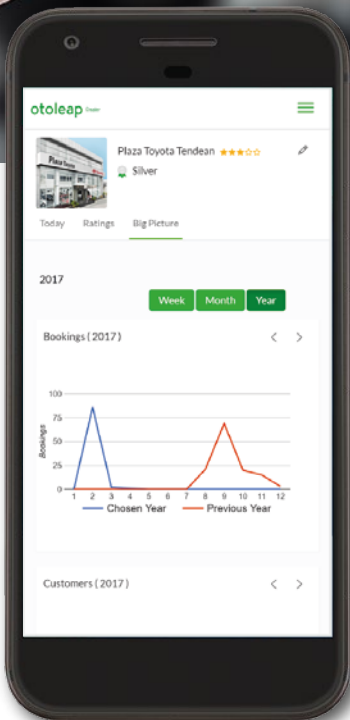


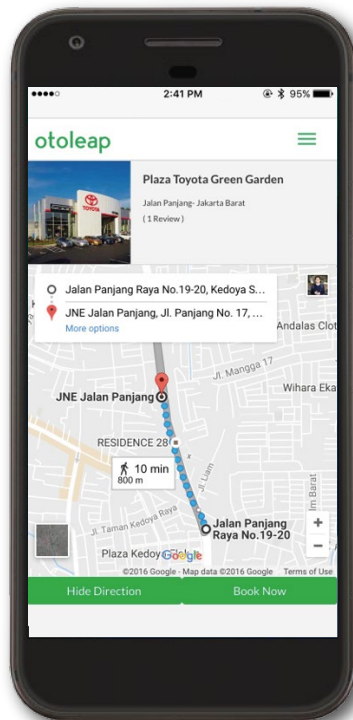
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# Mobile Customer Engagement

Otoleap, a user-friendly and intuitive mobile application designed for car owners, delivers the next level of customer experience by enabling your customers to engage and interact with your dealerships in a more personalised way – Anytime, Anywhere.



Dealer App



Car Owner App

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## Car owner engagement

Redefine and personalise your customers experience by providing complete real time information and allowing customers to access and track vehicle service histories, make service bookings and test drive appointments, at their fingertips.

## Mobile app and self service portal

Both car owners and dealership staff have the choice to connect and to interact through the otoleap mobile app or self service portal.

## DMS integration

The Otoleap solution has an open architecture that enables seamless integration with existing automotive retail systems.



Dealer Features

## technosoft otoleap for Dealers

### One-stop Service Portal

Extend service booking capabilities via online, not just traditional method (via phone call) with minimum investment.

### Service Bookings

Increase visibility of customers through location-based service centre search. Route maps are also provided.

### Service Scheduling

Self-service portal and mobile app for receiving, approving, rescheduling, rejecting, reminding service bookings via online.

### Service Campaign

Increase utilization of service workshop through promotions during off-peak hours.

### Feedback Analysis

Increase credibility from satisfied service through high rating score from customers.

### Loyalty Management

Define reward program tiers, reward and redemption rules.



Car Owner Features

## technosoft otoleap for Car Owner

### Search Workshops

Mobile app & self-service portal for searching & reviewing service workshops, location, driving directions, workshop ratings.

### Service Bookings

Make appointments for service, view service quotes, cancel or reschedule appointments.

### Service History

Tracks complete service bookings & repair history.

### Service Ratings

Review dealer's rating from other customers, provide ratings after service.

### Surveys

Provide feedback through online survey after service.

### Promotions

Receive personalized promotions from dealer.

### Loyalty Program

Overview of loyalty status, reward points earned and redeemed



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