

DEMO PATH SUMMARY



LONGER DAYS MEAN LONGER DRIVES

From 1.99% APR for 48 Months on All 2019-2020 Contoso XL Models

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EXPLORE

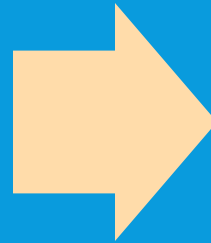


Help

SALES PATH SUMMARY

Sales person

- Dashboard
- Lead handling
- Road to the sale



Sales manager

- Dashboard
- Reporting

SALES PERSON

- The Sales Person logs into Dynamics at the start of the day. They review the dashboards and leads for the day.
- They review their leads and begin to work the lead through the sales process
- If they have existing contacts, they can review the Relationship Analytics and other insights the system may provide
- Once a vehicle is selected, the Sales Representative can create multiple deals within the opportunity
- Once the deals are presented to the customer and one is selected, then the sale moves to the finance department for completion of contracts, and then to delivery

Dynamics 365

Auto Hub

Auto > Vehicle Inventory Dashboard

Save As

New

Set As Default

Refresh All

Salesperson Dashboard

Marketing

Vehicle Inventory ...

Leads

Test Drives

Sales

Dashboards

Accounts

Contacts

Activities

Opportunities

Quotes

Deals

Trade Ins

After Sales

Dashboards

Service Appointment...

Service Contracts

Sales Contracts

Auto

My Open Leads

Leads by Rating

Cold

Hot

Warm

1

2

2

Won Opportunities

Closed Opportunities by Salesperson

EY Devs

James Galvin

1

1

1

2

Week 23 of 2...

Week 24 of 2...

Week 26 of 2...

CountAll (Owner)

Week (Est. Close Date)

My Appointments

Appointment

Search for records

✓

Subject

Regard...

Location

Priority

Start Ti... ↑

End Ti...

Welch - Test Drive

Normal

5/23/201...

5/23/201...

Hair - Test Drive 5/24

Normal

5/24/201...

5/24/201...

Barba - Test Drive

Normal

5/24/201...

5/24/201...

Welch - Camry Test Drive

Normal

6/18/201...

6/18/201...

Bentley - Test Drive

Possible C...

Normal

6/18/201...

6/18/201...

ABC

1 - 5 of 5 (0 selected)

My Open Opportunities

New

Delete

Search for records

✓

Topic

Potenti...

Est. Close ... ↑

Est. Reve...

Contact

My Open Leads

New

Refresh

Search for records


✓


Lead Source


Rating

Name


Topic


 Home


 Recent ▾

 Pinned ▾


Marketing


 Vehicle Inventory ...


 Leads


 Test Drives


Sales


 Dashboards


 Accounts


 Contacts

 Activities


 Opportunities


 Quotes


 Deals

 Trade Ins


After Sales


 Dashboards


 Service Appointm...


 Auto ▾


Show Chart


 New


 Refresh


 Delete ▾


 Email a Link ▾


 Flow ▾


 Run Report ▾


 Excel Templates ▾


 Export to Excel ▾

 Import from Excel ▾

 Quick Campaign ▾

 Open Dashboards ...

 My Open Leads ▾

Search for records 

✓	Lead Source	Rating	Name	Topic	Created On
	Web	Cold	Magdalena Bentley	Possible Customer	5/3/2019 9:29 AM
	Employee Referral	Hot	Helena Wilcox	Possible Customer	5/3/2019 9:29 AM
	Web	Warm	Samuel Barba	Possible Customer	5/3/2019 9:29 AM
	Employee Referral	Hot	Bert Hair	Possible Customer	5/3/2019 9:29 AM
	Word of Mouth	Warm	Tonya Cortez	Possible Customer	5/3/2019 9:29 AM

All

#

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

Y

Z

1 - 5 of 5 (0 selected)

Owner

Summary Relationship Analytics Contact Details Automotive Details Customer 360 Related



Time spent



Them 13.1 h Us 14.2 h

Response Rate



By Us



By Them

Response Time

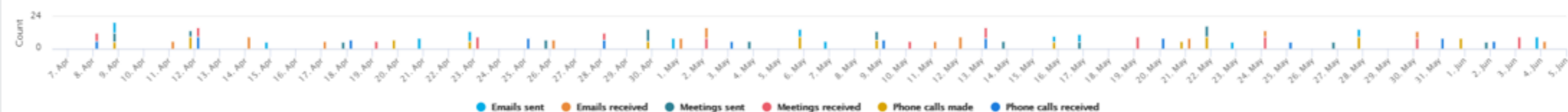
Your Response Time

10h

Their Response Time

13h

Relationship Activities



The screenshot displays the Microsoft Dynamics CRM interface for a sales opportunity. The sidebar on the left contains navigation links for Home, Recent, Pinned, Marketing, Sales, and After Sales. The main area shows a sales funnel with stages: Auto Lead to Opportunity, Lead / Walk In, Discover Needs (< 1 Min), Vehicles Of Interest, Test Drive, Develop Offer, and Close. A pop-up window for 'Discover Needs' is active, showing fields for Est. Close Date (6/11/2019) and Current Situation (Owns Car). A 'Next Stage' button is highlighted. The bottom status bar shows 'Auto' and 'unsaved changes'.

The screenshot displays the Microsoft Dynamics CRM interface for a sales opportunity. The top navigation bar includes buttons for New, Refresh, Close as Won, Close as Lost, Recalculate Opportunity, Process, Assign, Email a Link, Delete, Share, Follow, Flow, Word Templates, and Run Report. The left sidebar lists navigation options: Home, Recent, Pinned, Marketing, Vehicle Inventory, Leads, Test Drives, Sales, Dashboards, Accounts, Contacts, Activities, Opportunities (selected), Quotes, Deals, Trade Ins, and After Sales. The main content area shows an opportunity for 'Possible Customer' with a status of 'In Progress' and an estimated close date of 6/11/2019. The opportunity is currently in the 'Vehicles Of Interest (< 1 Min)' stage, which is highlighted in red. A 'Next Stage' button is visible in the center. The left sidebar also shows a 'Summary' tab with details about the opportunity, including the topic 'Possible Customer', potential customer 'Magdalena Bentley', budget 'Can Buy', and budget amount '\$40,000.00'. The right sidebar shows a 'Relationship Assistant' section with a warning 'Opportunity Closing Soon' for 'Possible Customer' on Tuesday, June 11, 2019. The bottom status bar shows 'Auto' and 'unsaved changes'.

Dynamics 365

Auto Hub

Auto > Opportunities > Possible Customer

New

Refresh

Close as Won

Close as Lost

Recalculate Opportunity

Process

Assign

Email a Link

Delete

Share

Follow

Flow

Word Templates

Run Report

Opportunity: Auto Opportunity

Possible Customer

Est. Close Date

6/11/2019

Est. Revenue

Status

In Progress

Auto Lead to Opportunit...

Lead / Walk In

Discover Needs

Vehicles Of Interest

Test Drive

Develop Offer (< 1 Min)

Close

Summary

Test Drives

Deal Files

Notes

Product line items

Related

Appointment	Name	Device	Year	Device Brand	Device Model	Schedule
Bentley - Test Drive	BMW X3 Test Drive	BMW 3 Series	2019	BMW	3 Series	6/17/2019 10:30 AM
Bentley - Test Drive	Toyota Camry Test Drive	Toyota Camry	2019	Toyota	Camry Hybrid	6/17/2019 10:30 AM

Active for less than one minute

Email Address

Develop Proposal

mark complete

Next Stage

Auto

Open

unsaved changes

Save

Opportunity: Auto Opportunity
Possible Customer

Est. Close Date
6/11/2019

Est. Revenue

Status
In Progress



Summary Test Drives Deal Files Notes Product line items Related

✓	Appointment	Name	↑	Device	Year	Device Brand	Device Model	Scheduled Start	
	Bentley - Test Drive	BMW X3 Test Drive		BMW 3 Series	2019	BMW	3 Series	6/17/2019 10:00 AM	6/17/2019 10:30 AM
	Bentley - Test Drive	Toyota Camry Test Drive		Toyota Camry	2019	Toyota	Camry Hybrid	6/17/2019 10:30 AM	6/17/2019 11:00 AM

Active for less than one minute

Final Decision Date

Finish

- Home
- Recent
- Pinned
- Marketing
 - Vehicle Inventory ...
 - Leads
 - Test Drives
- Sales
 - Dashboards
 - Accounts
 - Contacts
 - Activities
 - Opportunities
 - Quotes
 - Deals
 - Trade Ins
- After Sales
 - Dashboards
 - Service Appointm...

Opportunity: Auto Opportunity Possible Customer

Est. Close Date: 6/11/2019 | Est. Revenue: --- | Status: In Progress

Auto Lead to Opportunit... Active for 5 minutes

Lead / Walk In → Discover Needs → Vehicles Of Interest → Test Drive → Develop Offer → **Close (< 1 Min)**

Summary | **Test Drives** | Deal Files | Notes | Product line items | Related

Appointment	Name	Device	Year	Device Brand	Device Model	Scheduled Start	
Bentley - Test Drive	BMW X3 Test Drive	BMW 3 Series	2019	BMW	3 Series	6/17/2019 10:00 AM	6/17/2019 10:30 AM
Bentley - Test Drive	Toyota Camry Test Drive	Toyota Camry	2019	Toyota	Camry Hybrid	6/17/2019 10:30 AM	6/17/2019 11:00 AM

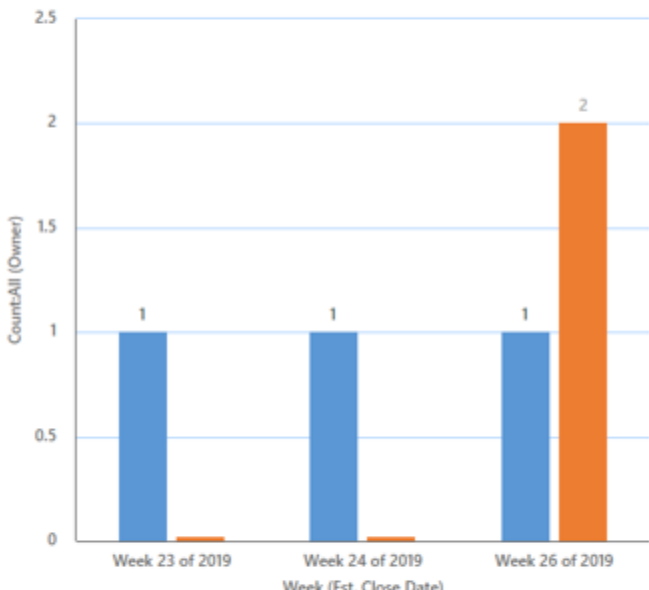
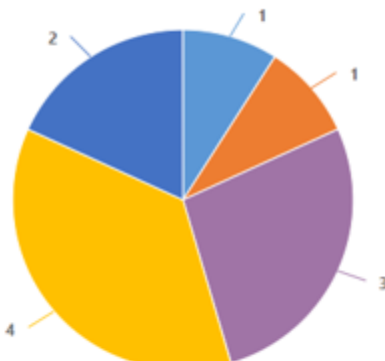
Final Decision Date: 6/12/2019

Active for less than one minute

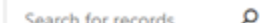
Finish

SALES MANAGER

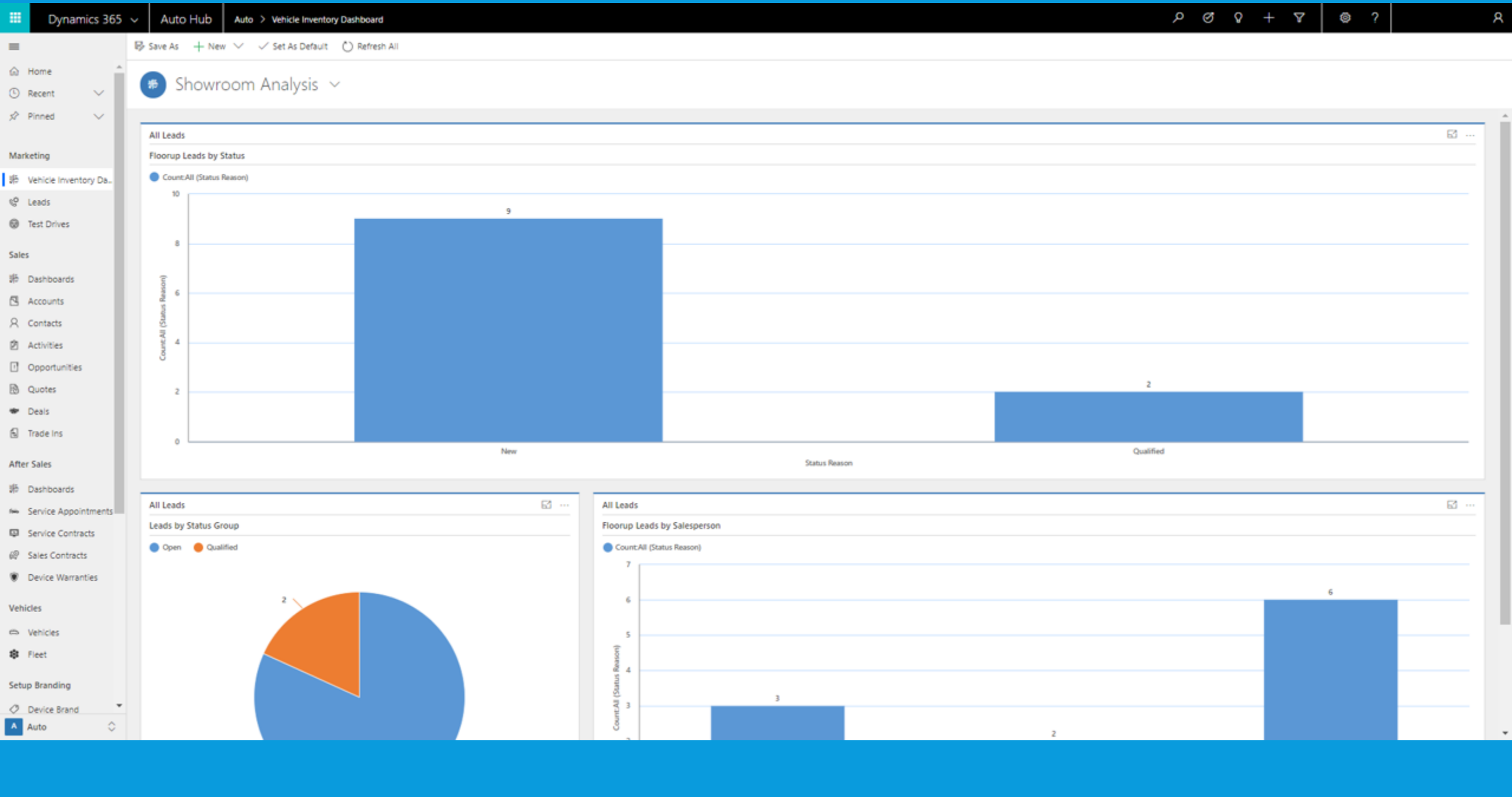
- Sales Manager Dashboard to review overall sales, manage leads, view appointments
- Showroom Analysis Dashboard allows the sales manager to review overall status and performance of the showroom



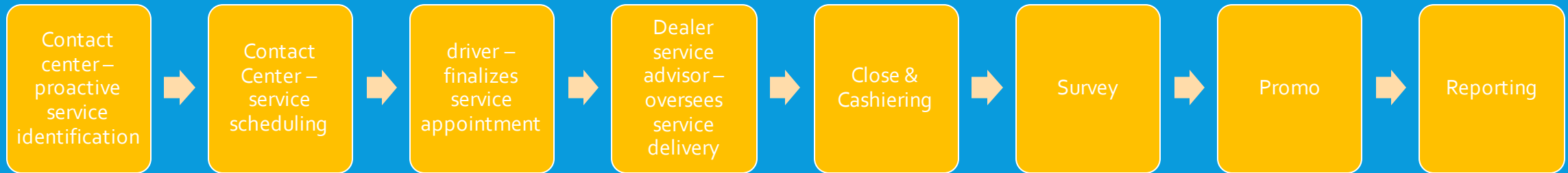
✓	Owner	Lead Source	Name
	○ EY Devs	Web	Magdalena Bentley
	○ EY Devs	Employee Referral	Betty Welch
	○ EY Devs	Web	Samuel Barba
	○ EY Devs	Employee Referral	Bert Hair
	○ EY Devs	Word of Mouth	Tonya Cortez
	○ Rajya Bhaiya	Web	Delia Schroeder
	○ Rajya Bhaiya	Advertisement	Jimmie Lundgren
	○ Rajya Bhaiya	Word of Mouth	Jose Doucette
	○ Michael Gernaey	Employee Referral	Dwayne Timmerman



✓	Appointment	Name	↑	Device	Year	Device...	Device...	Sched...	Sched...	Schedule
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SERVICE PATH SUMMARY



CONTACT CENTER – SERVICE SCHEDULING

- The contact center manager logs into the Microsoft Connected Vehicle Platform to review the dashboards



Contoso Auto

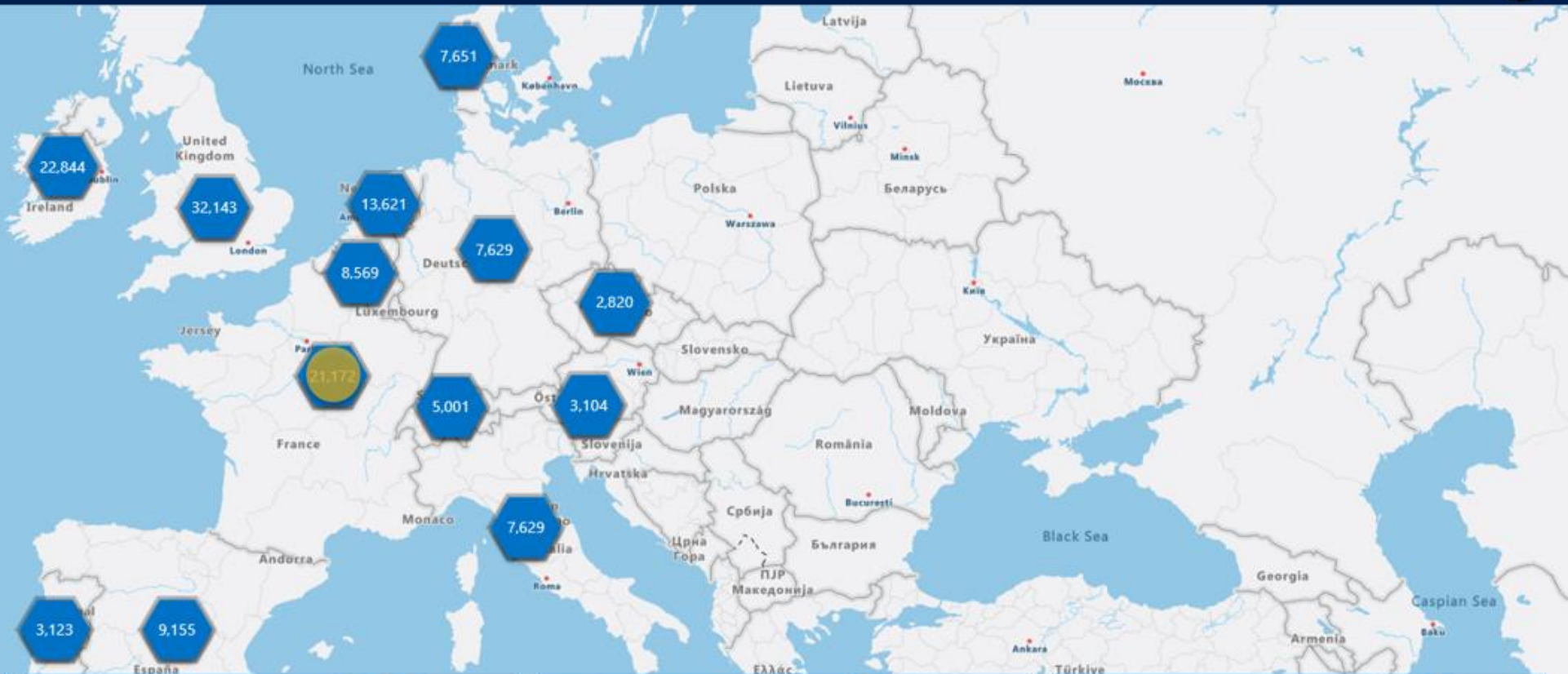
Email

Password

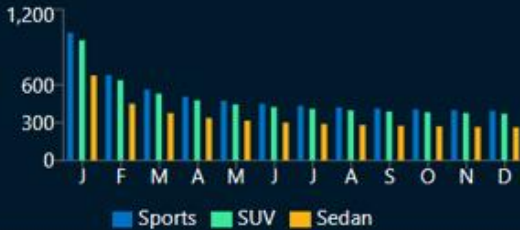
☐ Keep me logged in

[Log In](#)

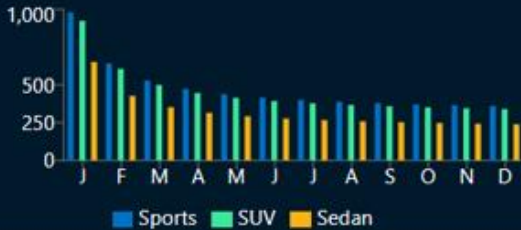
[Forgot password?](#)



New Vehicles Provisioned



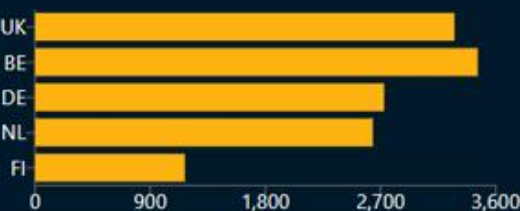
New Vehicles Activated

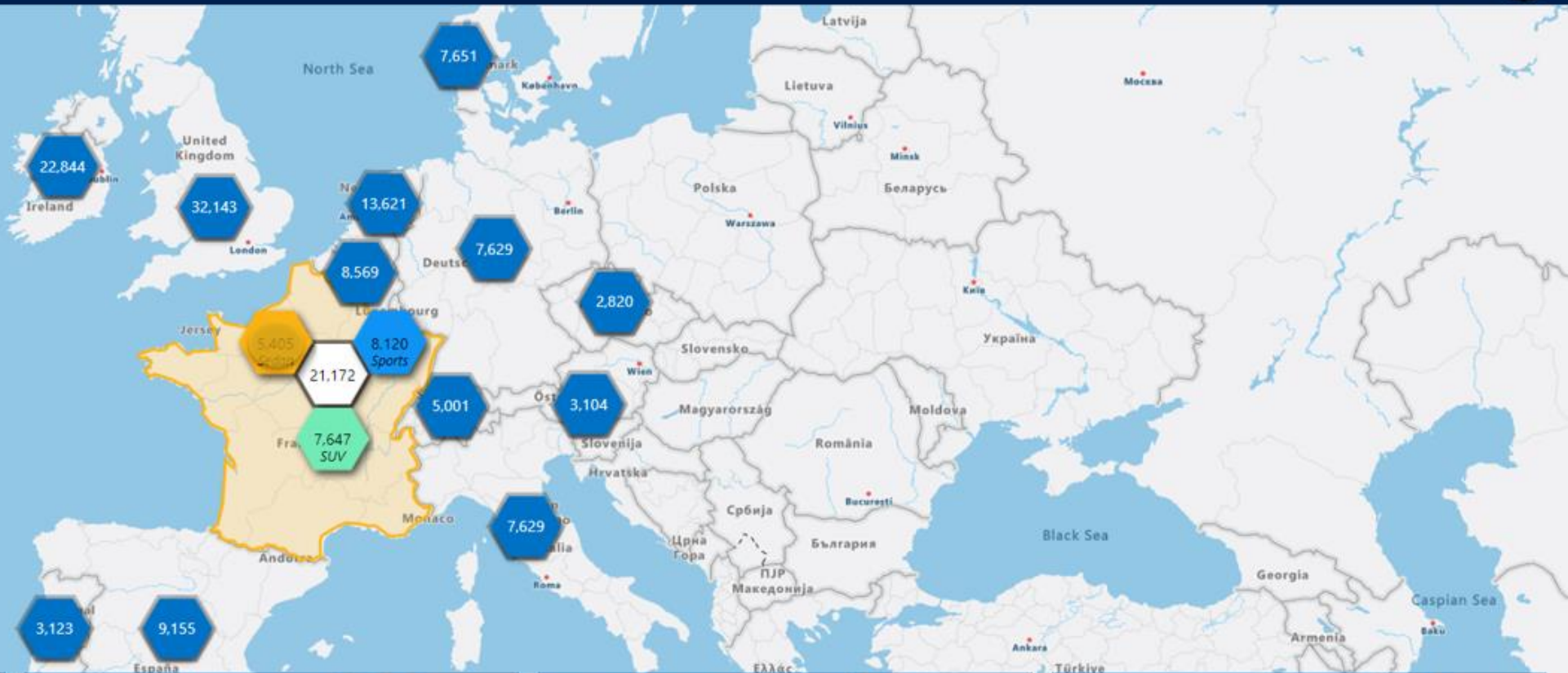


Vehicle Health Reports

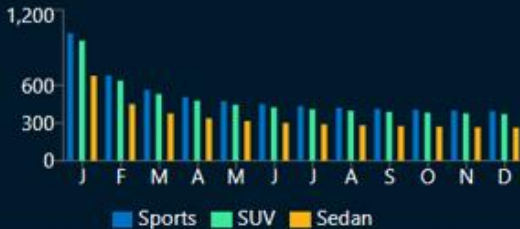


Vehicle Issue Count

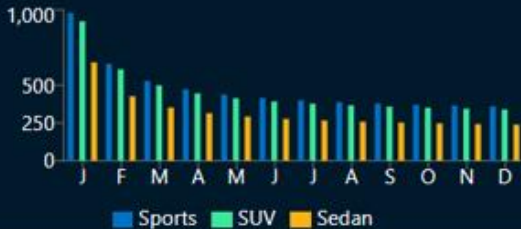




New Vehicles Provisioned



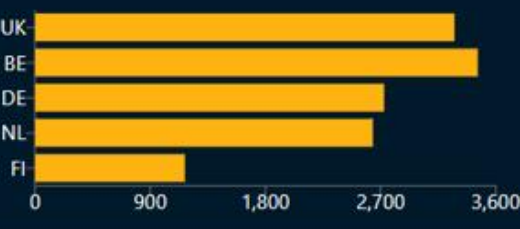
New Vehicles Activated

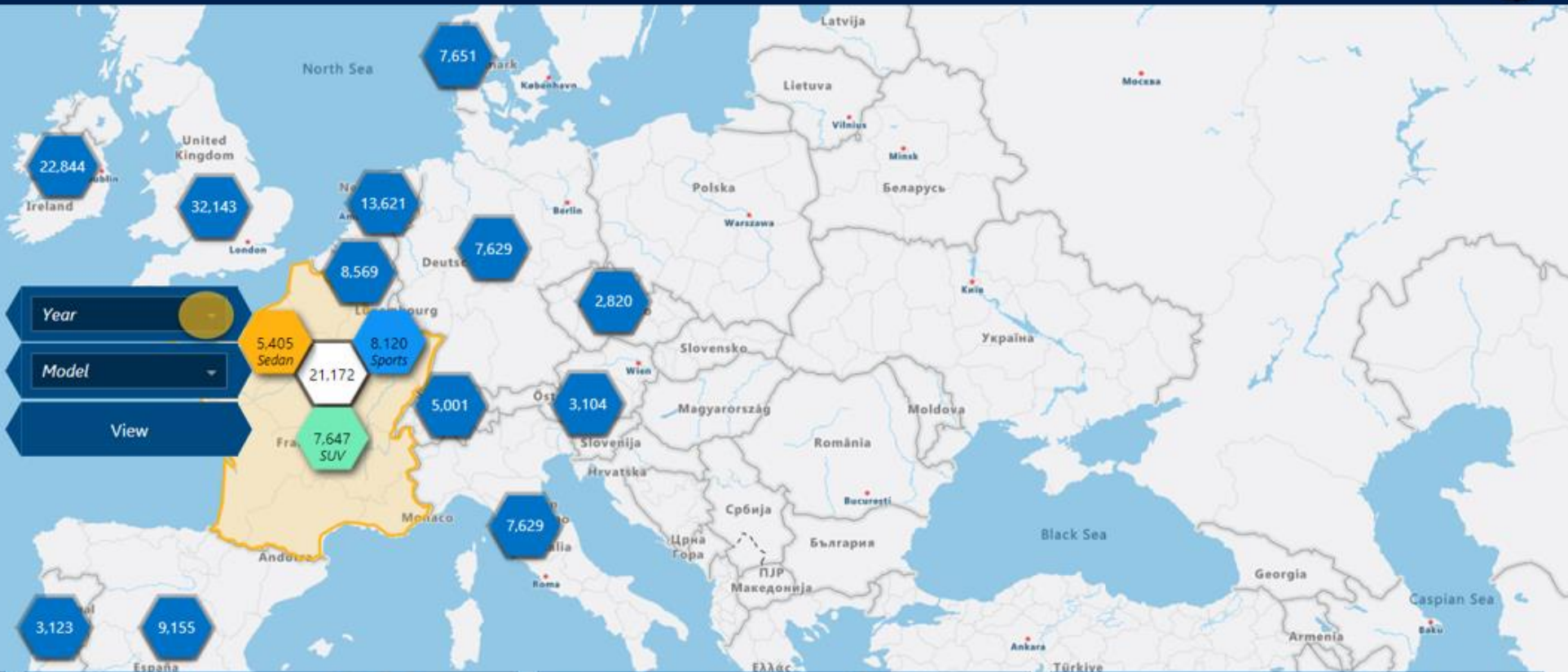


Vehicle Health Reports



Vehicle Issue Count





New Vehicles Provisioned



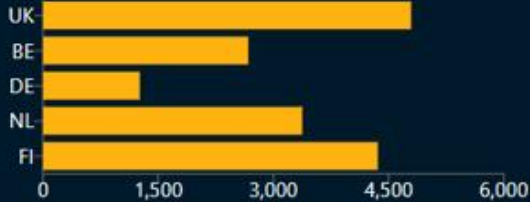
New Vehicles Activated

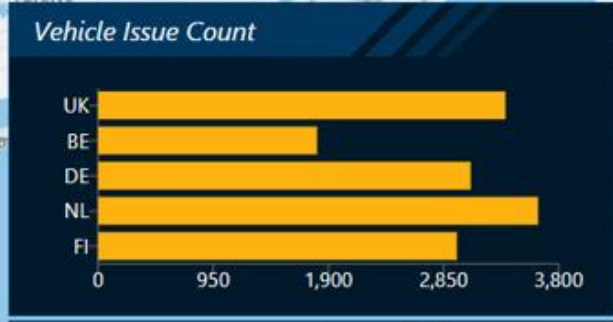
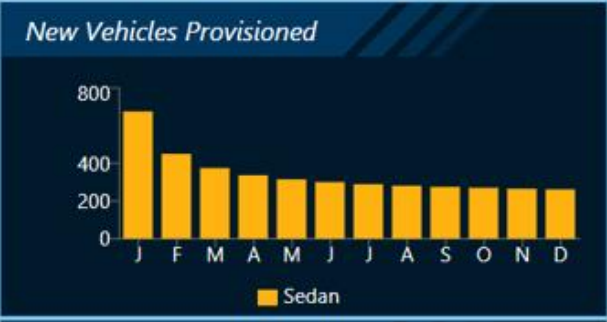
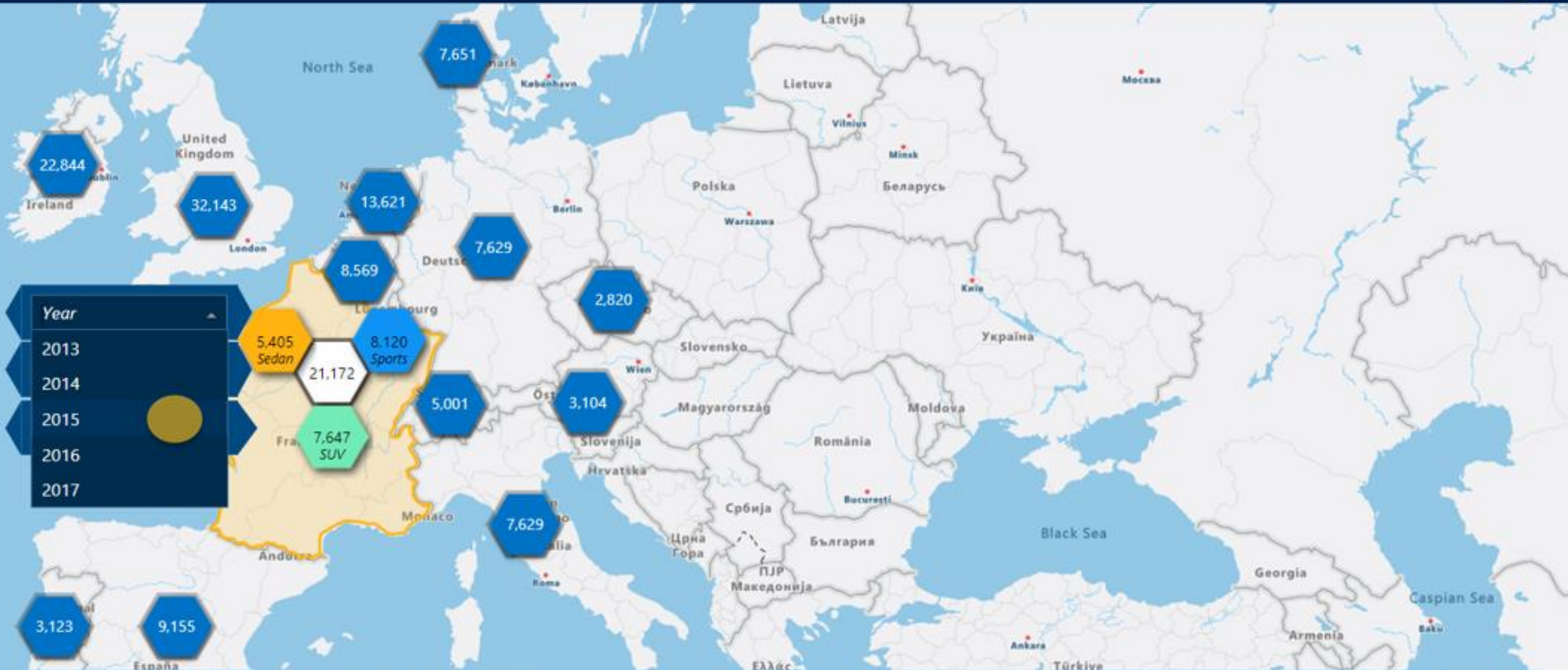


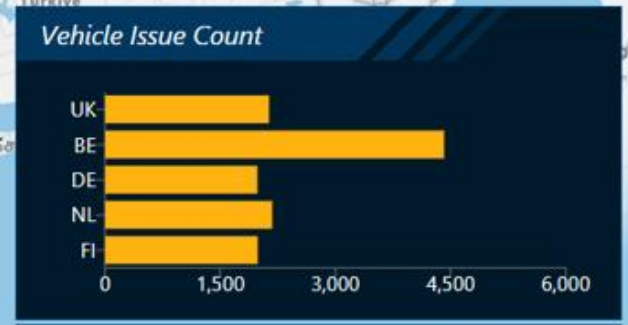
Vehicle Health Reports

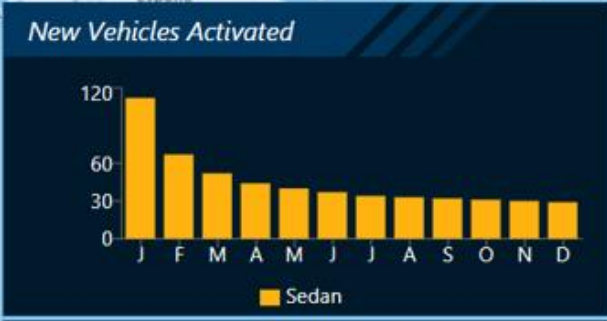
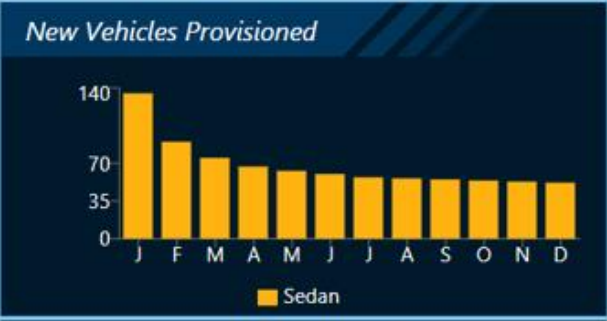
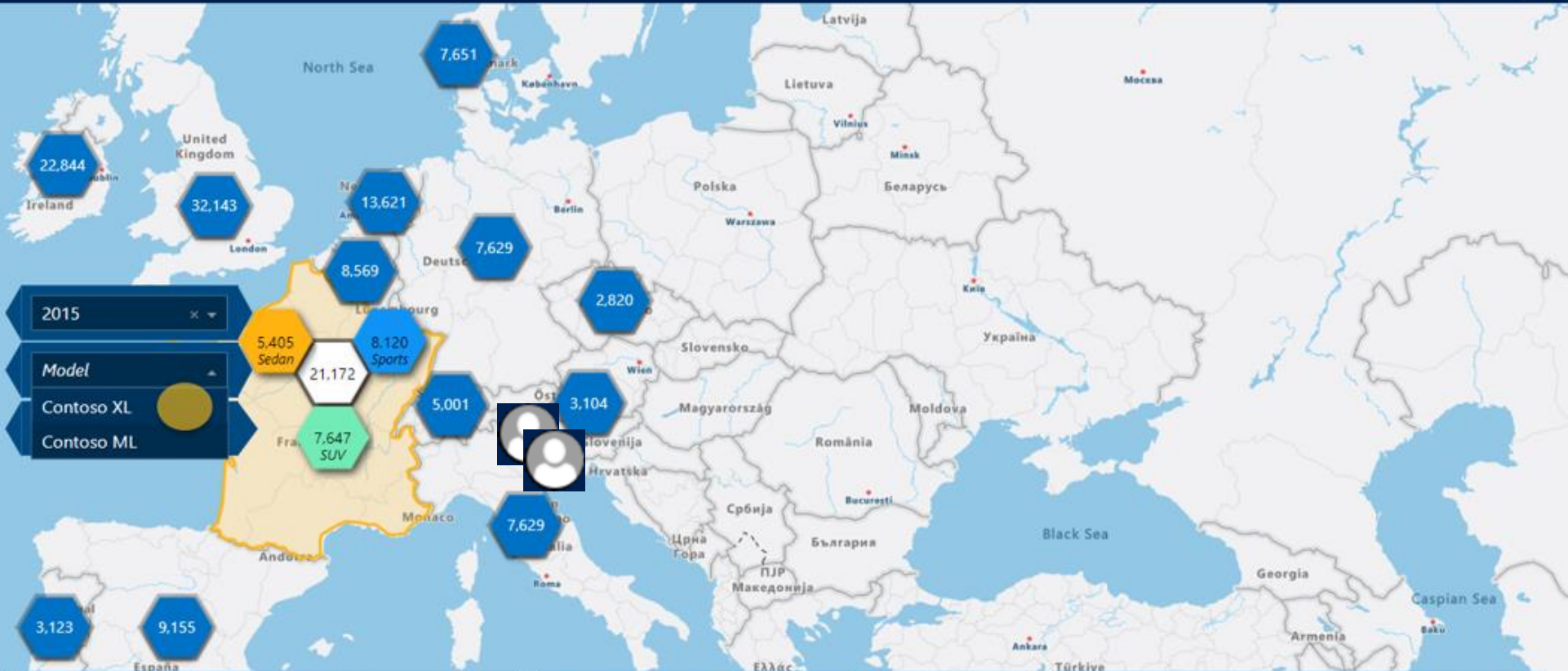


Vehicle Issue Count











New Vehicles Provisioned



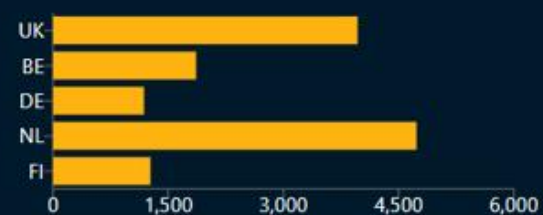
New Vehicles Activated



Vehicle Health Reports



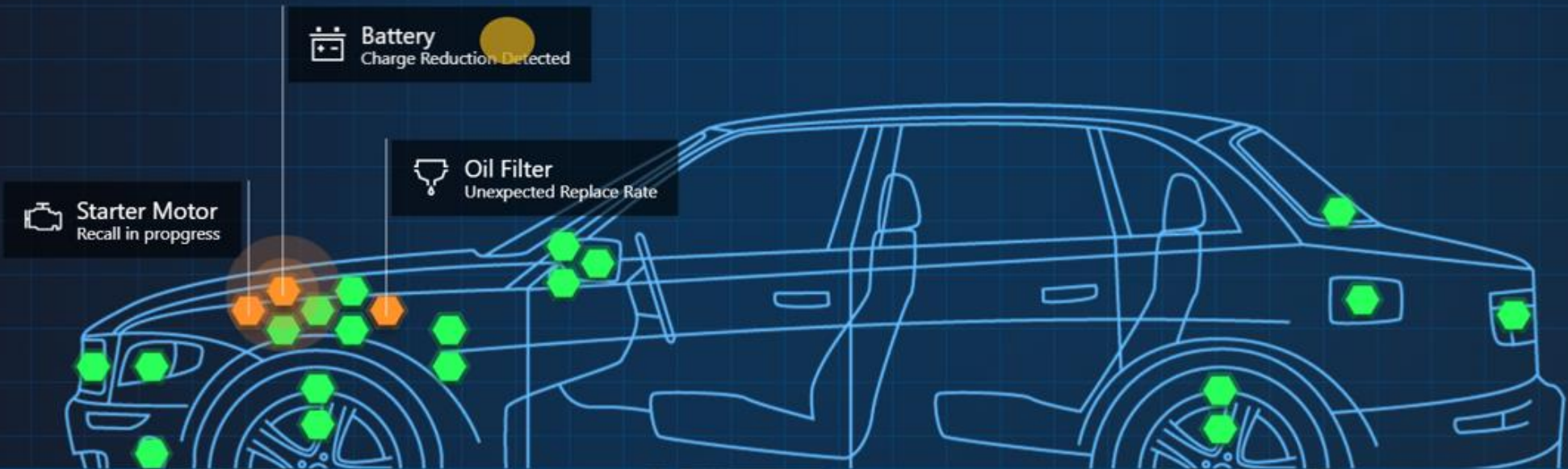
Vehicle Issue Count





France > Contoso XL 2015

540
Vehicles Active



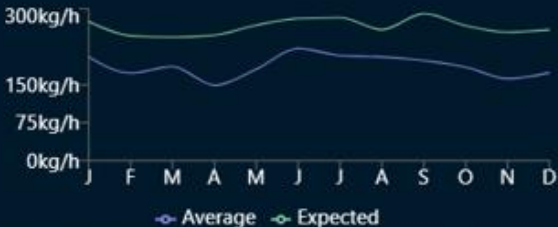
Total Active Vehicles



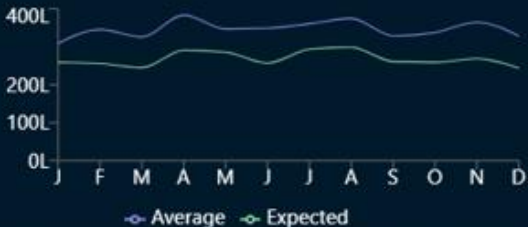
Vehicle Feature Usage



Vehicle Emissions



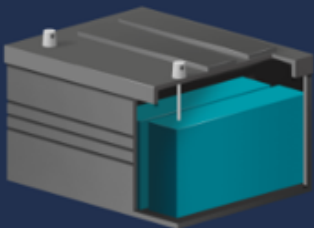
Vehicle Fuel Consumption





540
Vehicles Active

Contoso XL 2015 – Battery Performance Dashboard



Analysis

Due to the impact of cold weather, the battery is predicted to fail before the next scheduled maintenance

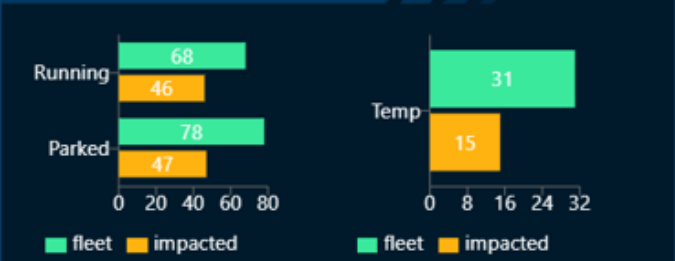
Related Factors

Driving Time	Location
53%	42%
Weather	General Care
61%	33%

Battery Performance



Battery Health Factors

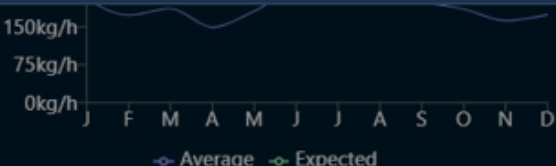


Impacted Cars

Contoso XL 2015		1JSDFHJ834RJKF80040 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80041 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80042 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80043 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80044 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80045 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80046 11/12/2016
Contoso XL 2015		1JSDFHJ834RJKF80047 11/12/2016

Notify All

Total Active Vehicle





Customers

Tschimmel, Steffen



General

Customer Number JK-831-863
Policy Number 902-5011-5921

Extra Services

App Installed 14/12/2016
Scheduled Next Service Date 12/04/2019

Vehicle Service History

Contoso XL 2013	Oil Change 03/03/2019
Contoso XL 2013	Oil Change 03/02/2019
Contoso XL 2013	Air Filter Replacement 03/01/2019
Contoso XL 2013	Brake Pad Replacement

**Recommendation: Schedule Service Now**

Change Detected

2 mins ago

Details

Location change from Chamonix to Paris

Recommended Next Steps

Send Update to
CustomerSend Test Drive
Invite via
SmartphoneContact Call
Center

Service Plan

5 mins ago



Details

Ticket Number #9501-5030
Service Type Replace Battery
Est. Time 11am - 12pm
Location On Location

Next Appointment



Appointment

6/25

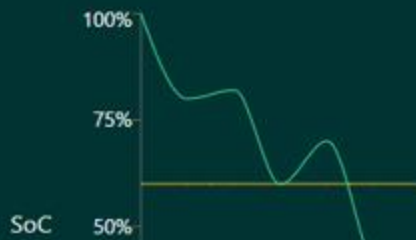
Recommended Next Steps

Send Update to
CustomerCheck Detailers
StockSchedule
Service

Battery Health Report

11 mins ago

State of Charge Monitoring



Due to the impact of cold weather, the battery is predicted to fail before the next scheduled maintenance

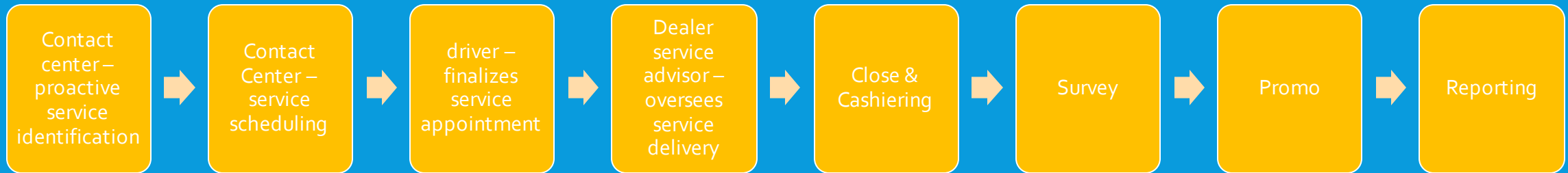
Recommended Next Steps

Location
42%Driving Time
23%Weather
45%General Care
33%

Related Factors

Send Update to
CustomerSend Test Drive
Invite viaContact Call
Center

SERVICE PATH SUMMARY



CONTACT CENTER ASSOCIATE

- The contact center associate logs into the PowerApp to Schedule the maintenance appointment



Name

Oil Change

Scheduled start

8/28/201908:00

Service appointment type

Oil Change

Business operation

Midland Sales Center

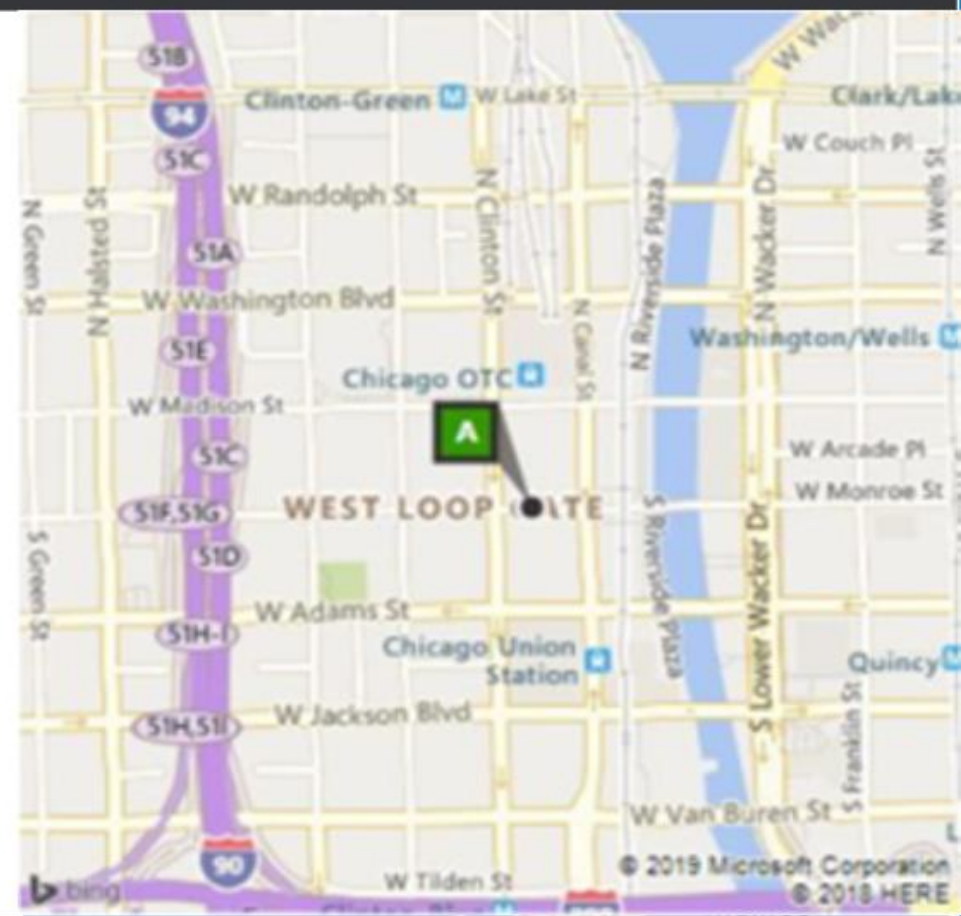
Scheduled end

8/28/201908:30

Available time slots

Description

WARNING: There's 4 known recall(s) for this make and model! For more information please visit https://www




August 2019

Wednesday, August 28, 2019


S M T W T F S

< 25 26 27 28 29 30 31 >

Resources




Smith Codio




Contoso User

Oil Change


Oil Change


 Contoso User

 8:00 AM -

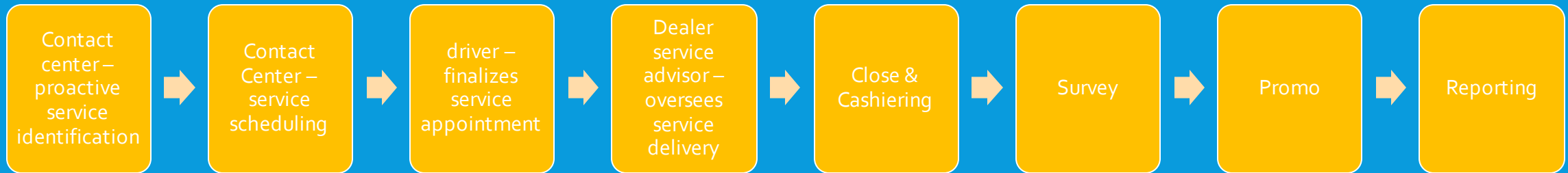
Contoso XL 2015 – Battery Maintenance

Battery Check

 Contoso User

 8:00 AM - 3:30 PM

SERVICE PATH SUMMARY



DRIVER

- The driver opens the app on their phone to review the service appointment and realizes that they will be late so they use the app to notify the Service Center

Appointments



Upcoming

Past



Search items

Tire Rotation BMW X3

5/6/2019 8:00 AM



Appointments



Surveys



Promotions

<

Service Appointments

×

✎

Name

Tire Rotation BMW X3

Status Reason

In Progress

Service Appointment Type

Business Operation

Scheduled Start

5/6/2019 8:00 AM

Scheduled End

5/6/2019 8:00 AM

Description

Standard Tire Rotation

Service

We didn't find any data to show at this time

🕒

Appointments

📄

Surveys

💰

Promotions

<

Service Appointments

×

Service Appointment Type

Business Operation

Scheduled Start
7/10/2019 8:00 AM

Scheduled End
7/10/2019 9:00 AM

Description
Standard Tire Rotation

Service

We didn't find any data to show at this time

Contact Support

Appointments

Surveys

Promotions

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Auto Bot

Type your message



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EXPLORE



Auto Bot

I'm running late



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Shop Now



Trade-in Value



Check Your Credit Score



Apply for Financing

EXPLORE



Auto Bot

I'm running late



2 minutes ago



Hi there! Looks like you're running late for your appointment. Would you like to reschedule?

2 minutes ago

Yes

No

Type your message



LONGER DAYS MEAN LONGER DRIVES

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Read More

Shop Now

EXPLORE



Trade-in Value



Check Your Credit Score



Apply for Financing

Auto Bot

I'm running late



2 minutes ago



Hi there! Looks like you're running late for your appointment. Would you like to reschedule?

2 minutes ago

Yes



Just now



Great. I can help you with rescheduling.



When would you like to come in?

Just now

July 1st, 1:00 PM

July 1st, 2:00 PM

July 2nd, 8:00 AM

Type your message



LONGER DAYS MEAN LONGER DRIVES

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Read More

Shop Now



Trade-in Value



Check Your Credit Score



Apply for Financing

EXPLORE



Auto Bot

2 minutes ago



Hi there! Looks like you're running late for your appointment. Would you like to reschedule?

2 minutes ago

Yes



Just now



Great. I can help you with rescheduling.



When would you like to come in?

Just now

July 1st, 1:00 PM



Just now



You got it. I've got you down for July 1st, 1:00 PM.



Did that answer your question?

Just now

Yes

No

Type your message



LONGER DAYS MEAN LONGER DRIVES

From 1.99% APR for 48 Months on All 2019-2020 Contoso XL Models

Read More

Shop Now



Trade-in Value



Check Your Credit Score



Apply for Financing

EXPLORE



Auto Bot



Great. I can help you with rescheduling.



When would you like to come in?

July 1st, 1:00 PM



You got it. I've got you down for July 1st, 1:00 PM.



Did that answer your question?

Yes



Great! Please rate your experience.



Terrible



Poor



Fair



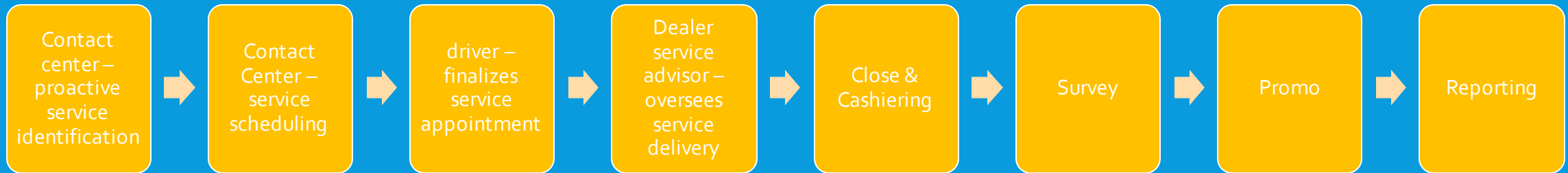
Good



Excellent


















Type your message


SERVICE PATH SUMMARY



DEALER SERVICE ADVISOR

- The Dealer Service Advisor at the Service Center logs into the App from their tablet to check the user in and transition to the Technician (potentially upselling in the process)

<h3>Service breakdown</h3> <div><div>Oil Change</div><div></div><div>18</div></div> <div><div>Battery Check</div><div></div><div>16</div></div> <div><div>Repair</div><div></div><div>8</div></div> <div><div>Tire Rotation</div><div></div><div>6</div></div>		<div>Search Appointments </div> <div><div>Oil Change Oil Change<div> 8/28/2019 8:00 AM</div></div><div><div>Contoso XL 2015 – Battery Maintenance Battery Check<div> 8/28/2019 8:00 AM</div></div><div><div>SCS Battery Check<div> 8/1/2019 12:00 AM</div></div><div><div>Contoso XL 2013 – Battery Maintenance Battery Check<div> 4/18/2019 8:00 AM</div></div><div><div>Contoso XL 2017 – Battery Maintenance Battery Check<div> 4/18/2019 8:00 AM</div></div><div><div>Battery Check Battery Check<div> 1/2/2019 8:00 AM</div></div></div></div></div></div></div></div>	
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Name Contoso XL 2015 – Battery Maintenance	Service Appointment Type <div>Battery Check</div> <div>! Last Tire Rotation Feb, 2 2018. Need attention.</div> <div>Add Another Service</div>	Scheduled Start 8/28/2019 8:00 AM Stop Service Start Service	Description <div></div>
Customer Contoso XL 2015 – Battery Maintenan	Promised On <div>12/31/2001</div> <div></div> <div>00</div> <div>:</div> <div>00</div>	Scheduled End 7/11/2019 3:30 PM	
Business Operation Midland Service Center			

8/28/2019 8:00 AM

4/18/2019 8:00 AM

1/2/2019 8:00 AM

Midland Service Center

Midland Service Center

Midland Service Center

Contoso XL 2015 –

Contoso XL 2013 –

Battery Check

Tire Tread Depth

❗ Last Tire Rotation Feb, 2 2018. Need attention.

Add Service

Last Serviced: Feb 2, 2018

Oil Change

⚠️ Will need attention soon

Add Service

Last Serviced: Dec 2, 2018

Engine

Recommended to review performance

Add Service

Last Serviced: Unknown

Alternator

⚠️ Alternator reports less than 80% efficiency

Add Service

Last Serviced: Unknown

Transmission

✅ Good condition

Add Service

Last Serviced: Nov 22, 2018

Battery

⚠️ Will need attention soon

Add Service

Last Serviced: Aug 14, 2018

Cancel

Save Updates

Tire Tread Depth

! Last Tire Rotation Feb, 2 2018. Need attention.

Add Service

Last Serviced: Feb 2, 2018

Oil Change

! Will need attention soon

Add Service

Last Serviced: Dec 2, 2018

Engine

Recommended to review performance

Add Service

Last Serviced: Unknown

Alternator

! Alternator reports less than 80% efficiency

Add Service

Last Serviced: Unknown

Transmission

✓ Good condition

Add Service

Last Serviced: Nov 22, 2018

Battery

! Will need attention soon

Add Service

Last Serviced: Aug 14, 2018

Cancel

Save Updates

Name

Contoso XL 2015 – Battery Maintenance

Service Appointment Type

Battery Check

! Last Tire Rotation Feb, 2 2018. Need attention.

Add Another Service

Scheduled Start

8/28/2019 8:00 AM

Stop Service

Start Service

Description

Customer

Contoso XL 2015 – Battery Maintenan

Promised On

12/31/2001

00

:

00

Scheduled End

7/11/2019 3:30 PM

Business Operation

Midland Service Center

8/28/2019 8:00 AM

4/18/2019 8:00 AM

1/2/2019 8:00 AM

Midland Service Center

Midland Service Center

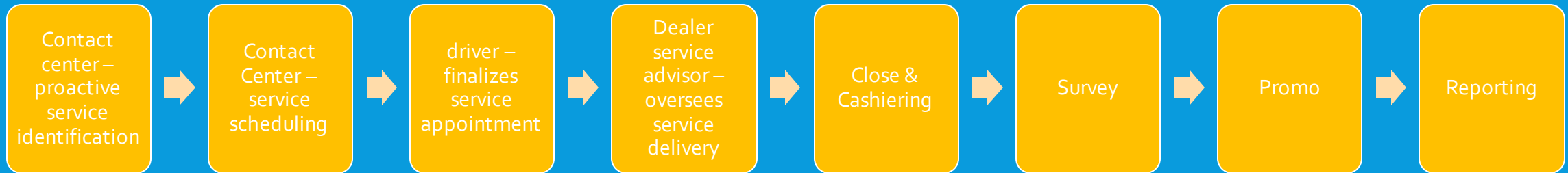
Midland Service Center

Contoso XL 2015 –

Contoso XL 2013 –

Battery Check

SERVICE PATH SUMMARY



DEALER SERVICE ADVISOR

- Once the technician is done servicing the vehicle, the representative reviews the work with the customer and has them sign off.

Name Contoso XL 2015 – Battery Maintenance	Service Appointment Type <div>Battery Check</div> <div>! Last Tire Rotation Feb, 2 2018. Need attention.</div> <div>Add Another Service</div>	Scheduled Start 8/28/2019 8:00 AM <div>Stop Service</div>	Description <div></div>
Customer Contoso XL 2015 – Battery Maintenan	Promised On <div>12/31/2001</div> <div></div> <div>00</div> <div>:</div> <div>00</div>	Scheduled End 7/11/2019 3:30 PM	
Business Operation Midland Service Center			

8/28/2019 8:00 AM

4/18/2019 8:00 AM

1/2/2019 8:00 AM

Midland Service Center

Contoso XL 2015 –

Midland Service Center

Contoso XL 2013 –

Midland Service Center

Battery Check

Name

Contoso XL 2015 – Battery Maintenance

Service Appointment Type

Battery Check

Scheduled Start

8/28/2019 8:00 AM

Description

! Last Tire Rotation Feb, 2 2018. Need attention.


Add Another Service

Customer

Contoso XL 2015 – Battery Maintenan

Promised On

12/31/2001



00

⌵

:

00

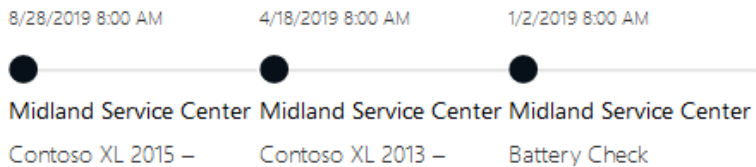
⌵

Scheduled End

7/11/2019 3:30 PM

Business Operation

Midland Service Center



Enter any additional comments or notes here.



Service Manager


Fleet Manager

It's Friday, 06.09.2019

Enter any additional comments or notes here.

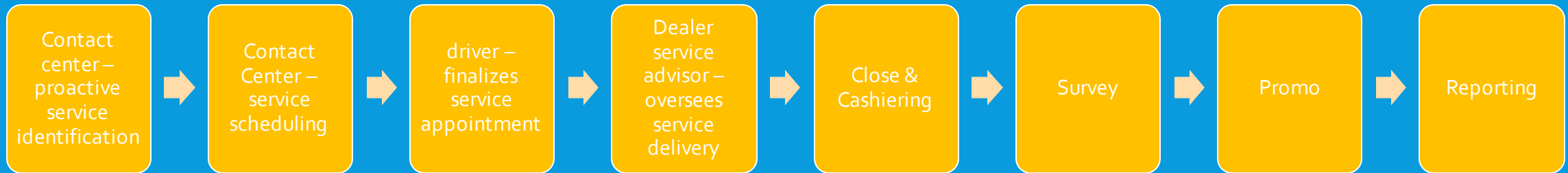
Please provide your signature below

Enter any additional comments



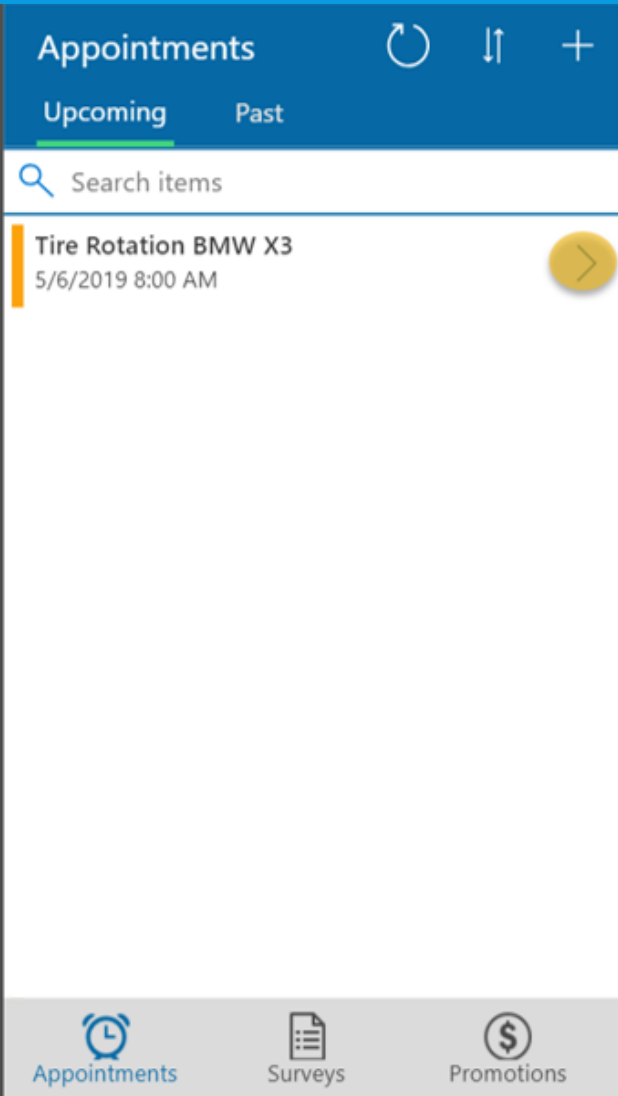
Save & Submit

SERVICE PATH SUMMARY



DRIVER

- The driver opens the app on their phone to fill out the survey about their visit to the Service Center



Name

Tire Rotation BMW X3

Status Reason

In Progress

Service Appointment Type

Business Operation

Scheduled Start

5/6/2019 8:00 AM

Scheduled End

5/6/2019 8:00 AM

Description

Standard Tire Rotation

Service

We didn't find any data to show at this time

Surveys



 Search items

Service Center Survey

Thanks you for trusting us with your vehicle. We



Appointments



Surveys



Promotions

< Surveys

Subject

Service Center Survey

Description

Thanks you for trusting us with your vehicle. We value our customers input. Please take a few moments to fill out the survey and let us know how we are doing. As a thank you for your time., you will receive a coupon for a free car wash on your next visit!

Take Survey



Appointments



Surveys



Promotions

Service Appointment Feedback

Thank you for choosing us for your recent Service Appointment. We just had a few questions for you so we could better serve you in the future. For your response you'll receive a code for a complimentary car wash in your Appointment Management app.

* Required

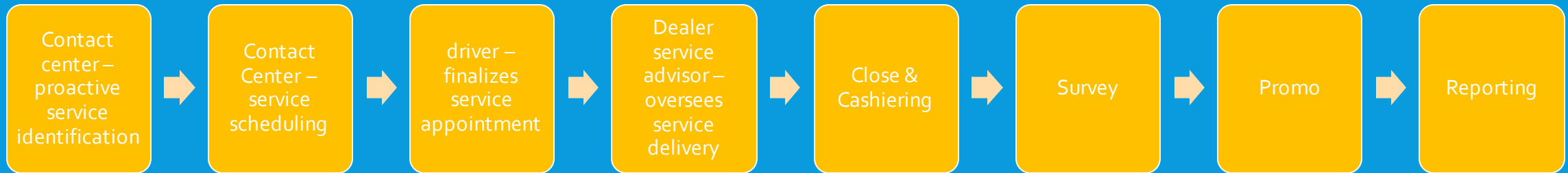
1. On a scale from 1-5, how would you rate the overall quality of your service? *



2. About how long did you have to wait for your technician to start your service? *

- ☐ No Wait
- ☐ Less than 10 minutes
- ☐ 10-30 minutes
- ☐ 30 minutes - 1 hour
- ☐ Over 1 hour

SERVICE PATH SUMMARY



DRIVER

- The driver opens the app on their phone to review their free car wash as a promotion for providing feedback

Promotions



 Search items

Car Wash Coupon

Thank you for taking the time to fill out the



Appointments



Surveys



Promotions

< Surveys

Subject

Car Wash Coupon

Description

Thank you for taking the time to fill out the survey. Please find a coupon for a free car wash on your next visit.



Appointments

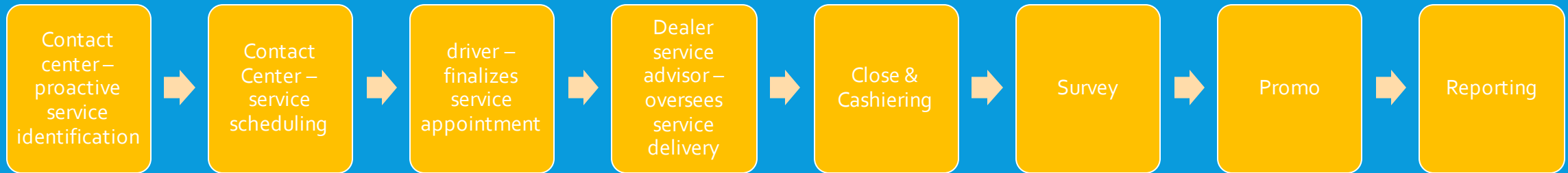


Surveys



Promotions

SERVICE PATH SUMMARY



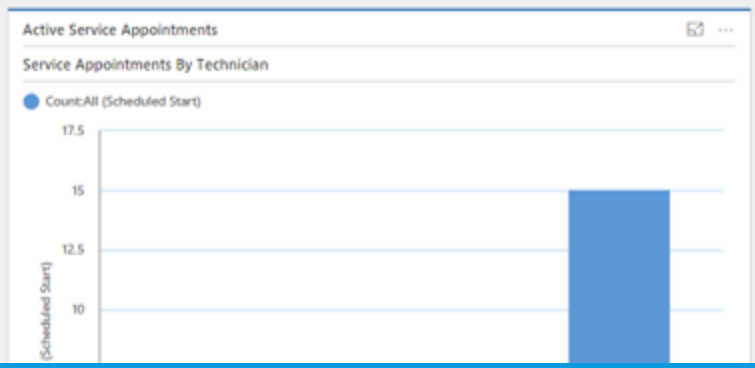
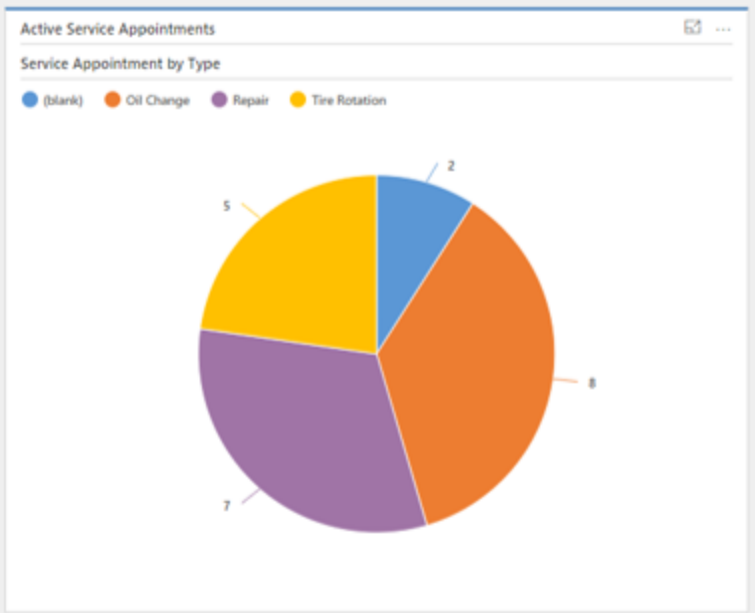
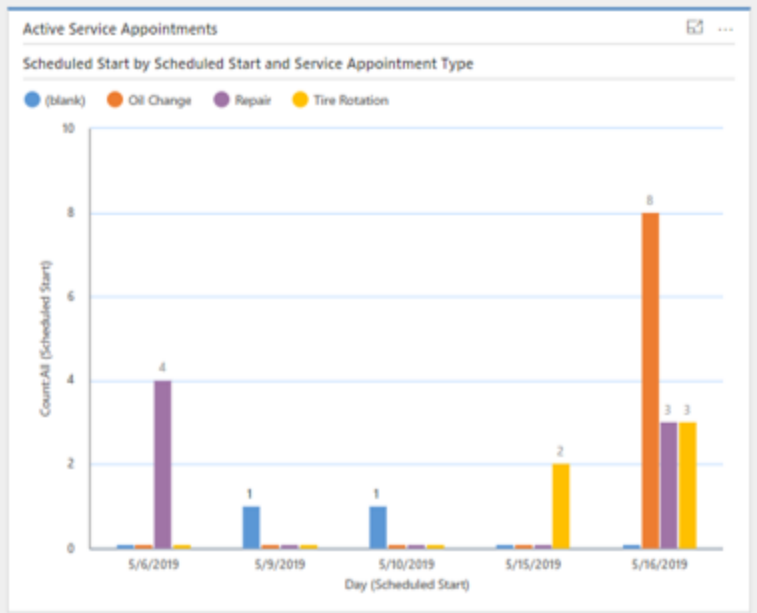
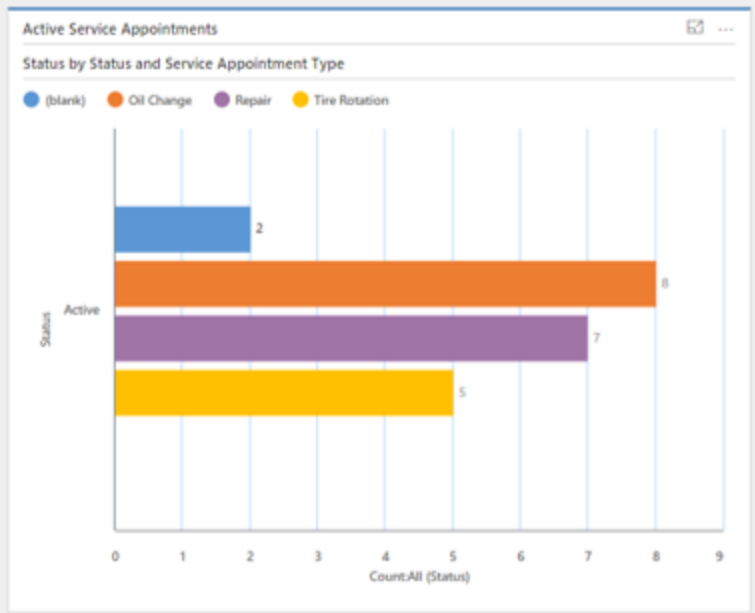
SERVICE CENTER MANAGER

- The Service Center Manager logs into Dynamics Customer Engagement to review the service center dashboard

- Home
- Recent
- Pinned
- Marketing
- Dashboards
- Dealership Dashb...
- Leads
- Test Drives
- Sales
- Dashboards
- Accounts
- Contacts
- Activities
- Opportunities
- Quotes
- Deals
- Trade Ins
- After Sales
- Dashboards
- Service Appointm...
- Service Contracts
- Sales Contracts
- Device Warranties
- Vehicles
- Vehicles
- Auto

Save As + New Set As Default Refresh All

Service Center Dashboard



Active Service Appointments

Search for records

Name	Customer	Service Appointment Type	Created On
Battery Repair BMW X3	---	Repair	5/3/2019 2:46 PM
ffff	---	---	5/8/2019 12:52 PM
Oil Change Toyota Camry	---	Oil Change	5/3/2019 2:46 PM