



## A Smooth Service Drive

Parts and Service Solutions for POWER

U.S.

Keep service work flowing smoothly by accurately booking service reservations that are convenient for your customers.

### Reservations = Efficiency

Service advisors can maintain consistent work flow to increase customer satisfaction and department profitability with Service Department Scheduling (SDS). This tool is so flexible, advisors can schedule appointments up to two years in advance. Prevent overbooking of reservations on any given day by checking:

- Number of technicians working.
- Technician efficiency.
- Percent of the shop's total hours allotted for reservations.
- Number of hours committed to existing jobs or reservations.

The screenshot shows the 'Advisor Dispatch Log' screen in the SDS software. The interface includes a navigation menu on the left with options like 'Main', 'Email', 'Tasks', 'Dispatching Tasks', 'My Procedures', 'My Reports and Inquiries', and 'Calendar'. The main area displays a search filter for 'All Departments' and a table of reservation results.

Advisor	Tag	RO	Name	Priority	Year	Make	Model	Promised	Last Action
252	9331	84462	BARNEYS	5	2004	CHEVROLET	VAN	08/07/06 17:00	04/12/07 13:39
167	9730	85237	NANCY_MESABIT	5	2001	CHEVROLET	TAHDE	08/25/06 17:00	11/10/06 07:04
352	0000	89998	GONZALEZ, JUAN C	5	1986	CHEVROLET	MONTECA...	09/01/06 17:00	09/01/06 14:49
167	0298	87518	SMITH, DARA	5	2007	CHEVROLET	TAHDE	10/30/06 17:00	03/28/07 14:24

Additional Tag Information:  
Note: CUSTOMER SIGN. -----  
Skill / Status: 01P 03P 120  
Technician: 139 121

Advisor Dispatch Log Screen

## Service Department Scheduling for POWER

Not only are reservations made more accurately, service advisors can also see how many jobs are already committed to a skill, the hours needed to finish jobs, the next time a skill will be available, and how many hours are available each day for every skill. This information helps ensure that advisors give customers realistic delivery promises.

### Dispatching Simplified

To make dispatching as easy as possible, the Service Department Scheduling software provides all the tools a dispatcher needs in a single screen, where they can:

- Find a job for a technician.
- Start the technician on the job.
- Check the technician off the job.
- Put the job on hold.
- Release the hold jobs to the appropriate new status.
- Open a job, change or delete skills, allocate more hours to complete a job, or change the priority of a job.

Dispatchers can maintain control over the work in the shop because they have access to extensive information, including all jobs in every phase of completion, all idle technicians, high priority ROs, and current skill and technician status.

### This is a Warning

Quickly learn about potential problems that might arise in your service department with alarm windows that are tailored to the person receiving them. For example, the service advisor or service manager might receive a window on all ROs needing immediate attention, such as:

- ROs past promised time.
- ROs in danger of going past promised time.
- ROs on hold for parts, customer okay, or up to two different dealer-defined holds.
- Customers waiting in the shop too long.
- Skills working too long.

### Knowledge is Power

Screen displays and printable reports allow service advisors and dispatchers to keep track of your service department's performance and efficiency. Service advisors have instant access to the exact status of ROs – dispatching status, complaint status, and total charges. This is especially helpful when customers inquire about their vehicles. And with the service department report card, you can see the statistics for the current or previous day, week, or month.

Service Department Scheduling provides your service staff with the information they need to get their jobs done as promised to their customers, improving customer satisfaction and, ultimately, your bottom line.

**For more information  
on Service Department  
Scheduling, please  
contact your Reynolds  
Account Manager, call  
800.767.7879, or e-mail  
marketing@reyrey.com.**



MAKING BUSINESS BETTER.