

# Vehicle Service Reminder



The **Vehicle Service Reminder** is a multi campaign sub-module of the **Automotive Assistant™** that;

- alerts vehicle owners that they are due for service,
- reminds vehicle owners in advance that they have a service appointment already booked
- requests confirmation from vehicle owners in advance if they will be attending their appointment
- transfers callers to live personnel for booking or rescheduling appointments (with call queuing capability)
- alerts other members of the household that the vehicle owner is due for service or has a service appointment already booked.
- allows vehicle owners to schedule an appointment at their own convenience using the 24hr automated booking feature



When the caller answers the call, the **Vehicle Service Reminder** will commence playing the pre-recorded message chosen by the administrator as soon as the system identifies a positive voice (after the caller says “hello”). Depending on the script selected by the administrator, the caller will have a number of options he/

she can choose from as prompted by the pre-recorded message, which includes speaking with live dealership personnel.

**Example:** *“Hi, this is (dealership name) calling to remind (vehicle owner) that (vehicle make/model/year) is due for maintenance.*

**Press 1** if you wish to book an appointment now with a live service agent now, (the Vehicle Service Reminder system will transfer the caller directly to a live service agent).

**Press 2** for information on how to book an appointment yourself at a later date (the Vehicle Service Reminder system will play a detailed message explaining how to book an appointment at their convenience using the 24hr automated Service Appointment Scheduling system).

**Press 3** if you are not (vehicle owner) and are able to take a message (the Vehicle Service Reminder system will play a message to the household member explaining how the vehicle owner can book an appointment at a later date).

The Vehicle Service Reminder system will list a detailed report based on the

status of each option chosen for the administrator to retrieve at anytime.



*We take technology to task.™*

*Automotive Telephony Applications like Dealership Voice Broadcasting are quickly becoming one of the smartest business tools for car dealerships today. They're proven to optimize customer communications, reduce overhead and increase revenue in sales and service. **TasTec Inc.** offers a unique portfolio of products to managers of small, medium and large sized automotive dealerships. At **TasTec Inc.**, our goal is to introduce revolutionary applications to stakeholders of the automotive industry to help solve their unique business challenges. With emphasis placed on; scalability, flexibility, ease-of-use and open architecture, the **TasTec Inc.** line of modular products introduced are; simple to integrate, forward and backward compatible, well supported and custom designed. **TasTec Inc.** specializes in making new or existing infrastructures more intelligent, by introducing solutions that best fit your requirements, so you don't have to; forklift equipment, take a loss on past investments or abandon plans for acquiring mission critical applications.*

**Call **TasTec Inc.** at 289-632-2338 for more info or visit:**

<http://www.tastecinc.com/automotive.html>