



Dynamics 365 Automotive Accelerator Walkthrough Guide

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Overview

With the Dynamics 365 Automotive Accelerator, you can develop solutions based on entities and attributes that dealerships and OEMs commonly leverage for customer experience and other business processes. These entities include deals, sales contracts, specifications, fleet, warranties, inspection, test drives, branding, business, customer-vehicle relationship, vehicle and equipment, lead, service and after-sales management, and more. The accelerator includes an automotive data model, PowerBI apps, canvas and model-driven sample apps based on connected experiences.

The automotive accelerator provides the following to partners and customers:

- Extensions to Common Data Model to include a data model that supports customer experiences, including entity definitions and relationships.
- Sample model-driven apps to show some possibilities of how Dynamics 365 and the automotive data model can be used, including customer experience management, customer 360, connected field service, and DMS.
- Sample canvas apps for the Fleet Manager to quickly and pro-actively schedule service appointments with service centers to show how anyone can quickly develop new apps with the Power Platform using the Automotive Accelerator.
- Sample Power-Portal that highlights B2C interactions showcase inventory browsing, car configuration, scheduling test drives forums post activity. We also cover an omni-channel interaction with bot and highlight ability to escalate to agent.
- Sample Power BI dashboards that provide analytics around vehicle inventory, services, lead disposition, branding, and business operation.
- Sample "Model.json" file to implement the automotive data model as Common Data Model folders in Azure Data Lake Storage for analytics, AI, and Machine Learning.
- Individual solutions for Sales, After Sales, Marketing, and a package that you can deploy and install, including sample data. The Automotive Common Data Model extension can also be installed using a Power Platform SKU.
- Test drive experience through AppSource with walkthroughs, reference guides, entity-relationship diagrams, and metadata documentation on the data model.

The Automotive Accelerator is available on Github at the following address:

<https://github.com/microsoft/Industry-Accelerator-Automotive/releases>

Walkthrough document objective

This documentation provides a detailed walkthrough for the main scenarios that were developed for the Automotive Accelerator V1 release (July 2019) focus on connected service for dealers as well as the Automotive Accelerator V2 release (May 2020) that highlights customer engagement.

Automotive Accelerator V2

The Automotive Accelerator V2 focuses on customer engagement with a customer 360 view, digital marketing and customer experience to enable even deeper and intentional conversations with customers, provide better customer experience, and unlocks upsell and cross sell opportunities, and increases the overall customer lifetime value.

This documentation provides a walkthrough of the sample apps and flows within the Automotive Accelerator solutions.

Test Drive the Automotive Accelerator via AppSource

*Please note this Test Drive:

- May include capabilities not yet available for download
- Is read-only
- Is limited in duration

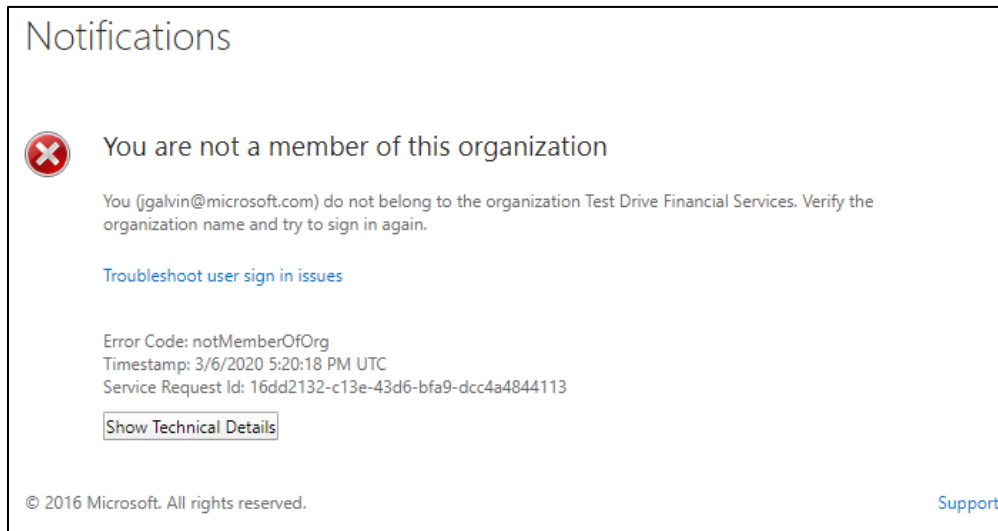
To test drive the Automotive Accelerator, follow this process:

(AppSource image)

- In a private browser, select the **Test Drive button** for the Automotive Accelerator from [AppSource](#)
- Sign In

Known Error Messages

Did you see this error message?



If you recently tried a test drive, you may receive this error. If so, please open a private window in your browser and restart the test drive. This should resolve the error. If it does not resolve this error message, please let us know at dynindaccsupport@microsoft.com

Installing the Automotive Accelerator

*Please note this Test Drive:

- May include capabilities not yet available for download
- Is read-only
- Is limited in duration

To install the Automotive Accelerator, follow this process:

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Microsoft | AppSource | Apps | Consulting Services | Search Microsoft AppSource | Co-Sell | Sell

Apps > Dynamics 365 Automotive Accelerator

Dynamics 365 Automotive Accelerator [Save for later](#)

Microsoft

★★★★★ 4.6 (3)

Overview [Reviews](#)

GET IT NOW

TEST DRIVE

What's New?

Test Drive duration
24 hours

Pricing
Free

Products
Dynamics 365 Sales
Dynamics 365 Field Service
PowerApps

Publisher
Microsoft

Acquire Using
Work or school account

Version
1.0.3.2

Categories
Analytics
Customer service
Marketing

Products supported
Dynamics 365
Power BI

Support
Support
Help

Legal
License Agreement

Rapidly develop test drives, vehicle specifications and service appointment scheduling solutions.

The Microsoft Auto Accelerator empowers customers and users to schedule appointments and services facilitated through proactive communications. This accelerator supports the following:

Overview

- **Pre-built entities and forms via the sample app:** Access to a wide range of industry standard entities and relationships allowing for rapid development of new automotive solutions.
- **Best Practices:** Model designed collaboratively with the automotive sector to reflect best practices industry data standards.
- **Vehicle and Equipment Management Focus:** Device details and specifications included within the data model allow for the management and tracking of vehicles and other devices.
- **Service and After-Sales Focus:** Service Appointments, Contracts and Warranties are included to manage after sales functions throughout the lifecycle of a customer.
- **Native CDM Support:** Automotive entities are unified with standard CDM entities ensuring consistency across applications and out of box APIs for seamless integration to 3rd party applications and data services.

How to Experience

- **Get It Now:** By clicking on Get It Now, you will be provided with the option to install any or all solutions in your own Dynamics 365 environment.
- **Test Drive:** With this option, you can immediately experience the Auto Accelerator with sample data. You don't need a Dynamics 365 environment and you'll have 24 hours to try it.
- **GitHub:** The solutions, data samples, PowerApps, documentation, and more are provided as part of the open source creative license and available on GitHub.

Additional Support

Select the **Test Drive** button for the Automotive Accelerator from [AppSource](#). Sign in.

Microsoft | AppSource | Apps | Consulting Services | Search Microsoft AppSource

Apps > Dynamics 365 Automotive Accelerator > Test Drive

Test Drive

Dynamics 365 Automotive Accelerator
by Microsoft

Your Test Drive is ready (23 hours 57 minutes remaining)

[GO TO MY TEST DRIVE](#)

Test Drive details

Dynamics 365 Automotive Accelerator Test Drive:

The Automotive Accelerator extends the Common Data Model (CDM) to include new entities to support a data schema for the automotive industry. With the CDM, organizations have a unified view of their data across sources which enables business apps to deliver new insights and drive intelligence-based experiences to users within the organization.

Use this Test Drive for up to 24 hours to explore the new entities, forms and dashboards without requiring your own Dynamics 365 instance. You can also use the Test Drive document for suggested ways to explore the connected scenarios that are part of the Accelerator.

Documentation
[Test Drive User Manual](#)

Once the Test Drive is available, select the **Go to My Test Drive** button.

Personas

This walkthrough was created with the following Personas in mind:

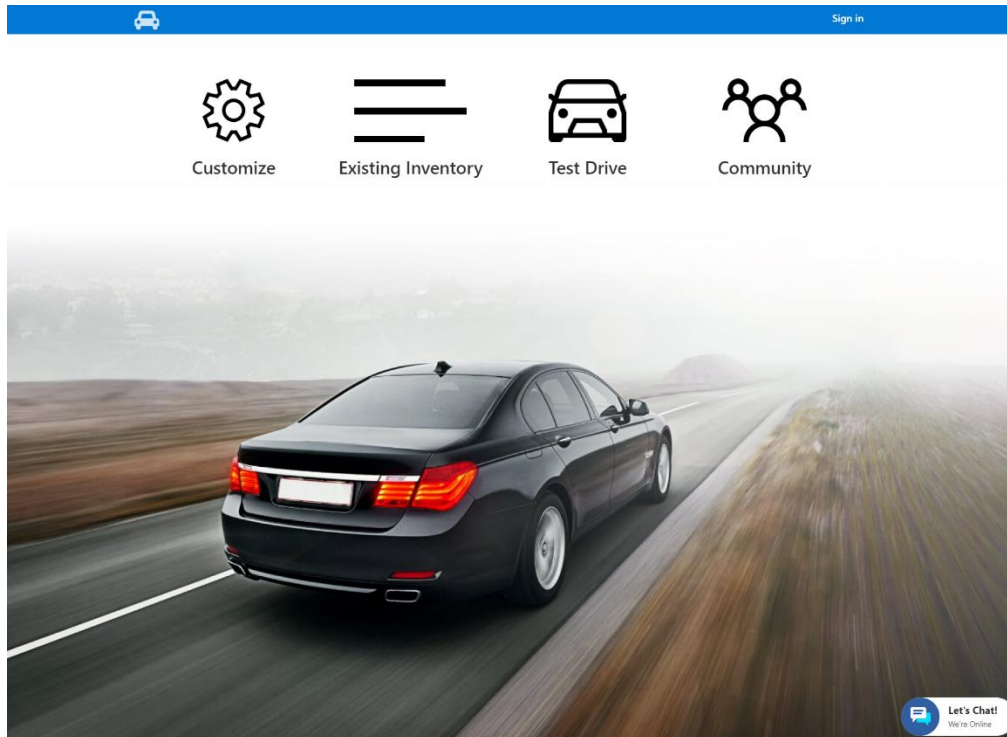
1. Consumer
 - a. The Customer is a person who is interested in making a lease or purchase at the car dealership
2. Marketing Manager
 - a. The Marketing Manager builds intentional marketing campaigns and leverages segmentation to land targeted offers and maximize the conversion rate
3. Service Advisor
 - a. The Service Advisor checks-in Customers for maintenance appointments at the dealership and is responsible for providing the best customer experience
4. Sales Manager
 - a. The dealership Sales Manager develops meaningful and intentional conversations with customers

This demo walks you through the customer journey, shows how dealerships can engage with customers and empower their Service Advisors and Sales Managers to drive deeper and intentional customer conversations, provide a better customer experience, and unlocks upsell and cross sell opportunities to increase the overall customer lifetime value.

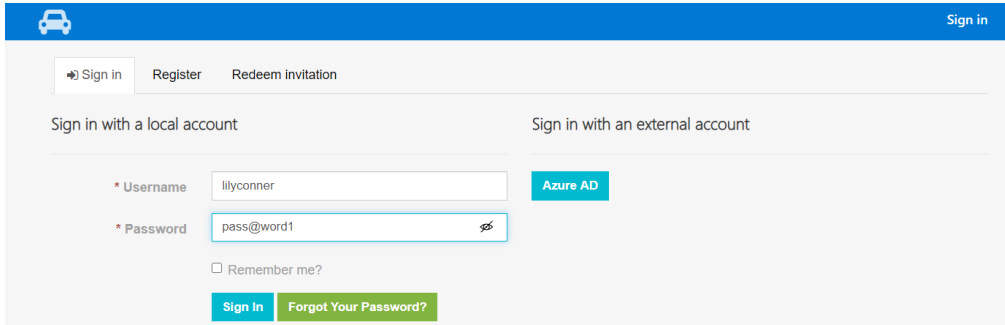
Automotive Accelerator V2 - Walkthrough

Step 1: Online Engagement

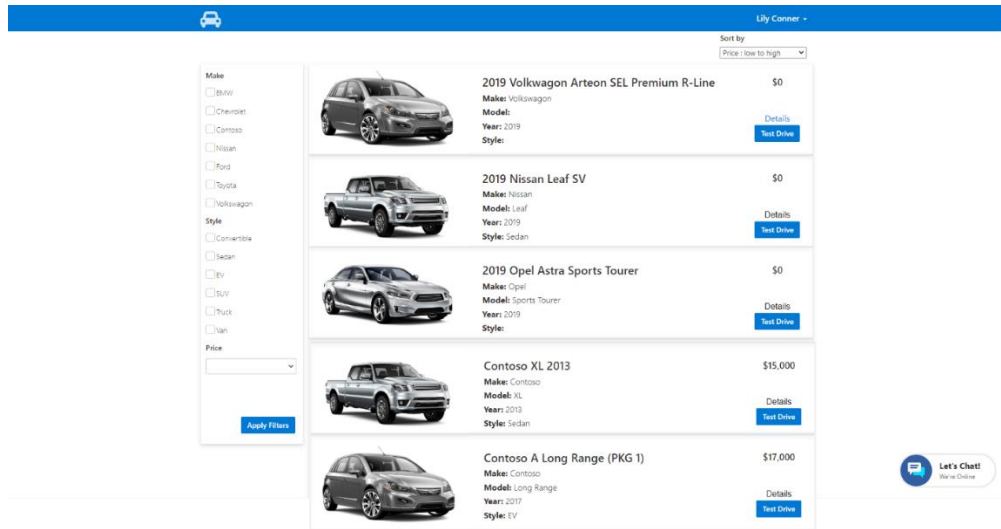
Lily Conner, a sport car enthusiast, is shopping around to upgrade her current sports car to a new model. She is looking to replace her existing car with a new Contoso-Sport vehicle.



Lily goes to the Contoso portal. <https://autocommunityportal.powerappsportals.com/>

The screenshot shows the login page of the Contoso portal. It has a blue header bar with a car icon and a "Sign in" link. Below the header, there are three tabs: "Sign in" (selected), "Register", and "Redeem invitation". The page is divided into two main sections: "Sign in with a local account" and "Sign in with an external account". Under the "Sign in with a local account" section, there are input fields for "Username" (containing "lilyconner") and "Password" (containing "pass@word1"). There is also a "Remember me?" checkbox. Below these fields are two buttons: "Sign In" and "Forgot Your Password?". Under the "Sign in with an external account" section, there is a blue button labeled "Azure AD".

She logs in to her account to browse the available vehicles currently on hand.



Selecting the **Existing Inventory**, she explores different models and their prices.



Customize



Existing Inventory

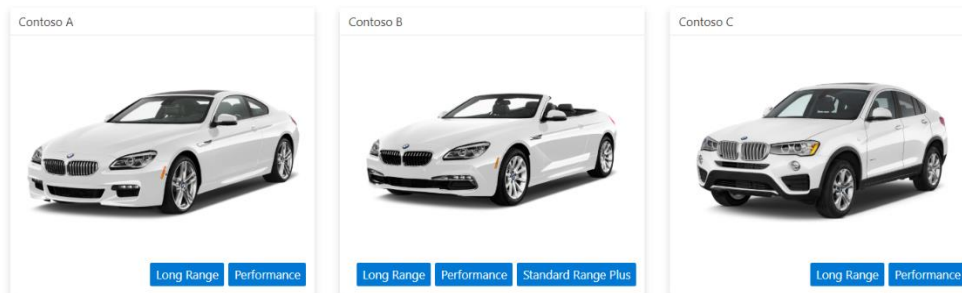


Test Drive



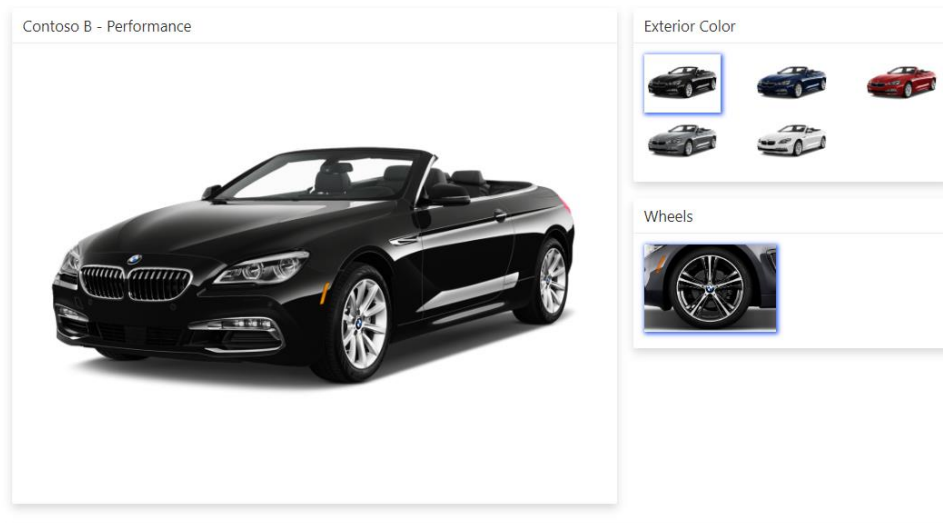
Community

Model > Exterior > Interior > Test Drive

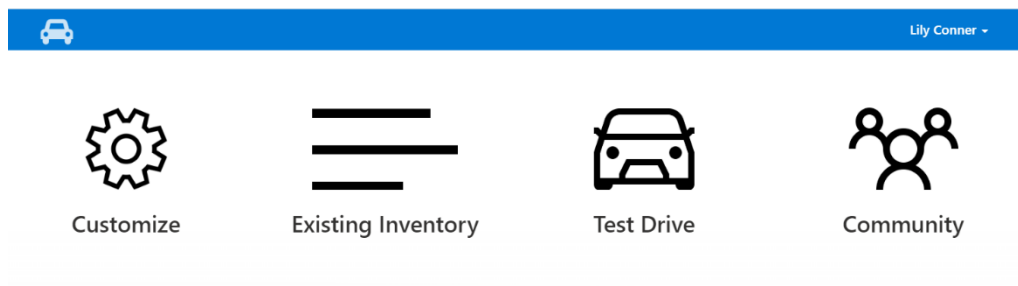


Lily wonders what cars are available to **customize** and what the options are, so from the home screen she looks at the newest models of Contoso vehicles. She browses configurations and features of the new Contoso A-C models. The Contoso B Performance vehicle is the new V8 model is the car of her dreams.

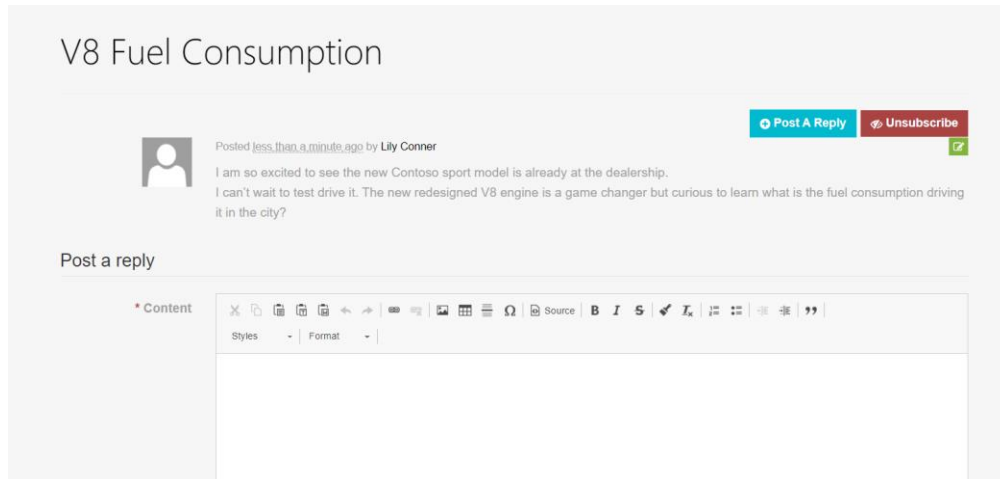
[Model](#) > [Exterior](#) > [Interior](#) > [Test Drive](#)



Lily realizes she has control over the exterior color, type of wheels, and interior upholstery and trim. Excited to build out the car of her dreams, her next step is to schedule a **Test Drive** which she easily does within the portal.



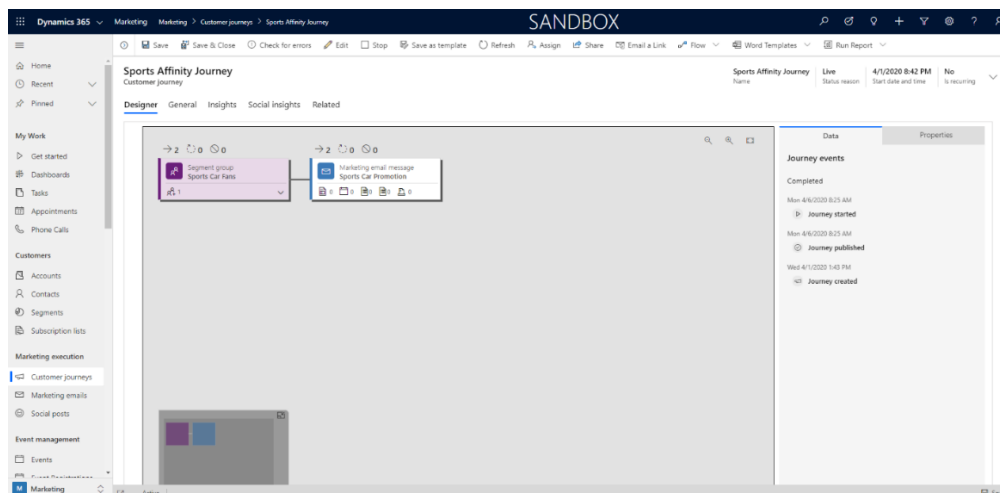
Before her test drive, she wants to get a feel for what other owners and fans think of this car, so she uses the **Community** forum to learn more.



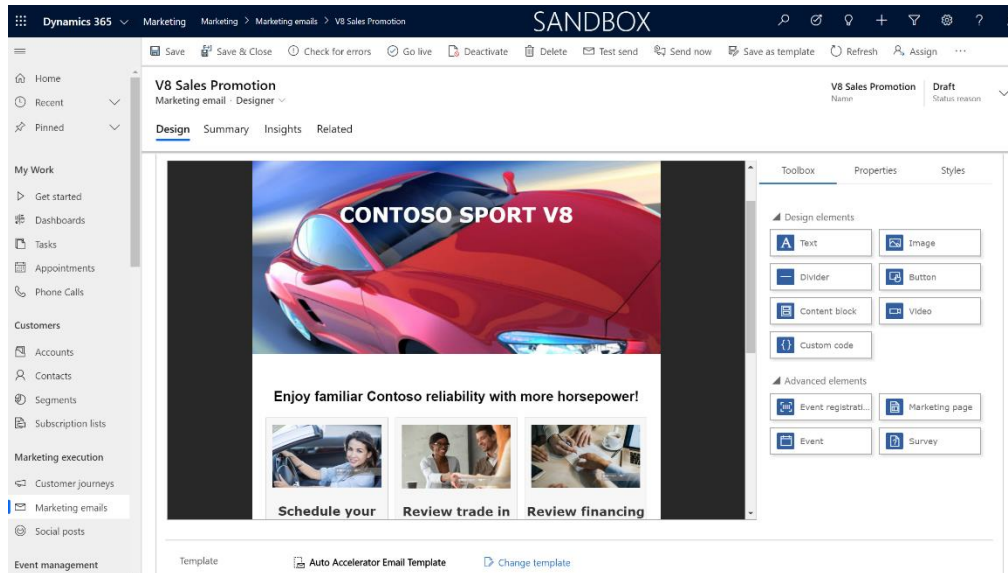
To the community she **posts a reply** to ask about the engine performance and fuel consumption of the V8 model.

Step 2: Intentional marketing

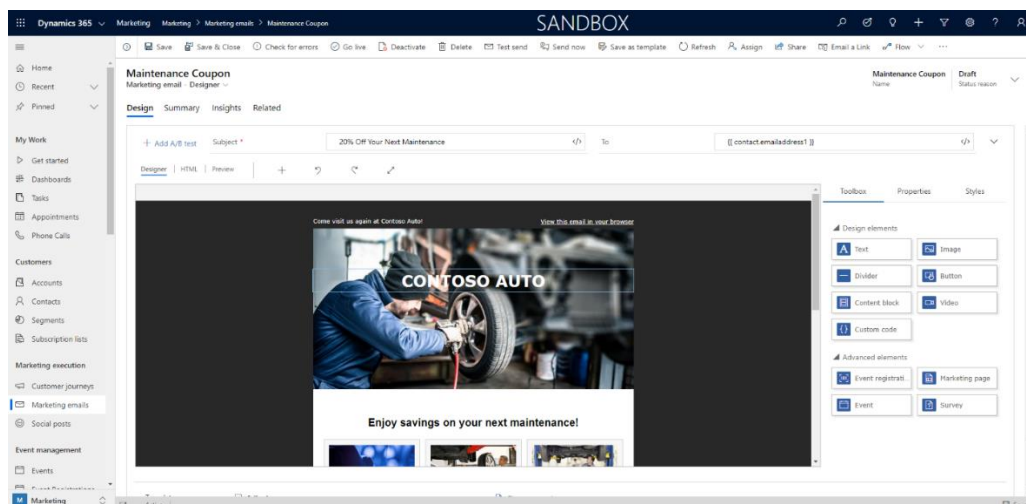
Ian, the Marketing Manager at Contoso Automotive, is working on a campaign initiation. With Lily's scheduled a test drive she is automatically added to the **New Lead** segmentation of this campaign. From the community forum post Lily submitted, a keywords detection and AI driven segmentation added her profile to the **Sports Car Fans** promotion. The Sports Car Fans segment feeds into the Sports Affinity Customer Journey where contacts receive an email with a special financing offer for purchases of the new sports model.



Microsoft Automotive Accelerator Walkthrough June 5, 2020



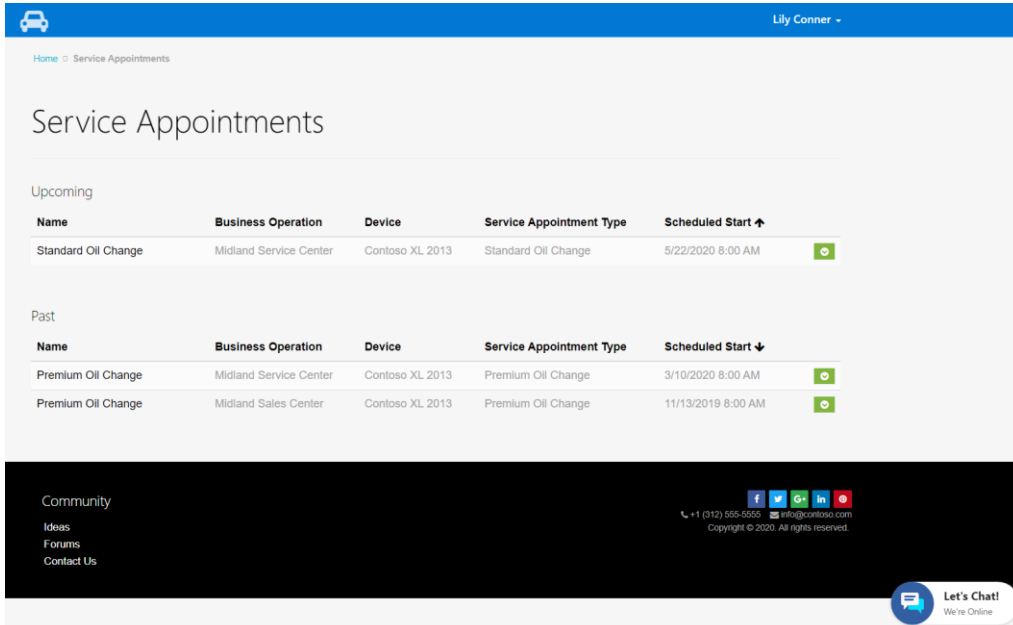
Ian sets a marketing automation workflow for the "Sport Fan" promotion.



Contoso Auto also has a maintenance promotion. Based on maintenance records Lily's car is due for maintenance, so an automatic promotion email is sent to her for 30% off car maintenance.

Step 3: Online Engagement Cont. (Lily Conner – Customer Persona)

Lily receives both the maintenance coupon and the V8 model sales incentive promotion emails. She appreciates the personalized and relevant offers and logs into the Contoso Auto portal to review her maintenance plans.

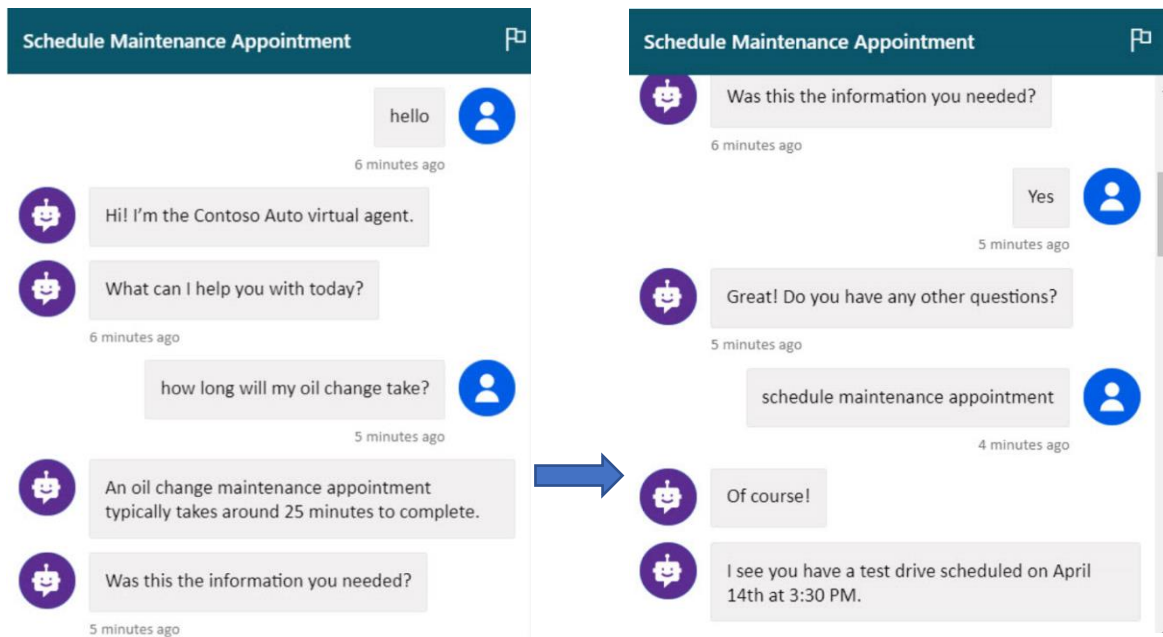


The screenshot shows a web application titled "Service Appointments" with a user profile "Lily Conner". It features two tables: "Upcoming" and "Past". The "Upcoming" table lists a "Standard Oil Change" at "Midland Service Center" for a "Contoso XL 2013" on "5/22/2020 8:00 AM". The "Past" table lists two "Premium Oil Change" appointments at "Midland Service Center" and "Midland Sales Center" for the same vehicle on "3/10/2020 8:00 AM" and "11/13/2019 8:00 AM". A "Community" section at the bottom includes links for "Ideas", "Forums", and "Contact Us". A "Let's Chat!" button is visible in the bottom right corner.

Name	Business Operation	Device	Service Appointment Type	Scheduled Start
Standard Oil Change	Midland Service Center	Contoso XL 2013	Standard Oil Change	5/22/2020 8:00 AM

Name	Business Operation	Device	Service Appointment Type	Scheduled Start
Premium Oil Change	Midland Service Center	Contoso XL 2013	Premium Oil Change	3/10/2020 8:00 AM
Premium Oil Change	Midland Sales Center	Contoso XL 2013	Premium Oil Change	11/13/2019 8:00 AM

She notices her vehicle is due for an oil change and schedules an appointment via the **Let's Chat** bot.



The screenshot shows a chat conversation titled "Schedule Maintenance Appointment". The user starts with "hello". The virtual agent responds: "Hi! I'm the Contoso Auto virtual agent. What can I help you with today?". The user asks: "how long will my oil change take?". The agent responds: "An oil change maintenance appointment typically takes around 25 minutes to complete. Was this the information you needed?". The user replies "Yes". The agent asks: "Great! Do you have any other questions?". The user replies: "schedule maintenance appointment". The agent responds: "Of course! I see you have a test drive scheduled on April 14th at 3:30 PM.".

hello

6 minutes ago

Hi! I'm the Contoso Auto virtual agent.

What can I help you with today?

6 minutes ago

how long will my oil change take?

5 minutes ago

An oil change maintenance appointment typically takes around 25 minutes to complete.

Was this the information you needed?

5 minutes ago

Yes

5 minutes ago

Great! Do you have any other questions?

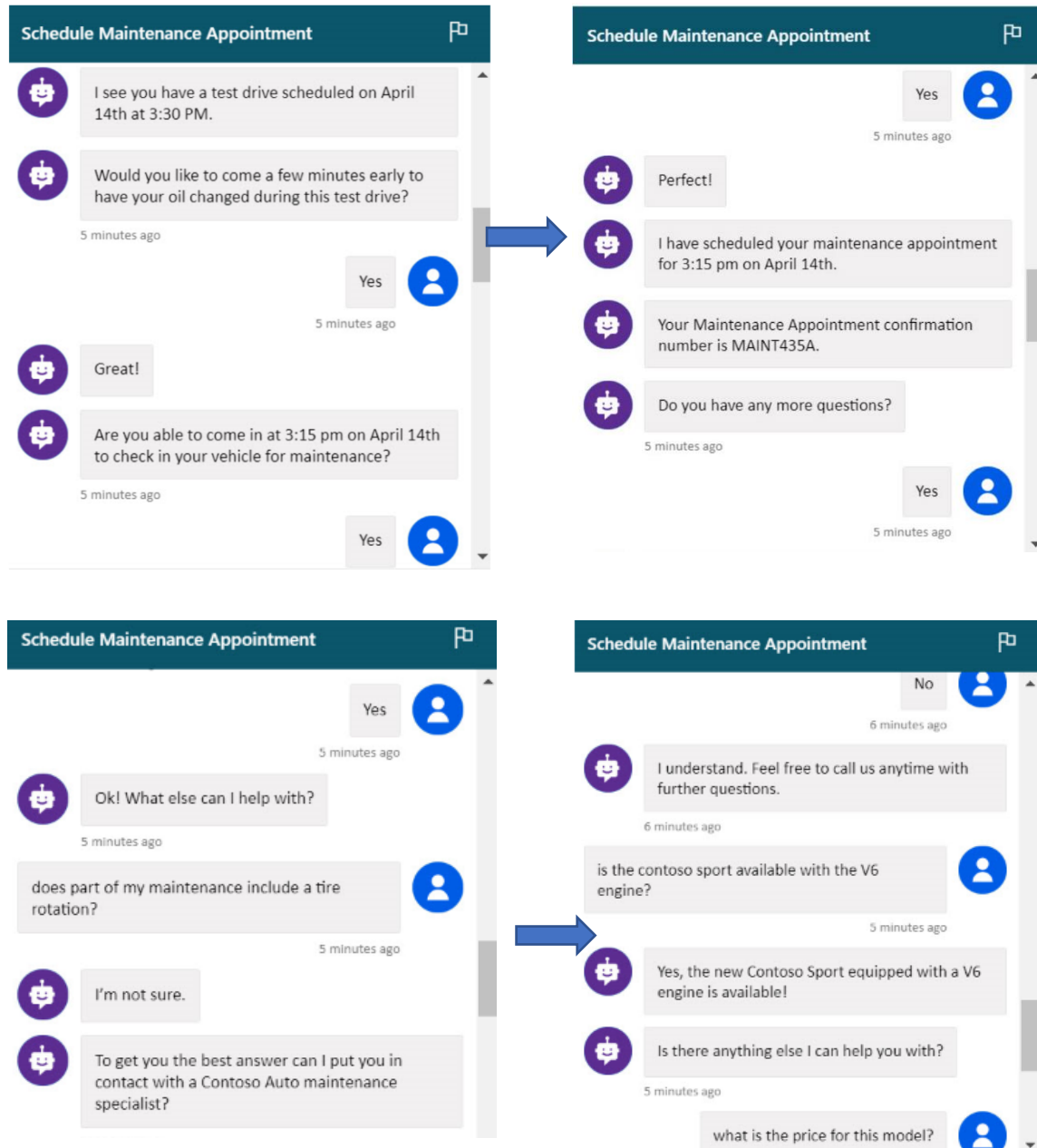
5 minutes ago

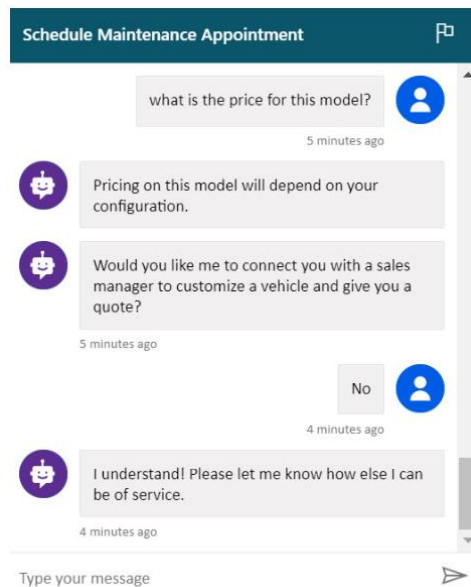
schedule maintenance appointment

4 minutes ago

Of course!

I see you have a test drive scheduled on April 14th at 3:30 PM.

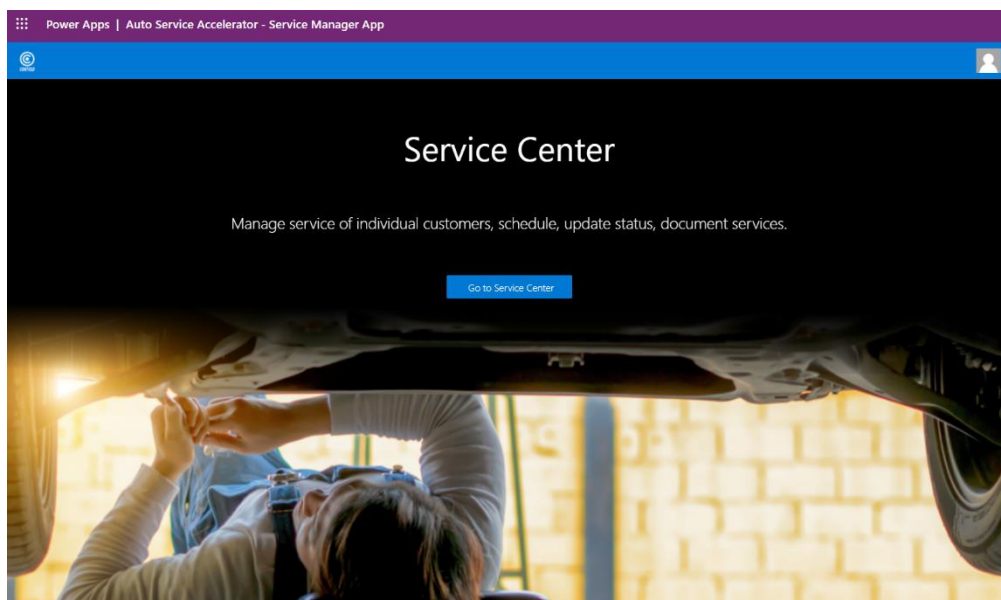




The bot notices Lily has a test drive scheduled and suggests setting a maintenance appointment 15 min prior to her test drive to provide her enough time to check-in. When the bot asks if it can help with anything else, Lilly asks about V6 models availability and price. The Bot answers that the V6 model exists and suggest connecting with a Sales Manager to provide additional answers.

Step 4: Providing Superior Service (Bryan Denman – Service Manager)

When Lily arrives for her car service, Bryan, the Service Advisor, uses the Service Manager PowerApp to check her in. <https://aka.ms/ServiceAdvisorApp>



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Power Apps | Auto Service Accelerator - Service Manager App

Search Appointments
Found 34 appointments

- Betty Welch Tire Rotation
Tire Rotation
5/1/2020 6:00 AM
- Premium Oil Change
Premium Oil Change
4/30/2020 6:00 AM
- Test Time
Repair
4/29/2020 10:30 AM
- Oil Change Test
Standard Oil Change
4/28/2020 2:00 PM
- Helena Wilcox Battery
Battery Check
4/23/2020 6:00 AM
- Help
4/23/2020 6:00 AM
- Premium Oil Change
Premium Oil Change
4/7/2020 6:00 AM

Service Breakdown

Uncategorized 38
Tire Rotation 5
Oil Change 12
Battery Check 12

Wednesday 10
Thursday 11
Friday 12

Aidan Knaggs
Selling 2
Standard Oil Change
7/10/2019 8:00 AM

Lily Conner
2018 Contoso XL
Standard Oil Change
7/10/2019 8:30 AM

Alejandro Pomeroy
BMW 2 Series - 2018
Repair
7/10/2019 9:00 AM

Blaine Carmack
2019 BMW BMW X3 xDrive30i
Tire Rotation
7/11/2019 12:00 PM

Ian Madera
BMW 2 Series - 2018
Repair
7/11/2019 12:00 PM

Daisy Pope
2018 Contoso XL
Battery Check
7/11/2019 1:00 PM

Steffen Tschimmel
Contoso XL 2013
Battery Check
7/11/2019 2:30 PM

Armand Leach
BMW X3 - 2015
Tire Rotation
7/12/2019 8:30 AM

Abbie Gardiner
Contoso A Long Range (PKG 1)
Standard Oil Change
7/12/2019 11:00 AM

Standard Oil Change

Details

Service Type
Standard Oil Change

Service Start
7/10/2019 8:30 AM

Service End
7/10/2019 9:30 AM

Description
Standard Oiltest

Device
2018 Contoso XL

Year
2018

VIN

From his dashboard he reviews Lily's appointment needs, car service history, and other information that helps him provide exceptional service.

Note - Lily Conner has a test drive scheduled with Helena Wilcox on the same day as this service.

Next Test Drive
BMW X3 - 2015
with Helena Wilcox
7/10/2019 4:30 PM

Previous Service

- Battery Check
4/17/2019 10:00 PM
- Premium Oil
4/17/2019 1:00 PM
- Repair
4/17/2019 1:00 PM
- Premium Oil
4/17/2019 1:00 PM
- Premium Oil
7/10/2019 2:00 PM

Back to Service Center

Lily Conner

Email Phone

Appointment Details

Standard Oil
7/10/2019 3:30 PM

Business Operation
Montrouge Service Center

Service Start
Scheduled Start Time 3:30 PM

Service End
Scheduled End Time 4:30 PM

Description

Tire Tread Depth
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Alternator
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Oil Change
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Battery
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Transmission
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Engine
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Looking at Lily's service profile, he noticed that Lily previously had chosen a **Premium Oil** Change while now she is scheduled for **Standard Oil** change. Lily's car is aging this is a great

Microsoft Automotive Accelerator Walkthrough June 5, 2020



opportunity for Bryan to upsell this service. He also has handy other services to offer her while he interacts with Lily.

Bryan sees that she has an appointment with Helena Wilcox, the Sales Manager, as well. When he clicks on the **Next Test Drive** Teams automatically opens and he writes an instant message to Helen that Lily is ready and waiting for her at the maintenance facility.

Step 5: Intentional Selling (Helena Wilcox – Sales Manager)

Before Helena meets with Lily, she reviews Lily's customer 360 profile.

The screenshot displays the Dynamics 365 Customer 360 profile for Lily Conner. The profile is divided into several sections:

- General Information:** First Name: Lily, Last Name: Conner, Account Name: Conner, Ltd., Job Title: CEO.
- PERSONAL:** Gender: Male, Marital Status: Married, Spouse/Partner Name: Brian, Birthday: 4/17/2020, Anniversary: 4/9/2020.
- Location:** Address 1: Street 1: 123 Main St, Address 1: Street 2: ---, Address 1: City: Chicago, Address 1: State/Province: IL.
- Test Drives:** A calendar view showing a test drive on Tuesday, April 28, 2020, from 10:00 AM to 11:00 AM.

Helena review Lily's profile which shows her current car, the configuration on the new car she requested, and previous purchases. In addition, Helena has visibility into Lily's online journey from personalized promotions, forum posts, and previous chats with the bot.

The screenshot displays the Dynamics 365 Customer 360 profile for Lily Conner, specifically the **Portal Posts** section. The table below shows the posts:

Date	Sentiment	Forum Thread	Name	Author	Helpful Vote Count	Answered
4/24/2020 2:07 PM	positive	Sports Car Discussion	RE: Sports Car Discussion	Lily Conner	0	No
4/22/2020 12:09 PM	neutral	Sports Car Discussion	RE: Sports Car Discussion	Lily Conner	0	No
4/22/2020 12:03 PM	---	Sports Car Discussion	RE: Sports Car Discussion	Lily Conner	0	No
4/8/2020 9:11 AM	---	Sports Car Discussion	RE: Sports Car Discussion	Lily Conner	0	No

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Exploring Lily's recent chats and forum posts, Helena learns that Lilly has an interest in the V6 model that might be due to V8 fuel consumption concerns. Helena appreciates this insightful customer journey information as it secures a seamless customer experience from online to the physical world. Through these insights, Helena knows Lily is motivated by discounts and special deals, so she prepares to discuss promotions and finance rates.

Based on this information, Helena prepares both V6 and V8 cars for Lily to test. Helena sends a note via Teams back to Bryan that she is on her way to greet Lily. Upon meeting Lily, Helena dives into a conversation about how the V8 model's redesigned engine allows for fuel efficiencies and shares a special price for the V6 model. Lily takes the test drives and is very excited about the cars and the financial offer. She decides to take a few days to think about the details. Helena progress the offer status to **Offer Phase**. She receives a message on Teams that Lily's car maintenance is complete and ready.

Thank you for completing the Automotive V2 Accelerator Test Drive.

Automotive Accelerator - V1

Overview

The Automotive Accelerator extends the Common Data Model (CDM) to include new entities to support a data schema for the automotive industry. With the CDM, organizations have a unified view of their data across sources which enables business apps to deliver new insights and drive intelligence-based experiences to users within the organization.

Personas

The walkthrough document was created with the following Personas in mind:

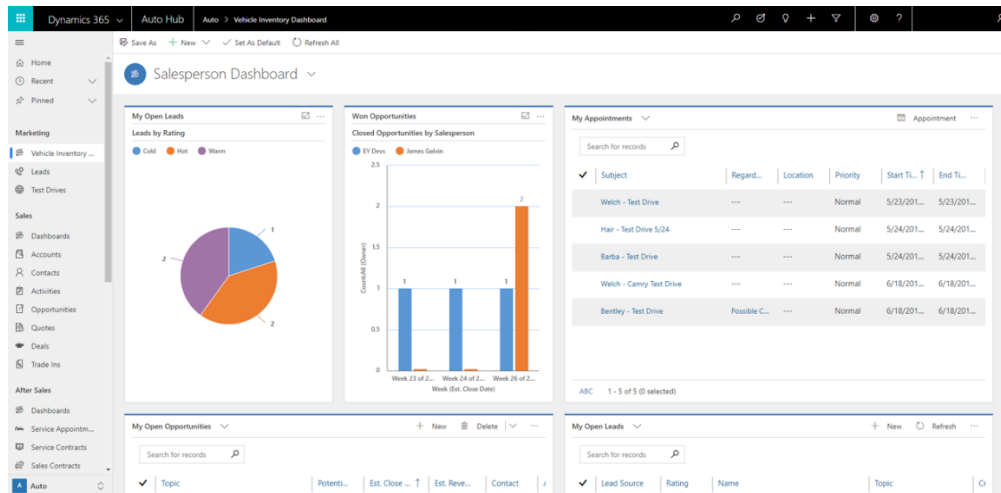
1. Salesperson/Sales Manager
 - a. The Salesperson is focused on daily activities, engaging with leads and customers, and advancing deals to closure
 - b. The Sales Manager monitors both the daily activity of leads and appointment and reviews the overall status and performance of the showroom sales floor
2. Feet manager/Service Contact Center
 - a. The Feet Manager monitors the health of the cars across the globe and identifies potential issues that requires maintenance
3. Driver/Customer
 - a. The Customer sets and reschedules the car maintenance appointments, interacts with the Service Advisor, and provides overall feedback about the service via surveys
4. Service Advisor
 - a. The Service Advisor is responsible for the maintenance check in/check out process, opportunity to upsell products, and provides a great experience engaging with the customer

Automotive Accelerator V1 - Walkthrough

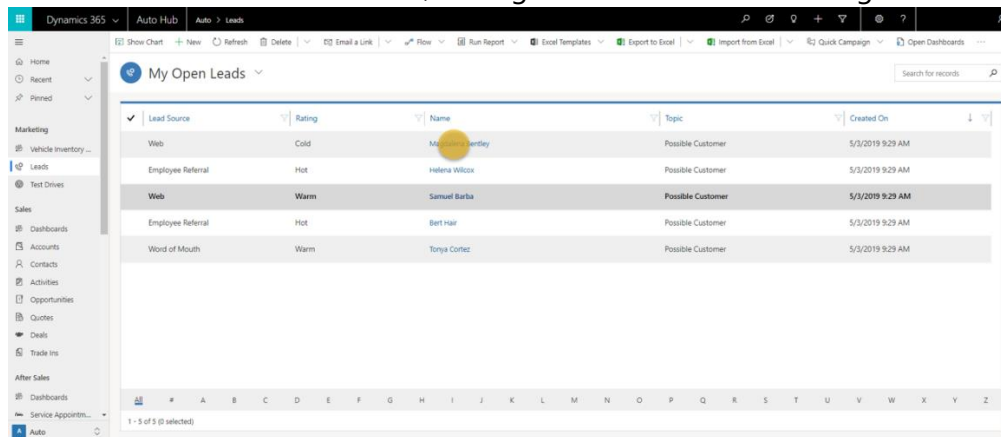
Step 1: Sales execution

George is a Salesperson at Contoso Auto. He starts his day by reviewing the **Salesperson Dashboard** to help him plan his day.

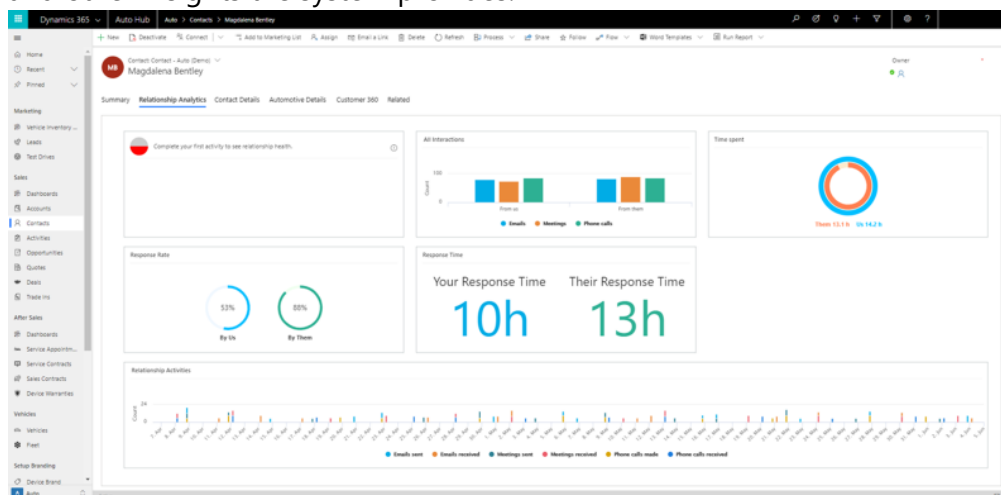
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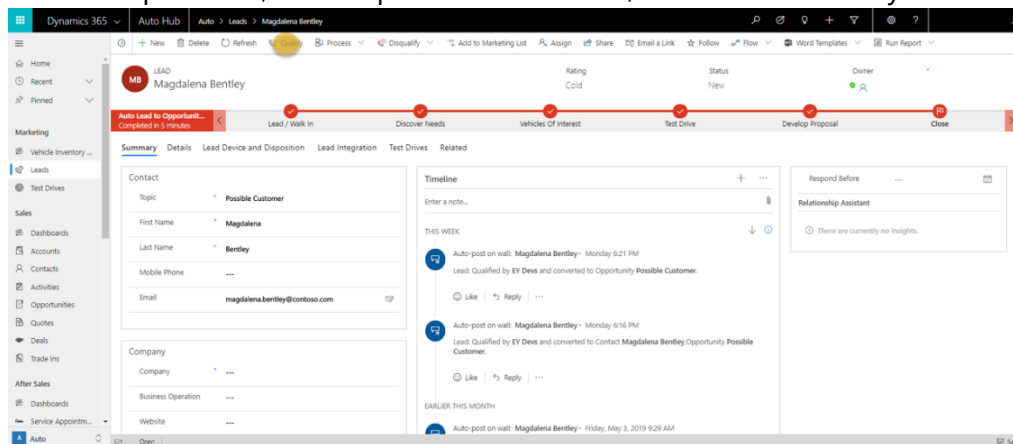
After he reviews the dashboards, he begins to work his lead through the sales process.



George looks at the Customer's existing contacts and reviews the Relationship Analytics and other insights the system provides.

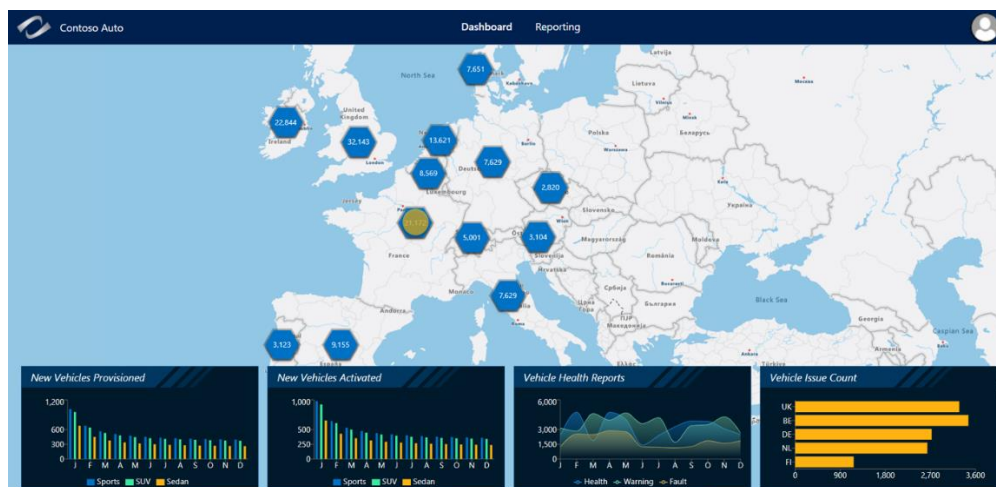


Once a vehicle is selected, the George creates multiple deals within the opportunity and presents them to his Customer. His Customer accepts a deal. Then the sale moves to the finance department, for completion of contracts, and then to delivery.

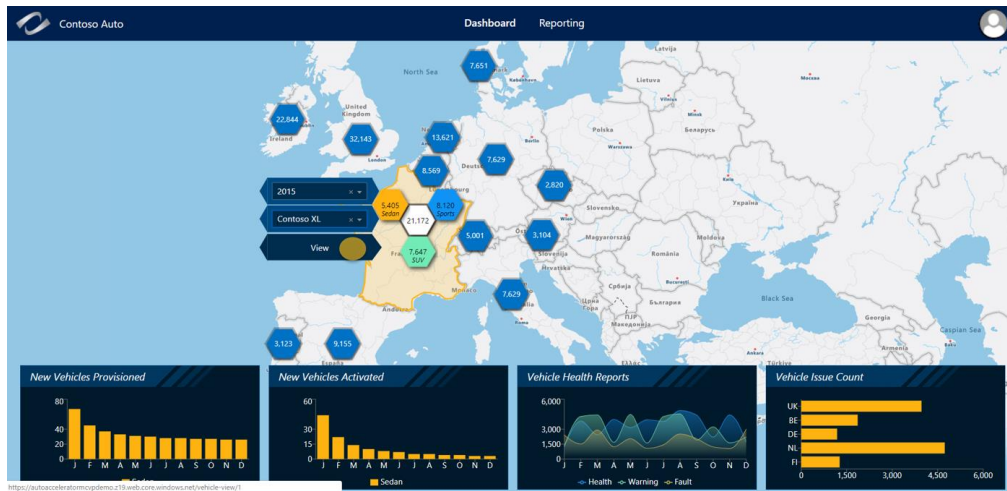


Step 2: Proactive maintenance

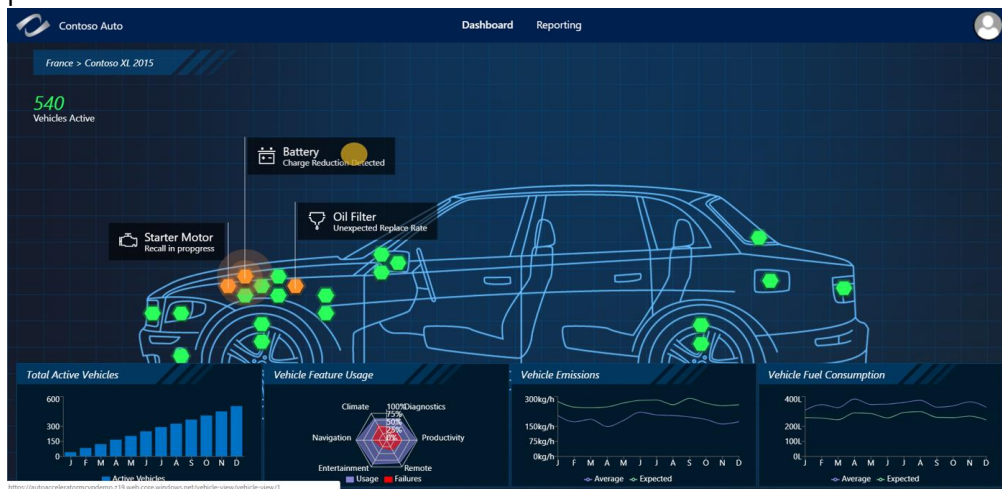
Joe, a Fleet Manager at Contoso Auto, manages a fleet of 200 vehicles. He logs in to the [Contoso Auto Power Portal](#). In a typical fleet management setting, it takes a lot of effort and investment to provide a true 360 view of the health of the vehicles, to track all devices and vehicles provisioned on a day to day basis. Joe is thankful to have access to the Power Portal as it creates a true 360 fleet management view of the vehicles. Data is collected using IoT sensors and brought into the portal using Microsoft Vehicle Connecting Platform (MVCP). The MVCP is a broker that handles data at scale and creates a 360-dashboard view to show the overall health of the fleet. Joe views insights about the number of vehicles provisioned, activated, and the health of those vehicles.



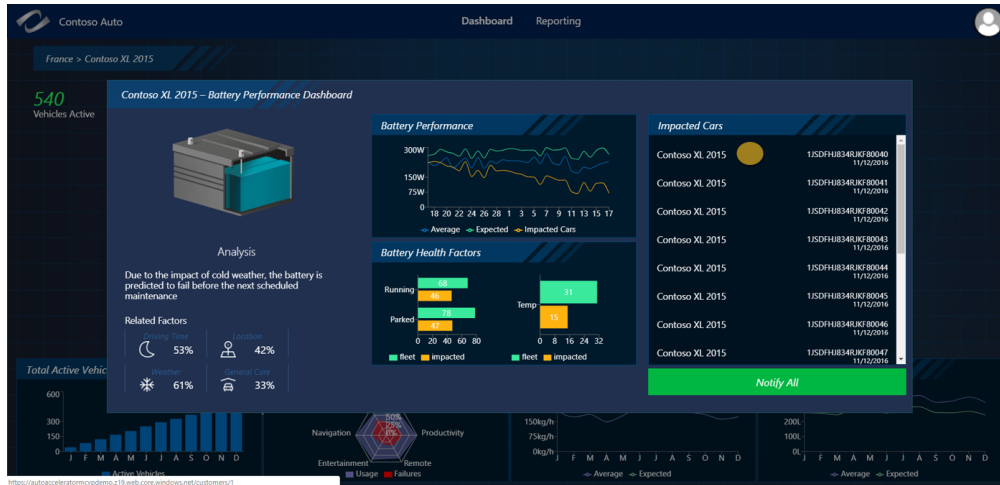
Joe wants to zoom in on a specific geography and model, so he selects Contoso XL – 2015.



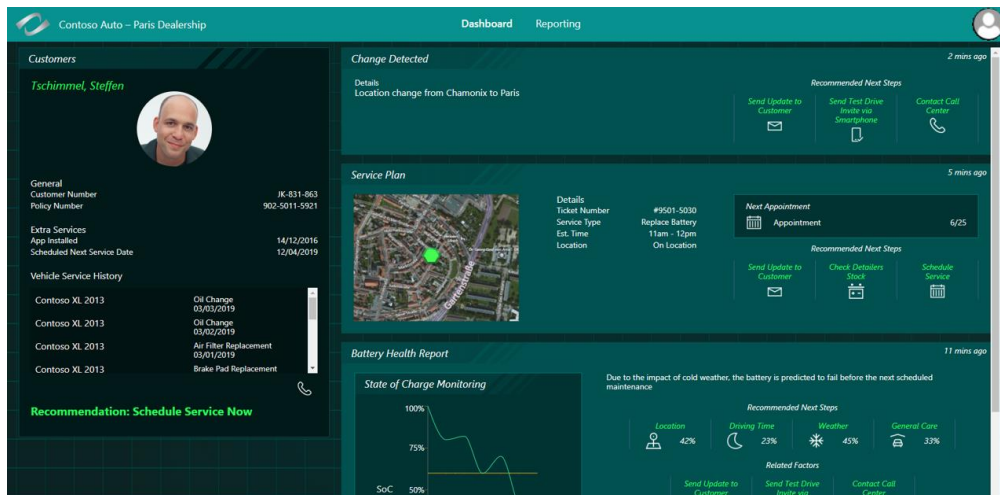
Here he easily drills down from the top-level data, which provides a 360 view of the health of the entire fleet, to a detailed view of the Contoso XL 2015. Immediately Joe is presented with current issues for this model. He sees an issue with the battery performance.



Joe proactively manages and resolves this issue before the battery charge effects the driver on the road.



Joe receives a detailed view of the car and driver history. This history coupled with detailed IoT data assist his understanding of the state of the car and helps him make informed decisions.



With one click on **Schedule an Appointment** the **Service Appointments** on D365 sales opens and allows him to conveniently schedule an appointment for the service center.

Name	Customer	Service Appointment Type	Created On
Abbie Gardiner Oil Change	Abbie Gardiner	Standard Oil Change	4/7/2020 3:30 PM
Aiden Knagge Oil Change	Aiden Knagge	Standard Oil Change	4/7/2020 3:30 PM
Alejandro Pomeroy Repair	Alejandro Pomeroy	Repair	4/7/2020 3:30 PM
Alejandro Pomeroy Repair	Alejandro Pomeroy	---	4/7/2020 3:30 PM
Alejandro Pomeroy Repair	Alejandro Pomeroy	---	4/7/2020 3:30 PM
Alfonso Albritton Oil Change	Alfonso Albritton	Standard Oil Change	4/7/2020 3:30 PM
Armand Leach Tire Rotation	Armand Leach	Tire Rotation	4/7/2020 3:30 PM
Betty Welch Battery Check	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Battery Maintenance	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Battery Maintenance	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Battery Maintenance	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Battery Repair BMW X3	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Contoso XL 2017 - Battery Maintenance	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Oil Change	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Oil Change	Betty Welch Oil Change	---	4/7/2020 3:30 PM
Betty Welch Oil Change	Betty Welch	---	4/7/2020 3:30 PM
Betty Welch Oil Change	Betty Welch	Standard Oil Change	4/28/2020 6:24 PM

New Service Appointment
Service Appointment - Information

General

Name: ---

Owner: ---

Device: ---

Description: ---

Customer: --- Service Appointment Type: ---

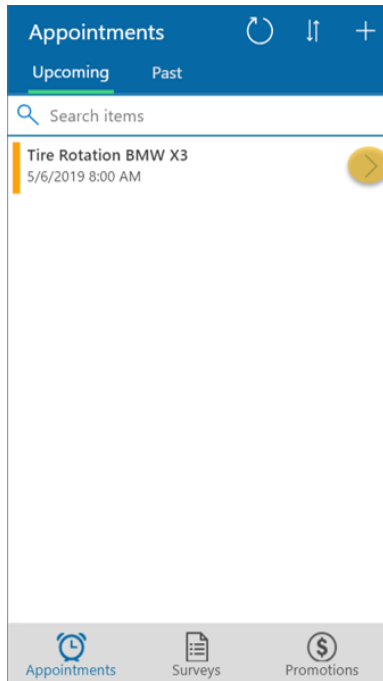
Business Operation: --- Key Tag: ---

Promised On: --- Scheduled Start: --- Actual Start: ---

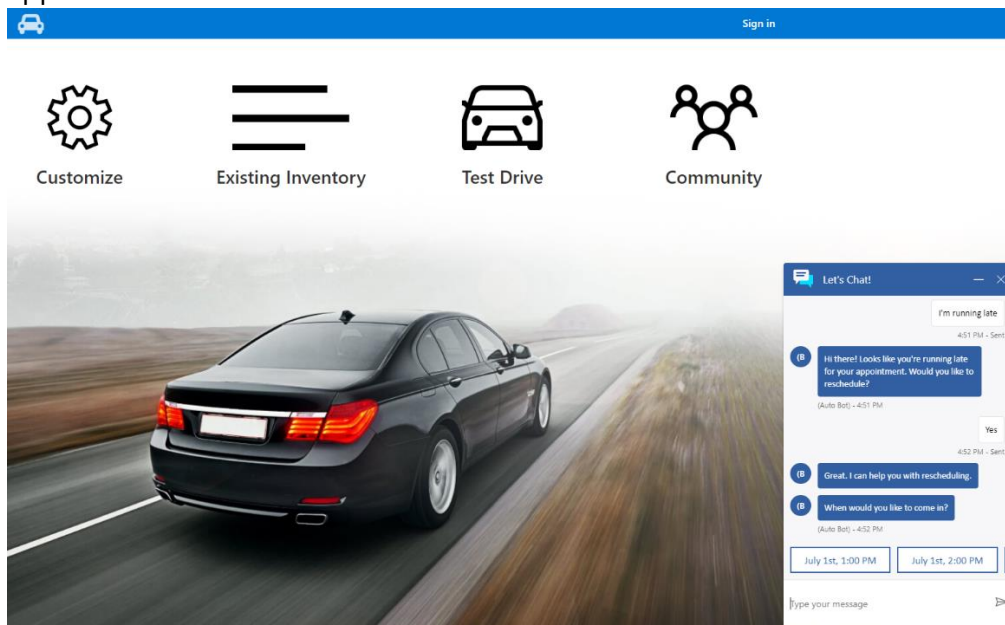
Scheduled End: --- Actual End: ---

Step 3: Customer engagement on the go

Lily, a Driver, opens the **Contoso PowerApp** to review all upcoming appointments for her car. She noticed that she is due for a tire rotation maintenance for her vehicle.



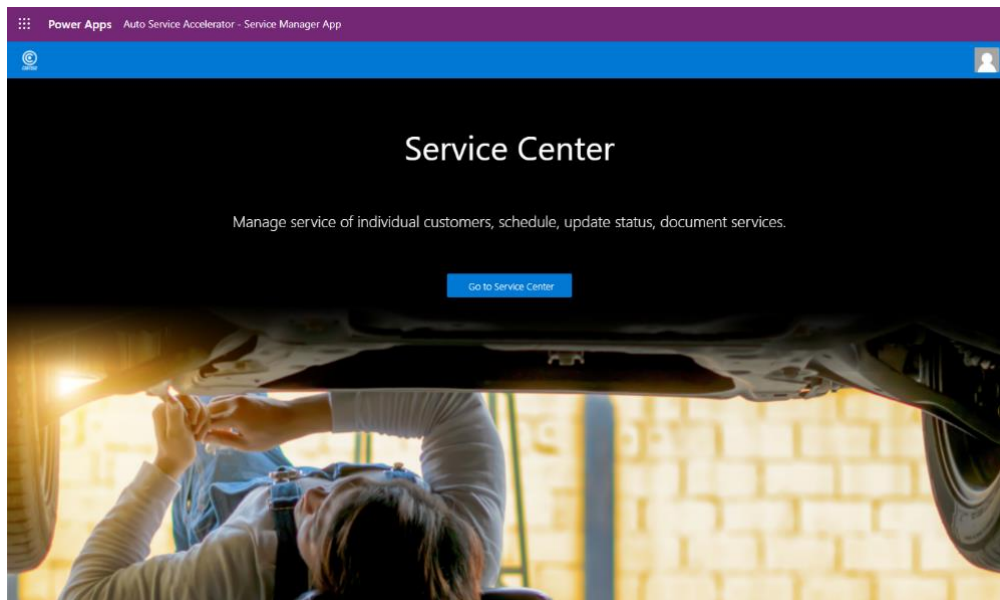
She has a conflict during her appointment so with the Virtual Agent (bot) she easily reschedules the appointment. Lily is happy at the ease and efficiency of rescheduling this appointment.



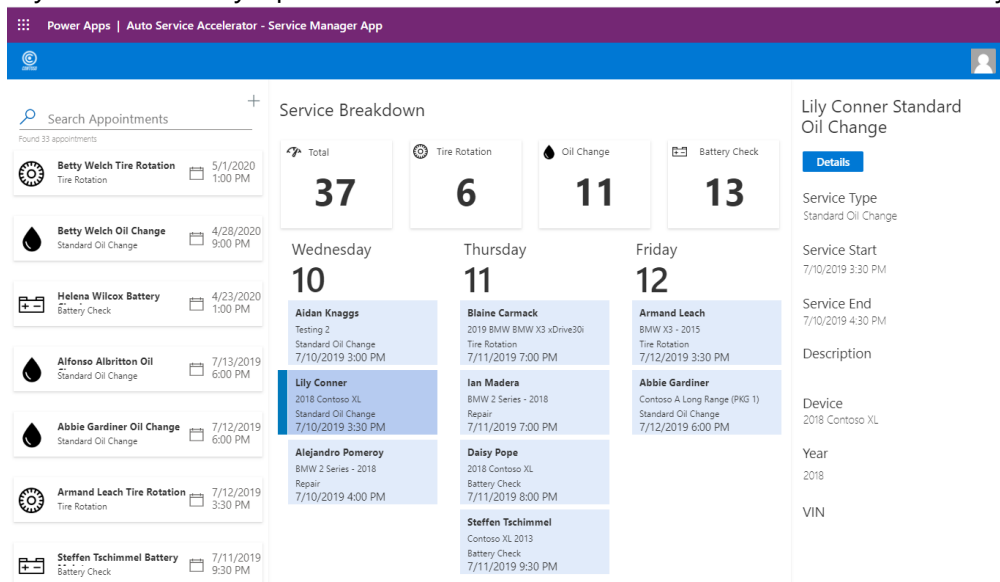
Step 4: Customer service excellence

Bryan, the Service Advisor, opens the **Service Manage PowerApp**

<https://aka.ms/ServiceAdvisorApp> which provides technicians with information about upcoming appointments and daily schedules.



Bryan clicks on Lily's profile to learn more about her car and its service history.



He reviews the maintenance history and reviews some talking points which offers him a great opportunity to engage Lily and add more value. He sees that her car would benefit from Battery Service. She agrees to the service and he adds it to the work order.

Microsoft Automotive Accelerator Walkthrough June 5, 2020



Power Apps | Auto Service Accelerator - Service Manager App

Next Test Drive
BMW X3 - 2015
with Helena Wilcox

Previous Service
Battery Check
Premium Oil
Repair
Premium Oil
Premium Oil

Back to Service Center
Lily Conner
Appointment Details
Standard Oil
Business Operation
Service Start
Service End
Description
Service: Battery Service: Oil Change

Tire Tread Depth
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Alternator
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Oil Change
Last Serviced : 04/17/2020
Condition : Unknown
Scheduled

Battery
Last Serviced : 04/17/2020
Condition : Unknown
Scheduled

Transmission
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Engine
Last Serviced : 04/17/2020
Condition : Unknown
Add Service

Once the service is added, Lily signs the updated work order and the service commences without delay.

Power Apps | Auto Service Accelerator - Service Manager App

Enter any additional comments or notes below:

Please provide your signature below

Sign

Save & Submit

Step 5: Customer Engagement on the go

After her service, Lily uses the Contoso PowerApp to complete a feedback survey.

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

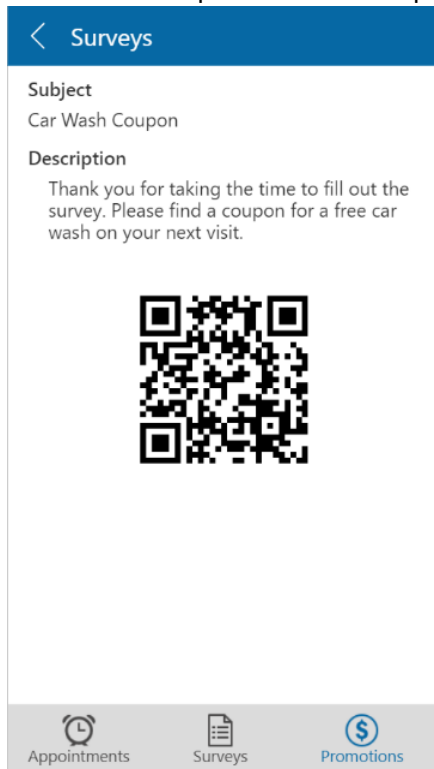
1. On a scale from 1-5, how would you rate the overall quality of your service? *



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

She receives a promotional coupon to thank her for completing the survey.



Thank you for completing the Automotive V1 Accelerator Test Drive.