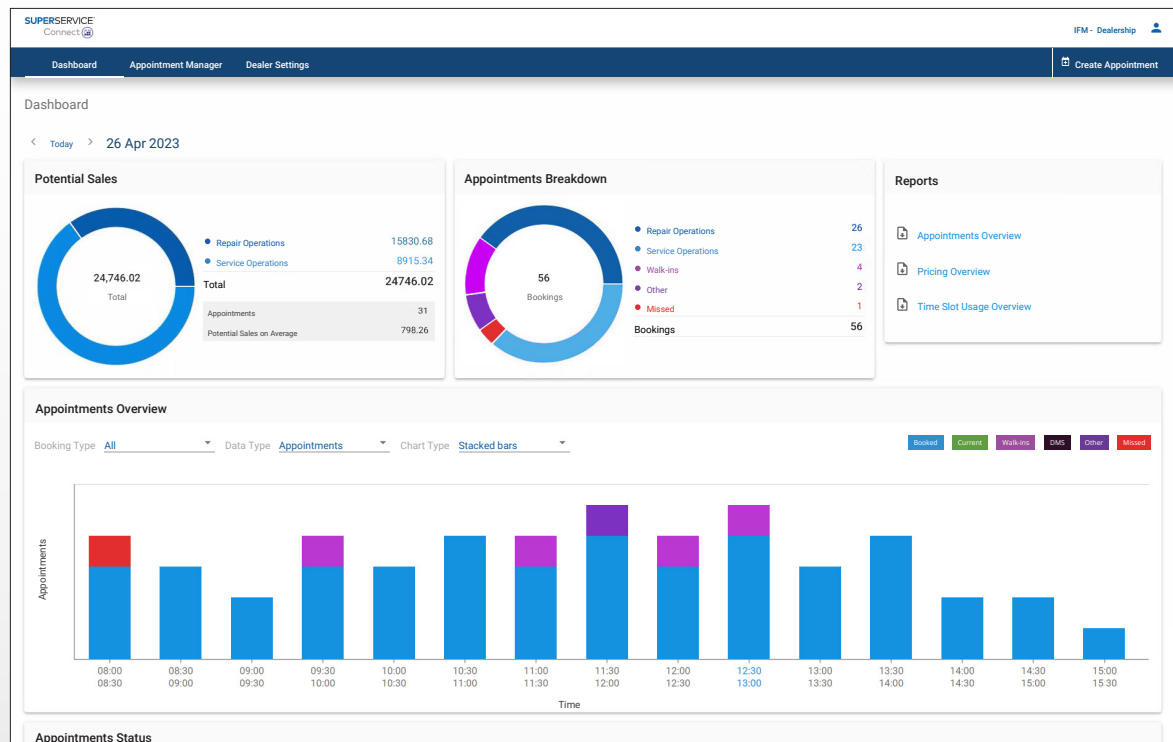


GETTING STARTED GUIDE

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.



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- 1 Navigate through the main screens.
- 2 Use the < Today > arrows to navigate to the next or previous day.
- 3 View the Potential Sales and the Appointments Breakdown.
- 4 View bookings for the day by time slot in the Appointments Overview.
- 5 Download reports as a PDF including the Appointments or Pricing Overview.

GOOD TO KNOW:

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

APPOINTMENT MANAGER

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

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Connect 

- 1 Click **Appointment Manager** to view all your appointments.
- 2 Select the **Day, Week** or **Month**.
- 3 Use the < Today > arrows to navigate to the next and previous date or select a date from the calendar.
- 4 View your appointments and click on a booked appointment tile to open it.
- 5 Click **Create Appointment** to add a new appointment.
- 6 Click **+ Appointment** on any available appointment tile to add a new appointment.

GOOD TO KNOW:

- To view the operation details in Superservice Menu, click the  icon (if available).

CREATE APPOINTMENT

Create a new appointment for walk-in customers or for any phone enquiries.

To add a new appointment, simply click **Create Appointment**.

- 1 Search by the Reg./VIN or enter the vehicle details.
- 2 Add a service operation and any repairs.
- 3 Select a service advisor and transportation option.
- 4 Add customer details and enter notes.
- 5 Select a date and time for the drop-off and pick-up of the vehicle.
- 6 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.

GOOD TO KNOW:

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

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.

The screenshot shows a web form for booking a service and repair. The form is divided into two main sections: a left-hand form for customer details and a right-hand summary section. The left-hand form has a progress indicator at the top with six steps: 1. Dealer Details (checked), 2. Service and Repairs (checked), 3. Appointment Date and Time (checked), 4. Enter your contact details (active), 5. (empty), and 6. (empty). The active step 4 includes fields for First Name (Jose), Last Name (Garcia), Phone Number (0123456789), Company Name, Email Address (jgarcia@email.com), and Registration Number (ABC123). Below these is a 'Preferred Pick-up Time' section with a date picker (Friday, 9 June 2023), an hours dropdown (12), and a minutes dropdown (00). There is also a 'Notes' section with a text area and a checkbox for 'I have read and agree with the Terms and Conditions.' At the bottom are 'Cancel' and 'Submit' buttons. The right-hand summary section shows a car icon and details for 'Future Motors 2020 A-450 Sedan Sports 2.2L 6 Speed Manual 4Dr Sedan'. It lists 'DEALER DETAILS' (IFM - Dealership), 'SERVICE AND REPAIRS' (Carry out 60,000 km service: 265.00, Replace Brake Pads, Rear: 216.00), and 'APPOINTMENT DATE AND TIME' (Friday, 9 June 2023 10:00). A 'Total Inc. Tax' of 481.00 and 'Tax' of 43.73 are also shown. A blue callout '5' points to the summary section, and a blue callout '6' points to the 'Enter your contact details' step in the progress indicator.

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

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.