

Take the hard work out  
of service retention.

Lock in future service  
appointments today.

# Future Service Appointments.

Pre-book your customer's next service appointment whilst they're right in front of you.

This module allows service advisors to lock in future service appointments at the earliest possible time - whilst closing out a service.

Future Service Appointments uses average kilometres a day, age of vehicle or capped price servicing plans to determine what the next projected appointment date should be. These projected dates are displayed as a menu for service advisors to create appointments from.

## Why?

We understand that too much time was spent chasing clients to book in their service appointments. Future Service Appointments has been created to allow service advisors to spend time doing those tasks they're best at, instead of administrative tasks that could be automated.

## Who Can Benefit?

Your service department, and in turn your bottom line. Gaining commitment from a customer for a service date is easier with Future Service Appointment. Secondly, considerations such as high mileage, forecasted date and kilometres are factored into each projected appointment to help overcome issues where customers book based on vehicle age or kilometres traveled. This helps avoid bill shock and in turn damage to customer relationships.

With customer retention as the goal, the entire dealership will benefit from Future Service Appointments. Locking a customer into a personalised service schedule will ensure not only your service department sees more repeat business but potentially your showroom as well.

Future Service Appointments is a newly added value added service compatible with ERAnet. To take advantage of the benefits this module offers contact [info@pentanasolutions.com](mailto:info@pentanasolutions.com) today.

