

carservice.com.au



A CRM Solution

Book Services Online - 24/7

Your Tailored Online Service Department

carservice.com.au is another CRM solution delivered to your business from Pentana Solutions. Make it easy for your customers to book their vehicles for service – 24 hours a day, 7 days a week. Capture every opportunity to increase revenue in your Service Department by making it EASY for your customers to book a service.



carservice.com.au is a tailored online service booking facility which is fully integrated with the ERAnet service appointment system. Customers can view and select service recommendations, menu pricing and appointment availability over the internet from the comfort of their own home or office. Their vehicle service history is also available to them via a secure password protected interface.

The carservice.com.au online service booking facility is completely configurable from within ERA and can be customised to each service department's specific needs. The cost of carservice.com.au is location based and is configured separately at each location to completely separate all bookings and jobs.

Super Benefits

- Customer can book a car for service 24 hours a day, 7 days a week
- Virtual online up-sell using forecasting parameters to display recommendations
- email-based booking confirmation and service completion
- Service History retrieval for reference or printing
- Specific operation code selection based on vehicle
- Menu pricing based on specific operation codes and customer price levels
- Service diary view and selection for appointment times (again based on labour times attached to operation codes)

Fast Facts

- More than 1500 manufacturer recommended services are booked via carservice.com.au every quarter
- Last quarter more than 350 appointments were booked for services with our participating dealerships
- Simple to use, and full of information for your customers about their vehicle
- Customer retention will improve through the implementation of carservice.com.au



Return On Investment:

Allowing your customer to book a service directly into ERA and view their service history saves time and money. Don't make your customers wait on the phone.