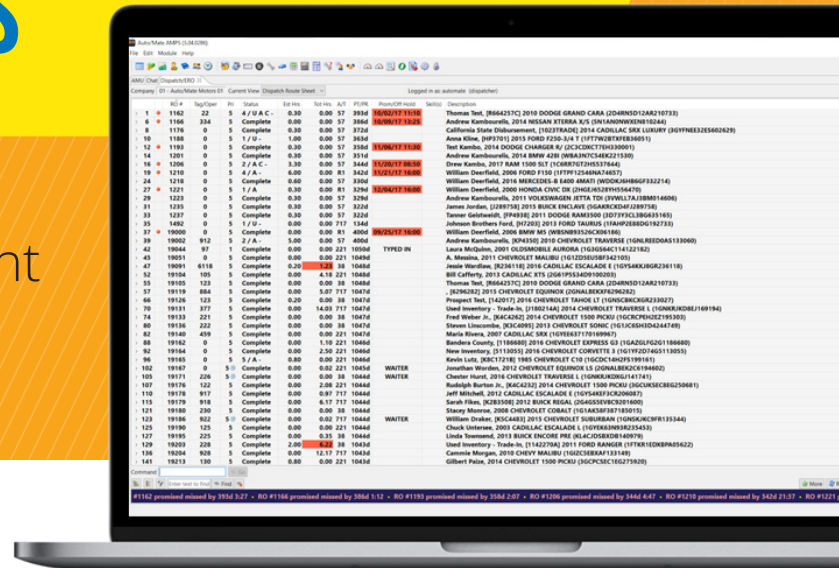


ELECTRONIC RO AND AUTOMATIC DISPATCH MODULES

Assign the right job to the right tech at the right time



Dispatching eliminates tech downtime and paper processes in your service department.

Product Description

Auto/Mate's Dispatch module helps service departments increase efficiency and improve the overall repair process. Dispatch is available in manual or automatic versions. By giving technicians access to the tech console, they can spend less time looking for work and dealing with paper processes. Access the repair order electronically, see vehicle history, OEM information, MPI, request parts and

type any notes into the system. This improves communication between service advisors and customers, and improves the overall customer experience.

How Dispatch Can Help Your Dealership:

- Meet promised times of completed service
- Distribute work to qualified techs and keep everyone productive
- Determine needed action with customized alert system

Meet promised times of completed service

Are you under-delivering promised completion times to your customers? With more and more carbuyers choosing auto chains and independent mechanics to repair their vehicles, it's now more important than ever to give your customers the best service experience possible. Auto/Mate's dispatch system helps increase customer retention by keeping track of your promised times and providing the ability to set waiting customers as a priority.

Distribute work to qualified techs and keep everyone productive

We offer dispatching in two formats; you can either automatically assign work to your techs based on skill codes or decide who gets what task via a dispatcher. By giving your technicians access to the tech console, they can spend less time looking for work and dealing with dated paper processes.

Determine needed action with customized alert system

Our route sheet allows service advisors to view all jobs and their current status. In one glance, your advisor is able to see how many waiters they have, whether their team are living up to promised completion times, when a vehicle will be finished and more. The ability to view and track the status of jobs, along with the flexibility to make changes on the fly, significantly increases shop productivity.

