GETTING STARTED GUIDE

Superservice Connect is a self-serve online booking system for your customers that integrates seamlessly into your dealer or automaker website.

DASHBOARD

View a snapshot of your service and repair bookings for any selected day. Easily monitor insights on your potential sales and bookings.



GOOD TO KNOW:

- To view the Dashboard at any time, click **Dashboard** in the navigation bar.
- For more information, refer to the Media Hub: <u>media.infomedia.com.au</u>.

SUPERSERVICE Connect





APPOINTMENT MANAGER

View and manage your customer appointments by day, week or month. You can also create new appointments and edit or cancel existing apppointments.



GOOD TO KNOW:

• To view the operation details in Superservice Menus, click the \blacksquare icon (if available).

SUPERSERVICE[®] Connect



CREATE APPOINTMENT

Create a new appointment for walk-in customers or for any phone enquiries. To add a new appointment, simply click **Create Appointment**.

Dashboard Appointment Manager	Dealer Settings			Create Appointment
C Vehicle Search				Appointment Date and Time
Reg./VIN Year ABC123 202	A-450	 Series Sedan Sports 2.2L 6 Spe 	ed Manual	Drop-off Time Preferred Pick-up Time
Search 2.2	2L 4 Cylinder Petrol 6 Speed Manual	 Reg. No. ABC123 	60454 к	M Tue 30 May 2023
Service and Repairs terms: 1 Service Carry out 60,000 km service Service Advisors - Transportation Opi	No scheduled service Items: 0 Repairs Items: 0			May 2023 ✓ Mon Tue Wed Thu Fri Sat San 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 2 2 2 2 2 2 2 2 2 2 3
Service Advisor Zac Stewart	✓ Transport I will ware	rtation Option it at the dealership		29 20 31 Select a time slot Available Selected Time Booked
Customer Details * First Name Jose	* Last Name Garcia	Company Name		09:00 10:00 11:00 12:00 13:00 14:00 15:00
* Phone Number 0123456789	* Email Address jgarcia@email.com			
Notes				
				Drop-off Time - 30/05/2023 @ 12:00
				Drop-off Time - 30/05/2023 @ 12:00

GOOD TO KNOW:

- To add or edit service and repair operations, click the \oplus or \swarrow icon.
- When editing an appointment, click **Open in Menus** to view the operation details (if available).

SUPERSERVICE Connect

Search by the Reg./VIN or enter the vehicle details.
 Add a service operation and any repairs.
 Select a service advisor and transportation option.
 Add customer details and enter notes.
 Select a date and time for the drop-off and pick-up of the vehicle.
 Save the appointment.

DMS INTEGRATION

If you have DMS integration, the appointments created in Connect and the DMS will be synchronised.

Some functionality may vary based on the integration capabilities of your DMS.

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CUSTOMER PORTAL

The Customer Portal is where the customer can book their appointment online. Once an appointment has been created, a confirmation message is displayed and an email is sent directly to the customer and dealer. The customer can review, edit or cancel the appointment from the automated email notification.

Book your service and repair online				Summary	
Ocaler Details			\$	Future Motors 2020 A-450 Sedan Sports 2.2L	6 Speed Manual
Service and Repairs			\$	4DI Sedan	
Appointment Date and Time			÷	DEALER DETAILS IFM - Dealership	
			~	SERVICE AND REPAIRS	EST. PRIC
enter your contact details			^	Carry out 60,000 km service Replace Brake Pads, Rear	265.0 216.0
First Name X JOSE	Last Name Garcia			Total Inc. Tax	481.0
Phone Number 0123456789	Company Name	Company Name		Tax	43.7
smail Address ☑ jgarcia@email.com				APPOINTMENT DATE AND TIME Friday, 9 June 2023 10:00 Select transportation option : Preferred Pick-up Time :	l will wait at the dealersh Friday, 9 June 2023 12:0
Registration Number				Enter your contact details	
Preferred Pick-up Time					
Preferred Pick-up Date Friday, 9 June 2023	Hours 12	v Minutes 00	*		
Notes Optional					
Enter comments or questions					
I have read and agree with the Terms and Conditions.					
		Cance	Submit		

GOOD TO KNOW:

- Reminder emails are sent by default to the customer 48 hours prior to the appointment.
- The VIN- and model-specific pricing is sourced from Superservice Menus.

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Select the dealer details and choose 1 the service and repairs. (2) Select the appointment date and time. Add contact details including a phone 3 number and email address. Select the preferred pick-up details and 4 add any notes. 5 View and confirm the appointment details including the date and time. View the total quote including tax. 6 >

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