toyota Narellan

