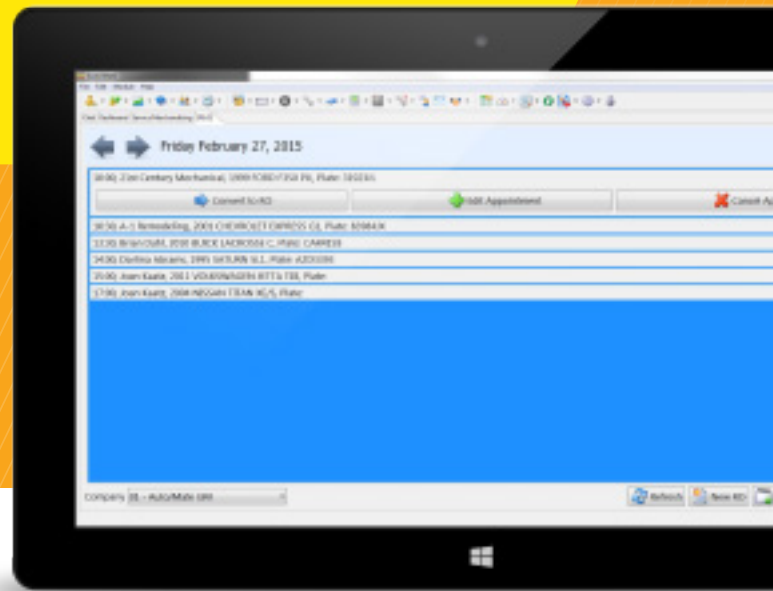


# MOBILE SERVICE CONSULTANT MODULE

Meet Your Customers Right in  
the Service Lane



Mobile Service Consultant takes your service advisors right to the vehicle to begin the write-up process with a tablet.

## Product Description

Auto/Mate's Mobile Service Consultant Module puts your service advisors out in the service drive to greet customers. Now with a tablet in hand, service advisors can begin the walk-around and write-up process. Advisors can scan the VIN and access all customer and vehicle information including: Electronic MPI form, quick-op list, OEM information and previously recommended service and estimates.

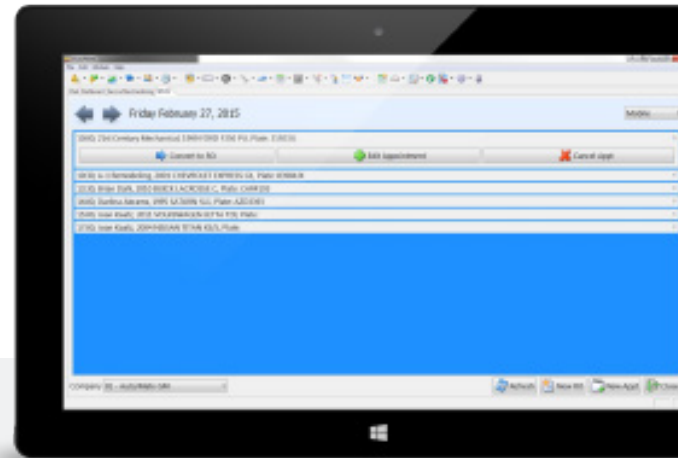
Customers can quickly verify the work they're coming in for with estimated pricing as well as digitally sign all disclaimers. They can even receive an email copy of the repair order.

## How Mobile Service Consultant can help your dealership:

- Track your service activity in one view
- Scan VINs for vehicle and customer information
- Review appointment details with your customers
- Capture digital signatures and conduct the MPI on the fly

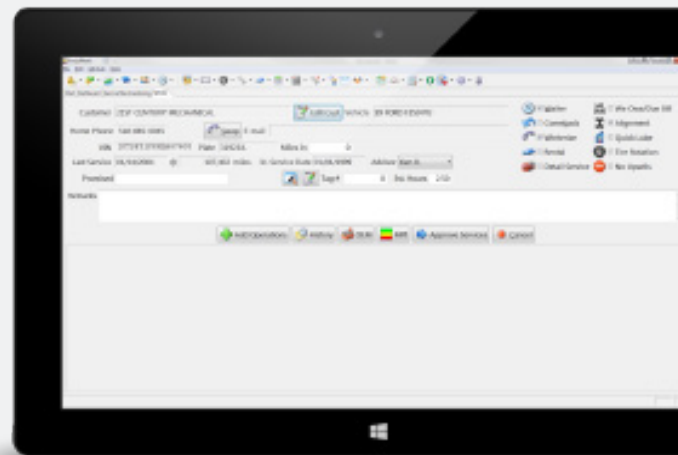
## Track your service activity in one view

Greet your customers the second they arrive right in the service drive and collect all of their basic information. This menu provides a day-to-day summary of all service customers, what time they came in and the model of the car serviced.



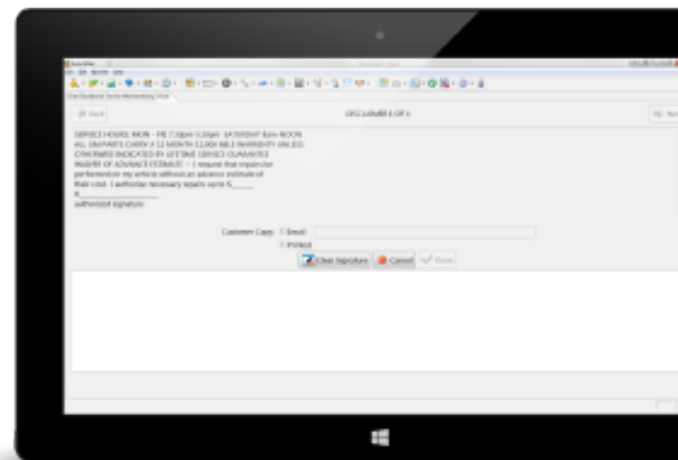
## Scan VINs for vehicle and customer information

With just a couple of taps on your mobile tablet, you can scan a customer's VIN and access the electronic MPI form, quick operations list, OEM information and previously recommended service and estimates. This improves processes while also creating more service opportunities.



## Review appointment details with your customers

Present appointment details to customers such as services being performed, dealership disclaimers and customer information. Make edits as needed and allow customers to approve or decline services.



## Capture digital signatures and conduct the MPI on the fly

The electronic MPI form allows you to inspect the current condition, any immediate repairs needed and areas of the vehicle that will require service in the future. Plus, all of your MPIs archive in the system forever so that you can reference any past inspection for a customer. Service customers can approve or decline additional services by signing off on any accepted or rejected service and other important documents.