



Dealer Digital After Sales Solution

- Digital & AI Transformation Service

Next-generation SaaS provider specializing in automotive digital service solutions.

New features for user convenience & Efficiency SA, TC and Managers

Customer engagement using AI and creating larger funnel (Lead)

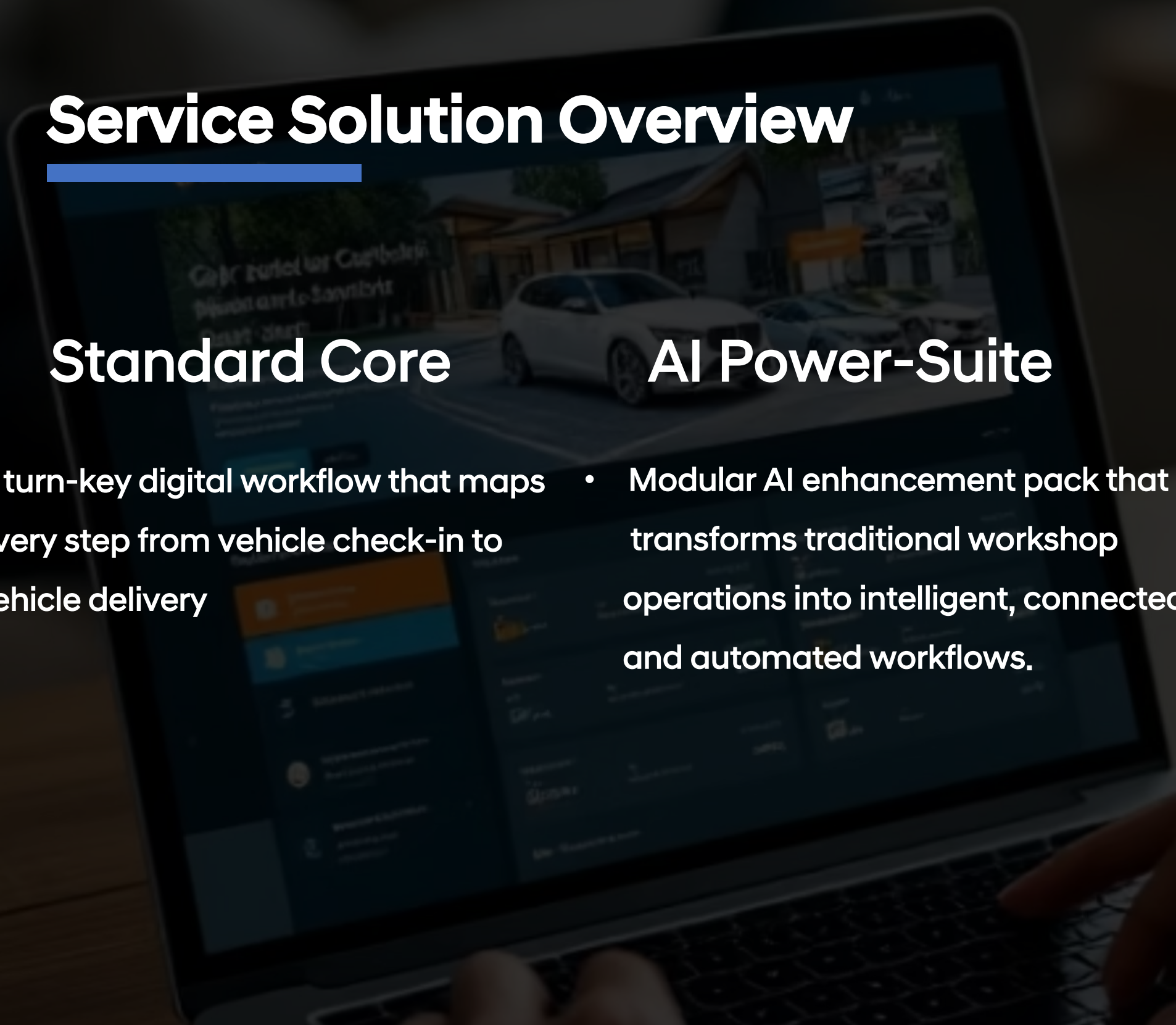




Solution Overview



Service Solution Overview



Standard Core

A turn-key digital workflow that maps every step from vehicle check-in to vehicle delivery

AI Power-Suite

- Modular AI enhancement pack that transforms traditional workshop operations into intelligent, connected and automated workflows.

CustomerConnect

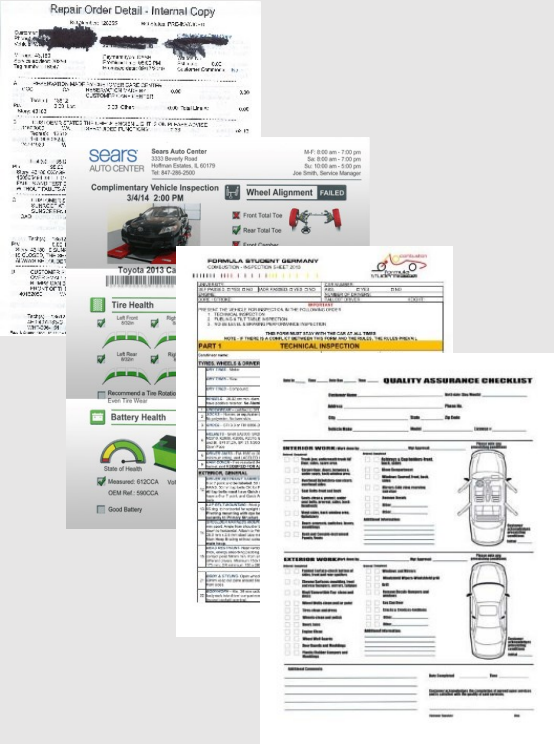
- Appointment, additional job approval and service status portal, embeddable widget for any dealer website.
- Customer communication via social media

Service Solution Enhanced Key Features

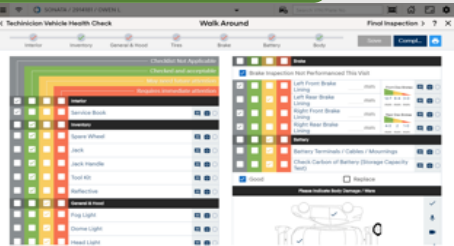
- **Fully Digitalized, Automated & AI Assisted End to End Service Process**
- **HMC legacy data and service integration : AS1Q, Digital PDI, Warranty & Campaign**
- **DMS Integrated or**
- **Standalone but Document & Screen AI with virtual printer for DMS Data Sync.**
- **Lounge Kiosk (Job Status Board) & Digital Poster**
- **Customer Communication & AI based Automated Service Marketing through Email, SMS, Social media & Service Portal**
- **24/7 Service Portal for customers to stay connected to dealers**

Standard Core

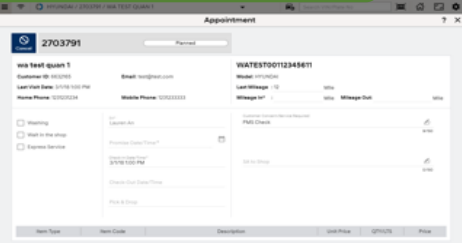
Dealer Digital Transformation for Aftersales service process Transforming paper documents to digital data



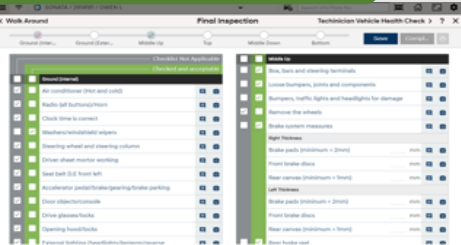
Walk Around



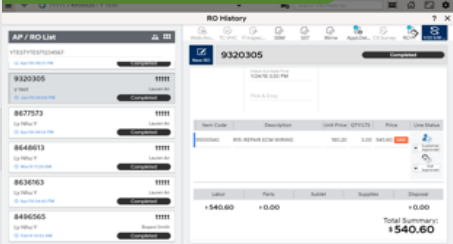
Appointment List



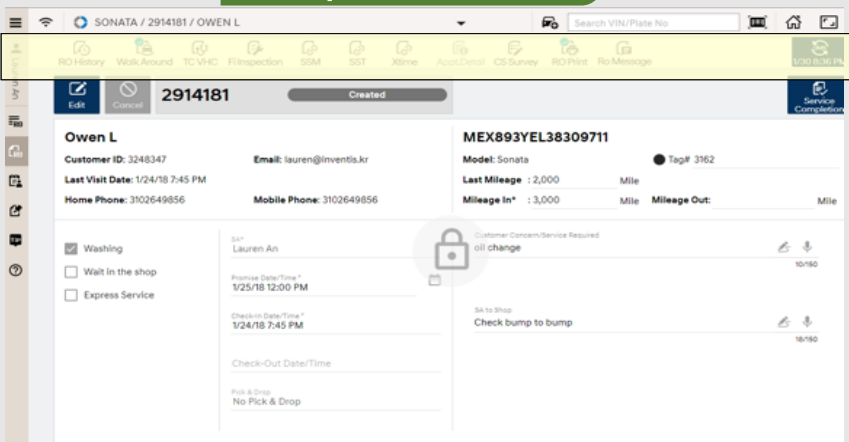
Final Inspection



RO History



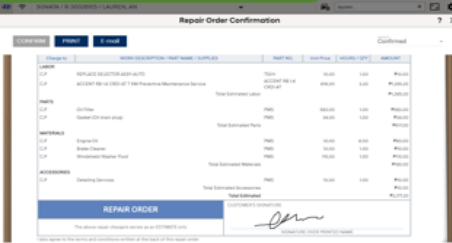
Repair Order



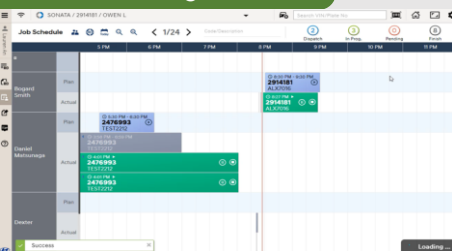
CS Survey



RO Confirm



Job Management



TC VHC



Standard Core + AI Power-Suit + CustomerConnect

Dealer Digital Transformation for aftersales service process transforming paper documents to digital data
AI features applied to overall work process for easy and convent operation

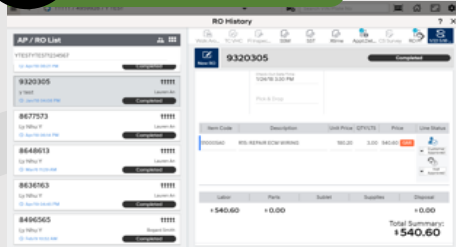
AX Features

- 1 AI Chatbot
- 2 Vision AI
- 3 Service AI API
- 4 AI Assistant
- 5 Document/Screen AI
- 6 AI Automation

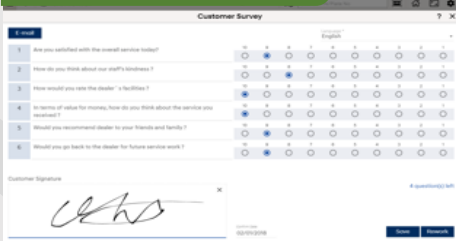
2 Walk Around



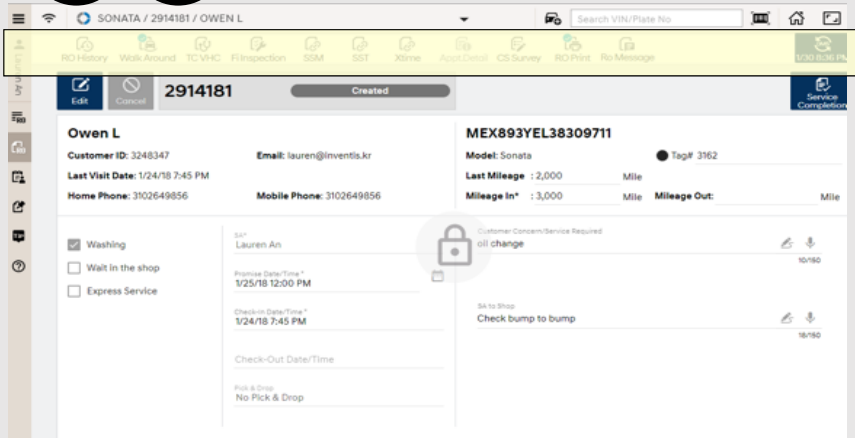
6 RO History



CS Survey



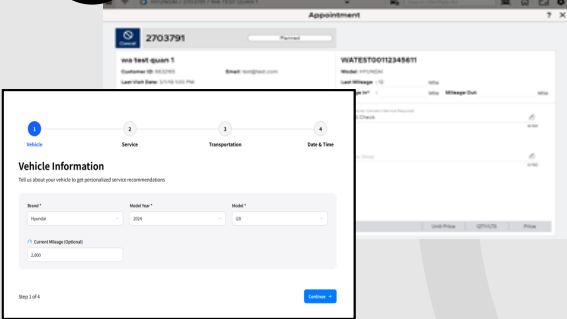
3 4 Repair Order



5 RO Confirm



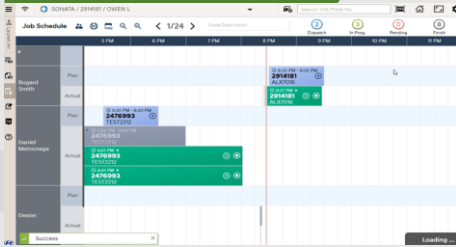
1 Appointment



Final Inspection



Job Management



TC VHC



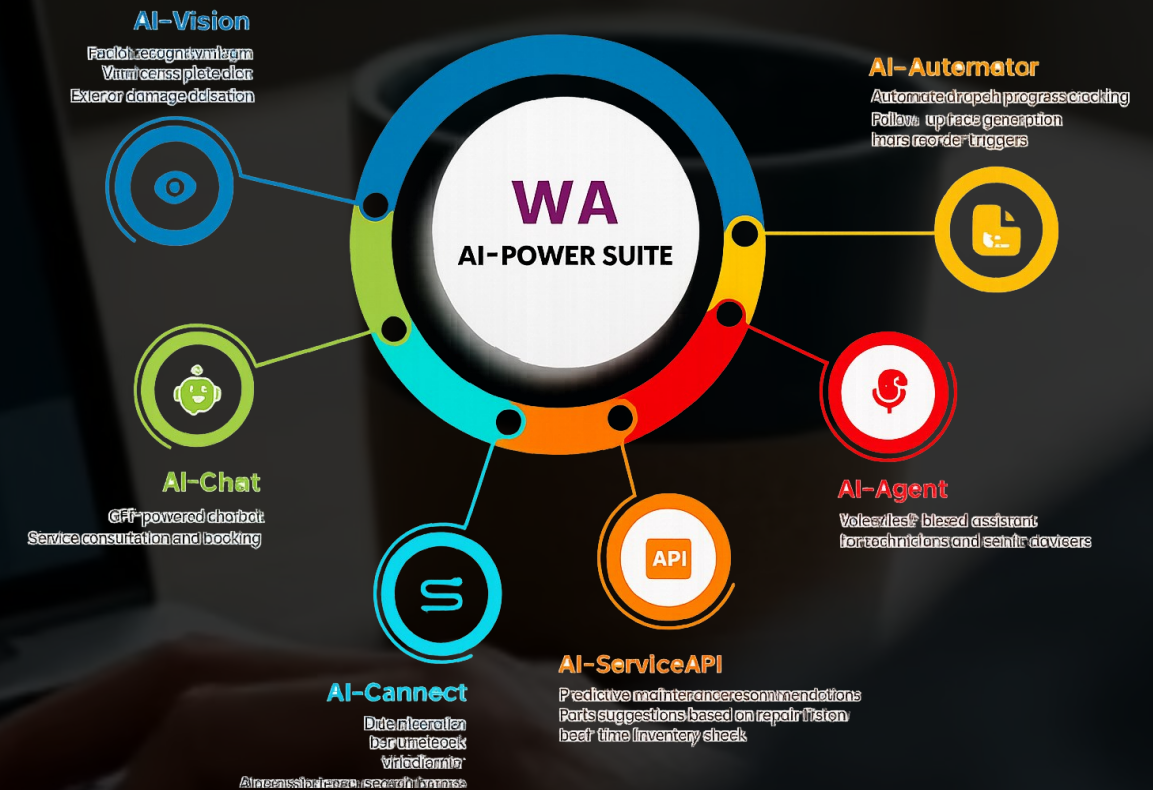
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AI Power-Suite



AI Power Suit

Module	Core Benefit	Key Use Cases
AIChat	Conversational AI Chatbot 24/7 for customers	Handling service booking & Availability, estimated cost based on RO history and any inquiries
AI Vision	Automated customer check-in	Instant VIN/plate no. OCR, and AI damage detection from VHC allowing automated customer checked-in in a few minutes and find defaults and Face login
AI Service API	RO Write-up in 2 mins	Study job package (OP & Parts) based on RO history to recommend job packages based on mileage and vehicle info or conversation summary
AI Agent	SA, TC's personal AI assistant	Voice or text assistant for SA/TC for simply schedule next appointment or any inquiries related to workshop status.
AI Connect	No DMS Interface required	Zero-code connectors: Document OCR and LLM to capture data in DMS to Dealer Digital After Service or vice-versa to eliminate double work.
AI Automator	Automated service marketing	Scheduled or event-driven scripts that auto-close RO steps, create follow-up tasks, and trigger parts re-orders



Enhanced Workshop Scenario by AI Power Suit

[AS-IS]

Service booking is created by call

SA search customers and check-in manually.

SA consulting and VHC inspection manually

SA issue a RO by Search OP code and Parts

Additional job approved by call

No automated service marketing

~ 30 min.

Appointment

Check In

Customer Search

Consultation

SA VHC

RO (Quotation)

DMS RO Creation

Additional Job

Job Allocation

RO Close

Follow Up

TO-BE

Service booking made by 'AIChat'
And reminder by 'AIAutomator'

SA VHC with 'AIVision' allowing automatic
1) Recognize Plate no. for customer check-in
3) Create Pre-RO and
4) VHC inspection

SA can add job package by 'AIServiceAPI'

RO is confirmed in Dealer Digital After
Service, Screen 'AIConnet' creates RO in
DMS (Standalone case)
Additional job approved by 'AIChat'

'AIAutomator' outreaches to customer for
service marketing

~ 10 min.

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AI Power-Suite Details



AIChat & AIAutomator

BENEFITS OF AI CHATBOT ON WA



INSTANT RESPONSES

Provides quick replies to customer queries



24/7 AVAILABILITY

Offers support anytime, even outside business hours



HANDLES FAQs

Responds to common questions automatically



PERSONALIZED INTERACTIONS

Tailors responses based on user information



EFFICIENT ISSUE RESOLUTION

Assists in resolving problems swiftly

SCALABILITY



Pit Stop



First Service



Next Service



Declined Services



Pre-CSI



State Inspection



Expiring Warranty



Lost Customers



Vehicle Recall

Marie / Service AI

Hello James,

It looks like it's time again to bring your 2022 Hyundai Tucson in for its next service visit. Would you like to schedule an appointment? Just reply with a day and time and I'll get you set up! Alternatively, you can [schedule your appointment online](#).

Looking forward to ha
Marie | Service Operations

Anne / Service AI

Hello Erica,

I noticed you were in for service and your service advisor recommended some additional services. I know the check-out process can be somewhat hectic and things can get lost in translation. Would you like someone to reach out to you to explain those recommendations in further detail?

Allie / Service AI

Hello Zach,

Our records show that your factory warranty is expiring within the next 180 days or at 36,000 miles (whichever comes first). We'd like to set up a quick call to review your options before your warranty expires if you are planning on keeping your 2020 Ford Escape. It's important that we connect. Is ***-***-**** the best number for you?

We can be reached at ***-***-**** Monday thru Friday from 9 to 5.

Have a wonderful day! :)
Allie | Service Operations Assistant

tions can save you big money over
me know! :) If you'd prefer, you
[pointment online](#).

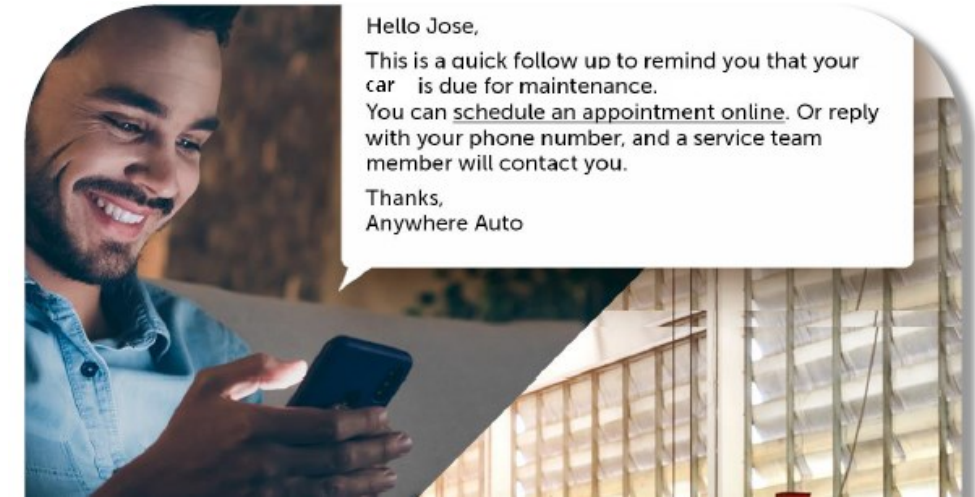
ons Assistant

AIChat & AIAutomator

- Fully automated AI communication platform
- Personalized communications based on sales and service history
- Drives customers to book appointments directly with dealer's service scheduler
- Alerts and hands off to service personnel when needed
- Customizable timing & cadence

Personalized Outreach at Scale

- Powered by state-of-the-art generative conversational AI and large language models purpose-built for automotive retailers
- Enhances service department revenue by increasing the lifetime value and repeat business of your customers
- Analyzes service history with AI predictive analytics to determine the right recommendation
- Hands off to service agent when human intervention is needed
- Fully optimized follow-up cadences to maximize customer re-engagement and recovery



Hello Jose,
This is a quick follow up to remind you that your car is due for maintenance. You can schedule an appointment online. Or reply with your phone number, and a service team member will contact you.
Thanks,
Anywhere Auto

AI-Powered Customer Lifecycle Management that Builds Retention

First Service
Next Service
Declined Services
Recall
Abandoned Customers
State Inspection
Pre-CSI
Missed Interval
...and more



BENEFITS OF FACIAL RECOGNITION IN WA

-  **IMPROVED SECURITY & ACCESS CONTROL**
Prevents unauthorized access to the app
-  **FASTER LOGIN FOR ALL ROLES**
Quick and seamless login without typing passwords
-  **TECHNICIAN/INSPECTOR IDENTITY TRACKING**
Automatically tracks who performed or approved a repair job
-  **TIME & ATTENDANCE MONITORING**
Automatically records check-in/check-out times
-  **PERSONALIZED EXPERIENCE**
Customize app based on the recognized user
-  **HANDS-FREE AUTHENTICATION (USEFUL FOR TECHNICIANS)**
Login or job confirmation without using hands
-  **ENHANCED REPAIR ORDER TRACEABILITY**
Automatically logs identity for sensitive actions



Extract text from images

Extract printed and handwritten style text from images and documents for supported languages.

[Try it out](#)



Extract common tags from images

Use an AI model to automatically assign one or more labels to an image.

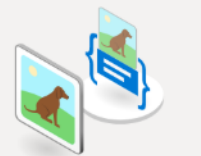
[Try it out](#)



Detect common objects in images

Recognize the location of objects of interest in an image and assign them a label.

[Try it out](#)



Add captions to images (preview)

Generate a human-readable sentence that describes the content of an image.

[Try it out](#)



Detect sensitive content in images

Detect sensitive content in images so you can moderate their usage in your applications.

[Try it out](#)



Detect faces in an image

Detect the location of one or more human faces in images, along with attributes such as pose, face mask and facial landmarks.

[Try it out](#)



Compare the similarity of two faces

Compare faces in an image to determine if they're similar or belong to the same person.

[Limited access - learn more](#)



Recognize a particular person

Train a face identification model to recognize a particular person.

[Limited access - learn more](#)

- Secure and simplify user access with facial ID
- Enhance accountability through verified user tracking

AI Vision & AIServiceAPI

BENEFITS OF AI-BASED VHC



AUTOMATED VEHICLE INSPECTION

Detects and diagnoses defects via artificial intelligence



IMPROVED ACCURACY

Minimizes human error in defect identification



CONSISTENT INSPECTION RESULTS

Delivers standardized assessments across vehicles



FASTER INSPECTIONS

Reduces time taken to complete visual health checks



ENHANCED CUSTOMER TRUST

Builds confidence with AI-backed inspections



INTELLIGENT SERVICE RECOMMENDATIONS

Provides suggestions based on AI analysis

AI-Based Estimated Repair Orders



Service Type Identification



Parts and Labor Cost Estimation



Damage Assessment from Images or Reports



Quotation Generation



Learning and Optimization

QUOTATION	
Labor	\$150
Parts	\$200
Tax & Markup	\$35
Total	\$385
	\$385

Key Benefits

- Faster Quotation Creation
- Improved Accuracy
- Standardization Across Dealers
- Customer Transparency
- Upsell Opportunities

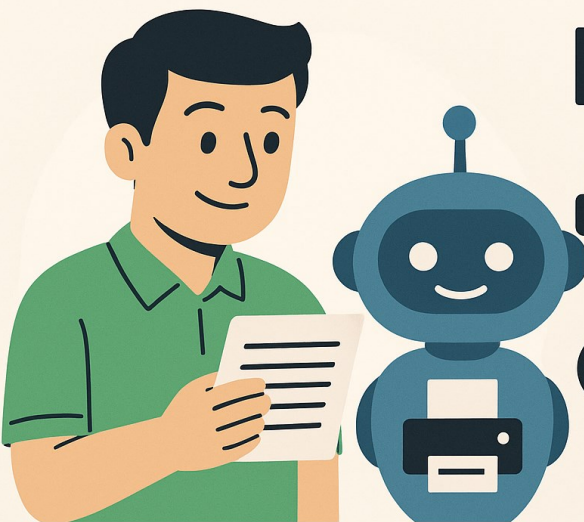
- Automate inspections to boost accuracy and speed
- Ensure consistent vehicle check across all dealers
- Support technicians with AI-powered fault detection
- Reduce human error during manual checks

- Deliver accurate, fast repair quotes using AI
- Automate quotation process for faster turnaround
- Use AI to estimate cost based on damage or maintenance needs
- Enhance customer trust with transparent pricing
- Eg) Training about 30M Repair History Record

AIConnect

- Automatic data capturing without system API interface

BENEFITS OF DOCUMENT AI ON WA



**PAPER/PRINT FORM
DATA RECOGNITION**

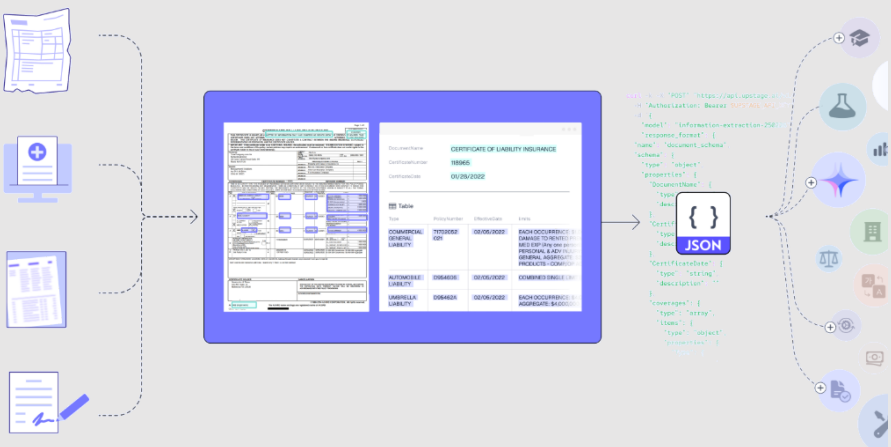


**DOCUMENT/SCREEN DATA
INTERFACE THROUGH
VIRTUAL PRINTER OR
SCREEN AGENT**

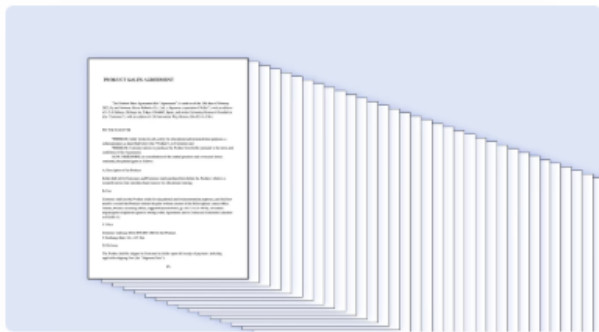


**BATCH OR REALTIME
PROCESSING**

\$0,01 / DOCUMENT



Captures even checkbox states accurately



Handles hundreds of pages at once

Rebuilds tables across page breaks

Understands deeply layered layouts

Extracts key fields from structured forms

Corrects orientation automatically

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CustomerConnect



- 24/7 open webpage for customers
- Stay connected workshops to customers
- Details of additional jobs found by TC for transparency
- Easily embed to dealer website

SP Service Portal

Schedule ServiceService StatusMy AccountContact

1 Vehicle

2 Service

3 Transportation

Date

Vehicle Information

Tell us about your vehicle to get personalized service recommendations

Brand *
Select Brand

Model Year *
Select Model Year

Model *
Select model

Current Mileage (Optional)
e.g. 25,000

Service Status

Romeo Montague

Hyundai IONIQ 6 Allradantrieb 77,4kWh
Batt. UNIQ-Paket inkl. digitale
Außenspiegel und Glasschiebedach
RO #1038

In Service

Est. Completion
Check-in Time
2025-07-07 16:13:24

Service Progress

Check In

In Service

Additional Service Recommendations

Our technicians have identified items that need attention for your safe

Walk Around

Exterior Walk-Around Inspection

6:07 / 6:18

Start Smart Camera

Body

Trunk

5:23

LTE 97

WA Whatsapp

Dear Romeo,

Your service appointment has been successfully scheduled.
Appointment No: A.0717.0001
Vehicle: Hyundai Kona N 2024
Date & Time: 07/18/2025 1:00 PM

Thank you for choosing our service. We look forward to assisting you. 오후 8:54

WA (Customer Portal)
wa-customer-portal-demo.vercel.app

Dear Romeo Montague,
An additional service request has been added for your vehicle.
RO No: C1E3.358
Vehicle: null

Please check the details via the link:
<https://wa-customer-portal-demo.vercel.app/4a74e79a-6e95-4b40-b084-94880313a5bc> 오후 9:04

A man with a beard and mustache, wearing a blue button-down shirt, is smiling and looking at his smartphone. A white speech bubble with rounded corners is positioned to his right, containing a text message. The background is a blurred outdoor setting with a building and trees.

Hello Jose,
This is a quick follow up to remind you that your car is due for maintenance. You can schedule an appointment online. Or reply with your phone number, and a service team member will contact you.
Thanks,
Anywhere Auto

Customer Touchpoints

Service Booking
Additional job details and approval
Service Status
Reminders via social media and SMS

The Hyundai logo, consisting of a stylized blue 'H' inside an oval, followed by the word 'HYUNDAI' in a bold, blue, sans-serif font.

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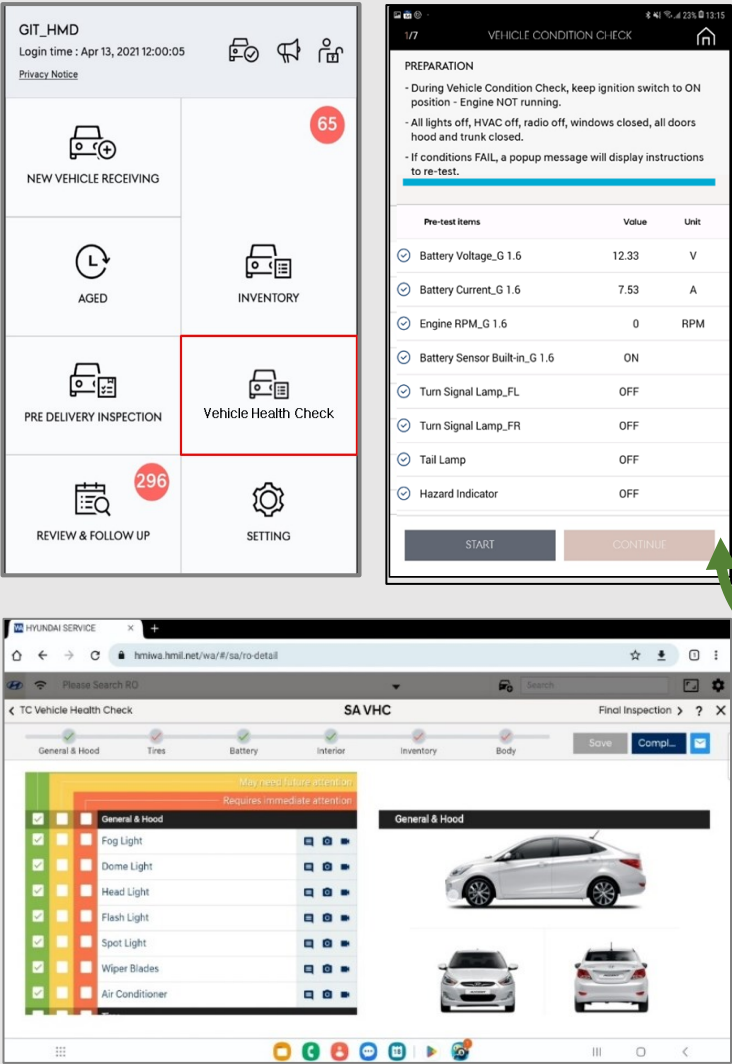
Digital PDI & AS1Q



Digital PDI Integration

1st Phase

- Digital PDI Auto Check & SA VHC in WA at the same time to save time
- Summarize NG items in D-PDI to WA RO automatically



Repair Order Confirmation

PREPARATION

- During Vehicle Condition Check, keep ignition switch to ON position - Engine NOT running.
- All lights off, HVAC off, radio off, windows closed, all doors hood and trunk closed.
- If conditions FAIL, a popup message will display instructions to re-test.

Pre-test Items	Value	Unit
Battery Voltage_G 1.6	12.33	V
Battery Current_G 1.6	7.53	A
Engine RPM_G 1.6	0	RPM
Battery Sensor Built-in_G 1.6	ON	
Turn Signal Lamp_FL	OFF	
Turn Signal Lamp_FR	OFF	
Tail Lamp	OFF	
Hazard Indicator	OFF	

START CONTINUE

Service Adviser Remarks to shop floor: Primary Job

Additional Jobs:

Service Adviser Remarks to Shop floor:

Customer confirmation for Add Job:

Customer/Representative Name: _____ Date: _____

Terms of payment are cash, Cheque or Digital Payment mode also., Cheque to be made in favor of South Regional Training Centre

Customer Voice 1 (Online): _____

Customer Voice 2 (Online): _____

PDI Auto Check	Unit	Min	Actual Value	Max
Battery Voltage_ISG	V	11	12.21	14.5
Fuel Pump Relay	A	1	2.77	12
HOD System DTC				
Gasoline Engine ROM ID_Lambda			9997TXJ976498487	

2nd Phase

- Auto-populate Job package (OP, Parts) in RO based on the NG items

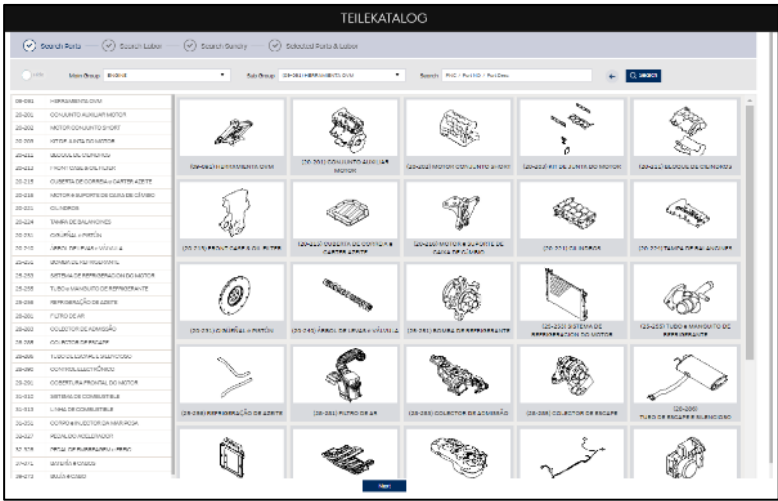
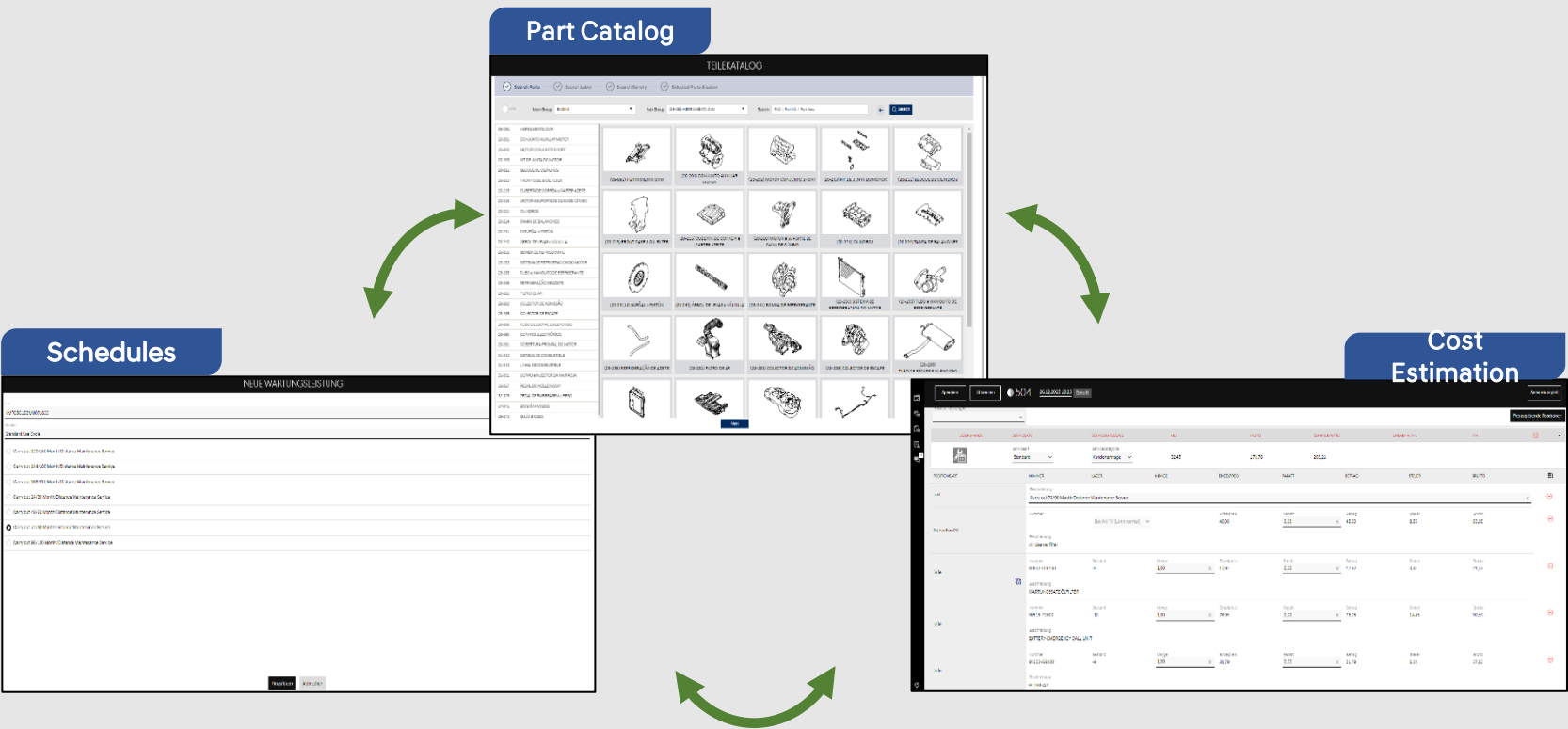
The screenshot shows a repair order confirmation screen with a table of items and their associated costs. The table has columns for Item Type, Item Code, Rate/Stock, QTY/Hour, Unit Price, DC %, Amount, Tax, and Gross. The items listed are:

Item Type	Item Code	Rate/Stock	QTY/Hour	Unit Price	DC %	Amount	Tax	Gross
Text	1188							
OP Code	87623900	10, Bec Art 10 (Lohn normal) v	0,00	0,00	0,00	0,00	0,00	0,00
OP Code	52903000	10, Bec Art 10 (Lohn normal) v	0,00	45,00	0,00	0,00	1,71	10,71
OP Code	52903000	10, Bec Art 10 (Lohn normal) v	0,00	45,00	0,00	27,00	5,13	32,13
Part	56302-4L460	Stock	QTY 1,00	8738	0,00	8738	16,56	103,94
Part	10025-50007K	Stock	QTY 1,00	32,24	0,00	32,24	6,13	38,37
Part	10025-50007K	Stock	QTY 6,00	1,05	0,00	6,30	1,20	7,50

AS1Q Integration

Benefits

- Maintenance schedule based on real-time data
- Ensure accurate labor & parts estimation
- Real-time pricing information for transparency
- Reduce manual data entry and potential errors



Integrate AS1Q to get

Periodic maintenance schedules, labor and parts for each service

Pricing details for accurate quote

Simple service packages and part catalog

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Functional Overview & Details



Functional Overview

Appointment

24/7 online booking portal for customers and automatic allocation to SA

Quotation & RO

AS1Q & DMS interfaced OP, Parts & Package Search & RO write up

e-VHC

D-PDI interfaced e-VHC and recommended jobs for VHC items

Job Management

TC-Job assignment and job scheduling

Technician App

RO details, clock-in & out and repair guide on their hand

Customer Communication

Getting approval for any additional jobs and reminders

Report & Analysis

Accessories, parts, sales performance analysis

AI Assistant

Automated customer engagement, AI estimated RO



WA Workshop Automation

81B6.428 / Romeo Montague / OF-HY 9993E

Search

09-07-2025, 11:29:37

RO HistorySA VHCPart CatalogRO PrintTC VHCPI InspectionPhoto SettingCS SurveyRO Message

81B6.4282025-07-09 11:28:33PreRo

SaveDeleteConfirm

Customer

MORE

Customer ID

28000

Name

Romeo Montague

Address

23AABC, 99999

Phone

67967844

Email

hello@inventis.co.kr

Vehicle

MORE

Plate No

OF-HY 9993E

VIN

KMHM541C4PA010923

Registration Date

2025-07-09 11:28:33

Mileage

800,333 km

Model

IONIQ 6 Allradantrieb 77,4kWh Batt. UNIQ-Paket inkl. digitale Außenspiegel und Glasschiebedach

Service Information

Wait at the shop

Service Advisor Name *

michael trapp

In Mileage

Enter current mileage (km)

Estimated Delivery Time

Select delivery date & time

Customer Request Text

Demand RO

AI Recommendation

No input provided to summarize.

31/250

Service Lines & Item Details

Service Line #	Service Type	Service Category	Sum of Tax	Amount (w/o Tax)	Sum of Gross	DMS		
2	Retail	CustomerRequest	0.00	0.00	0.00	WA	6	
Item Type	Item Code	Rate/Stock	QTY/Hour	Unit Price	DC %	Amount	Tax	Gross
OPCode	98805R0R Description HAUSTUR STROMFENSTERHEBERMOTOR - BAUGRUPPE (RECHTS)		0.3	45.00	0	13.50	1.35	14.85
OPCode	51712A00 Description BREMSSCHEIBENSPANEN (BEIDE SEITEN)- EINSTELLUNG		1.1	45.00	0	49.50	4.95	54.45
Part	58797-1R000 Description KUPFERDICHTUNG		4	1.25	0	5.00	0.50	5.50
Part	54559-06000 Description MUTTER		2	3.50	0	7.00	0.70	7.70

Service Lines & Item Details

Service Line #	Service Type	Service Category	Sum of Tax	Amount (w/o Tax)	Sum of Gross	DMS		
2	Retail	CustomerRequest	0.00	0.00	0.00	WA	6	
Item Type	Item Code	Rate/Stock	QTY/Hour	Unit Price	DC %	Amount	Tax	Gross
OPCode	58415R45 Description BREMSBELAGBAUGRUPPE		0.1	45.00	0	4.50	0.45	4.95
OPCode	58415R08 Description SCHEIBENBAUGRUPPE HINTEN BREMSE (BEIDE SEITEN)		0.7	45.00	0	31.50	3.15	34.65
Part	97606-KL000 Description CONDENSER ASSY-COOLER		1	369.51	0	369.51	36.95	406.46
Part	98351-01000 Description WISCHERGUMMI		1	19.18	0	19.18	1.92	21.10

Labor Net:€ 0.00Labor Tax:€ 0.00Labor Gross:€ 0.00

Part Net:€ 0.00Part Tax:€ 0.00Part Gross:€ 0.00

Total Net:€ 0.00Total Tax:€ 0.00Misc Cost:€ 0.00

Total Gross € 0.00

Functional Details

Appointment (Customer Portal)

24/7 online booking portal for customers and automatic allocation to SA

- Making Reservation for available time slots
- Frequent job package to book a service
- Repairing status
- Service Details (Parts & Labor)
- Additional job details to approve or decline
- Online payment

1
Vehicle

2
Service

3
Transportation

Vehicle Information

Tell us about your vehicle to get personalized service recommendations

Brand *
Hyundai

Model Year *
2024

Model *
i20

Current Mileage (Optional)
2,000

Step 1 of 4

1
Vehicle

2
Service

3
Transportation

Select Services

Choose your service

Oil Change Service

Popular

Complete engine oil and filter replacement with multi-point inspection

30-45 min

Routine

Tire Rotation

Tire rotation and pressure check to ensure even wear

20-30 min

Routine

Multi-Point Inspection

Popular

Comprehensive 27-point vehicle inspection

45-60 min

Maintenance

Service Status

Romeo Montague

Hyundai IONIQ 6 Allradantrieb 77,4kWh

Batt. UNIQ-Paket inkl. digitale Außenspiegel und Glasschiebedach

RO #1038

In Service

Est. Completion

Check-in Time

Service Advisor

2025-07-07 16:13:24

michael trapp

Check In

In Service

Ready for Pickup

Additional Service Recommendations

Our technicians have identified items that need attention for your safety and vehicle performance.

Quotation & RO

AS1Q & DMS interfaced OP, Parts & Package Search & RO write up

- Digitized Repair Order
- AS1Q integrated pre-defined job package
- Convenient Pre-RO Write-up with AI
- Digital PDI result on RO
- Campaign & Warranty job lookup

Workshop Automation

81B6.428 / Romeo Montague / OF-HY 9993E

Search

09-07-2025, 11:29:37

RO History

SA VHC

Part Catalog

RO Print

TC VHC

F1 Inspection

Photo Setting

CS Survey

RO Message

81B6.428

2025-07-09 11:28:33

Photo

Save

Delete

Confirm

Customer

MORE

Customer ID

28000

Name

Romeo Montague

Address

234ABC, 99999

Phone

67867844

Email

hello@inventis.co.kr

Vehicle

MORE

Plate No

OF-HY 9993E

VIN

KMHM541C4PA010923

Registration Date

2025-07-09 11:28:33

Mileage

800,333 km

Model

IONIQ 6 Allradantrieb 77,4kWh Batt. UNIQ-Paket inkl. digitale Außenspiegel und Glasschiebedach

Service Information

Wait at the shop

Service Advisor Name *

michael trapp

In Mileage

Enter current mileage (km)

Estimated Delivery Time

Select delivery date 6 time

Customer Request Text

Demand RO

AI Recommendation

No input provided to summarize.

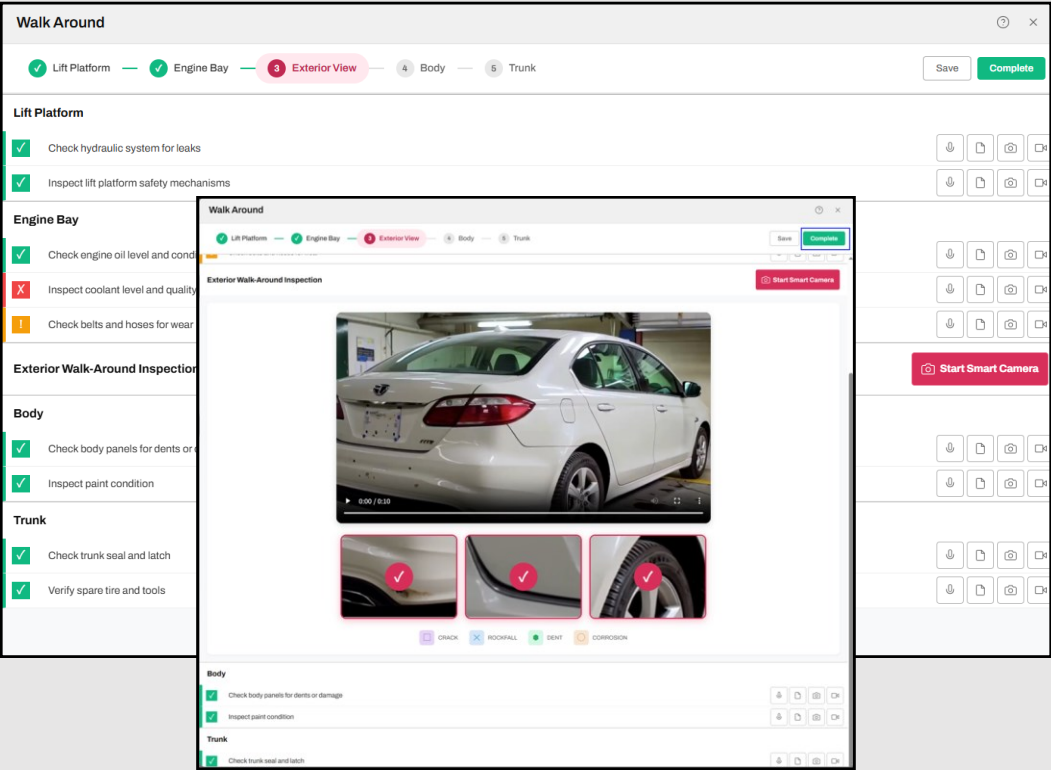
30/250

Functional Details

e-VHC with Vision AI

D-PDI interfaced e-VHC and recommended jobs for VHC items

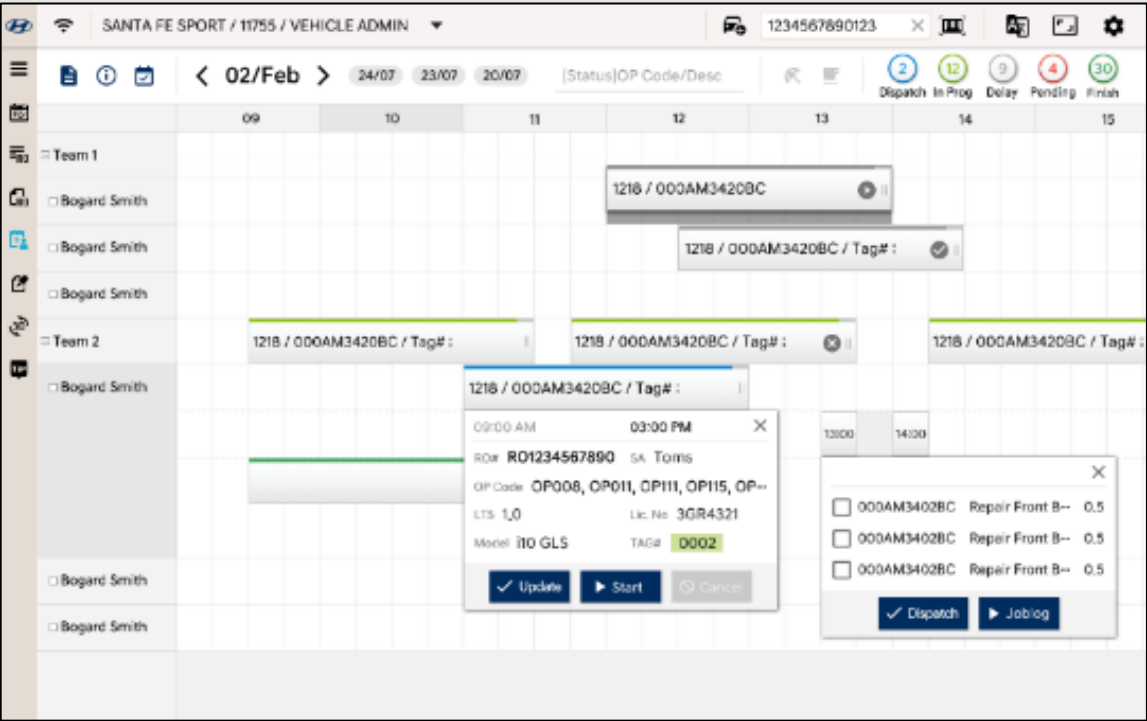
- Fully digitized Vehicle health check for SA and TC
- Photo & Video upload and Vision AI Diagnosis result
- Customizable VHC items
- VHC to RO items to get approval from Customer



Job Management

TC-Job assignment and job scheduling

- AI based Automatic job allocation
- Repair status
- Job scheduling board
- Job performance Dashboard

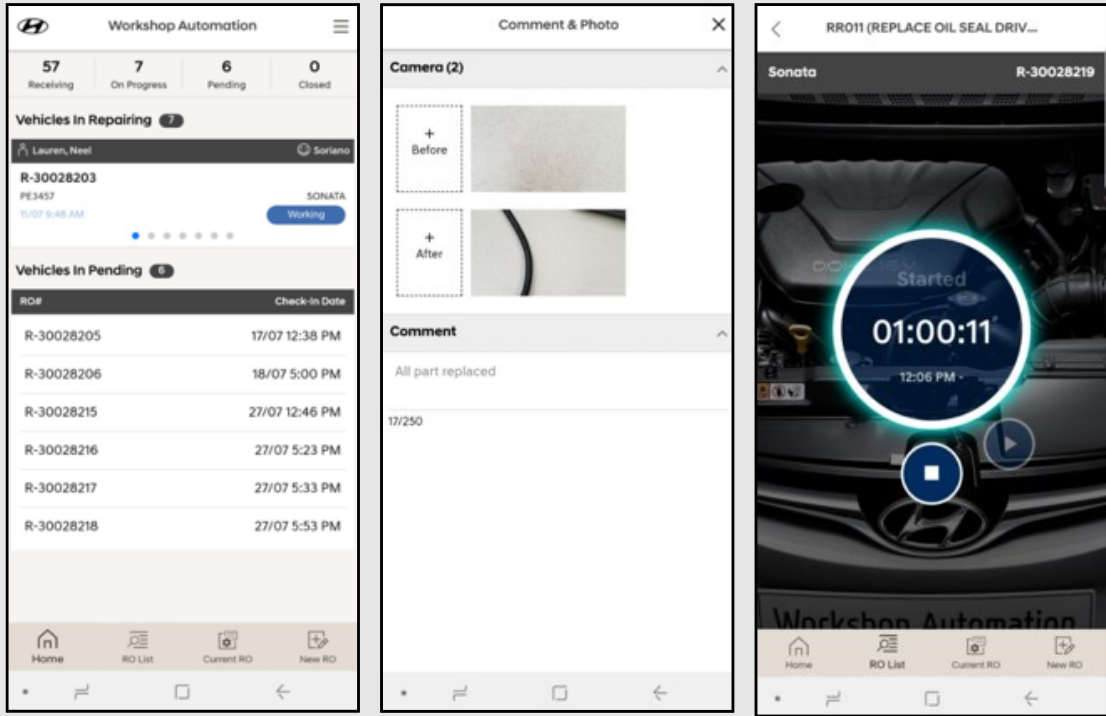


Functional Details

Technician App (Mobile)

RO details, clock-in & out and repair guide on their hand

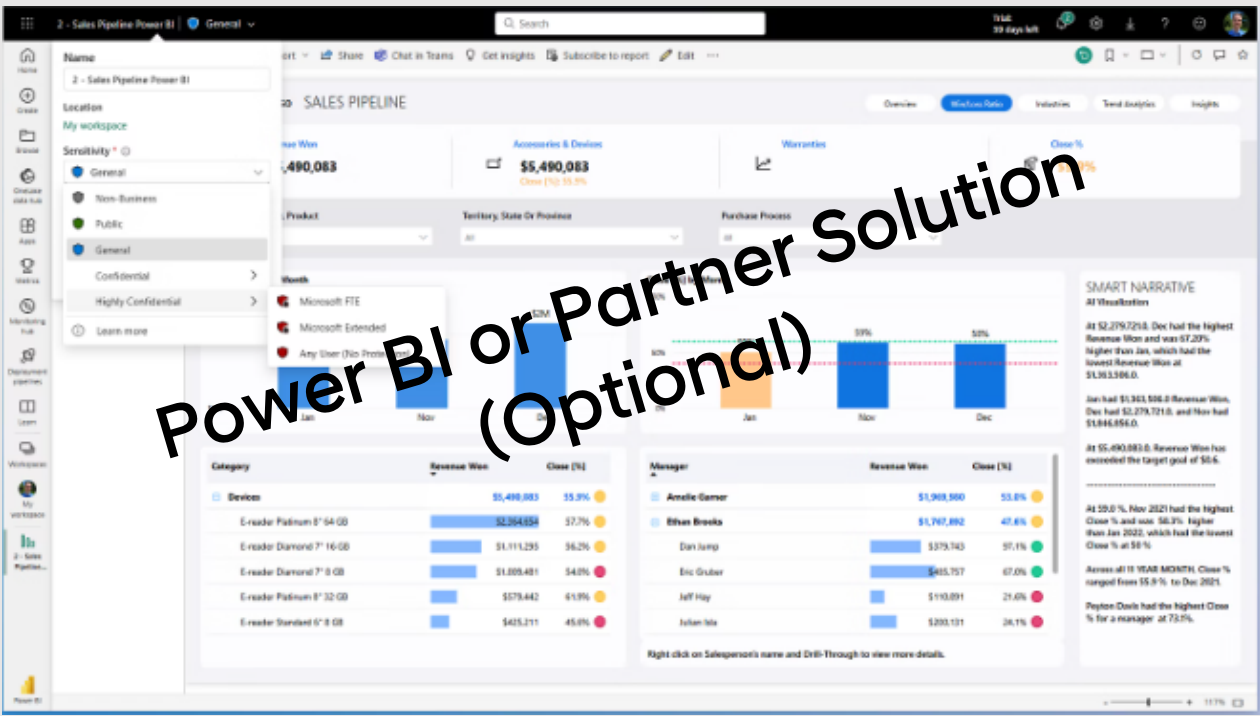
- RO details on TC’s mobile phone
- Taking Photos & Videos during VHC
- Clock in/out of each job



Report & Analysis

Dealer workshop performance analysis

- Service performance monitoring (Parts & Accessories)
- Dashboard & Reporting
- Monitoring stock levels, Parts turnover rate, etc.

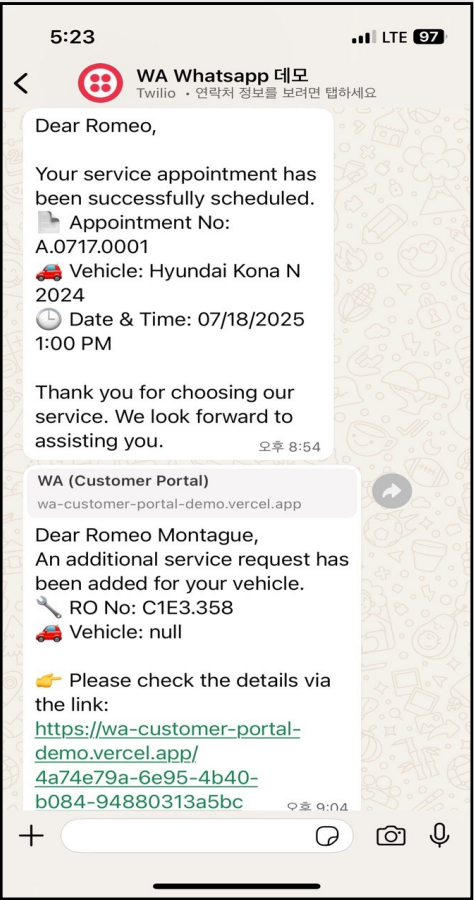


Functional Details

Customer communication

Getting approval for any additional jobs and reminders

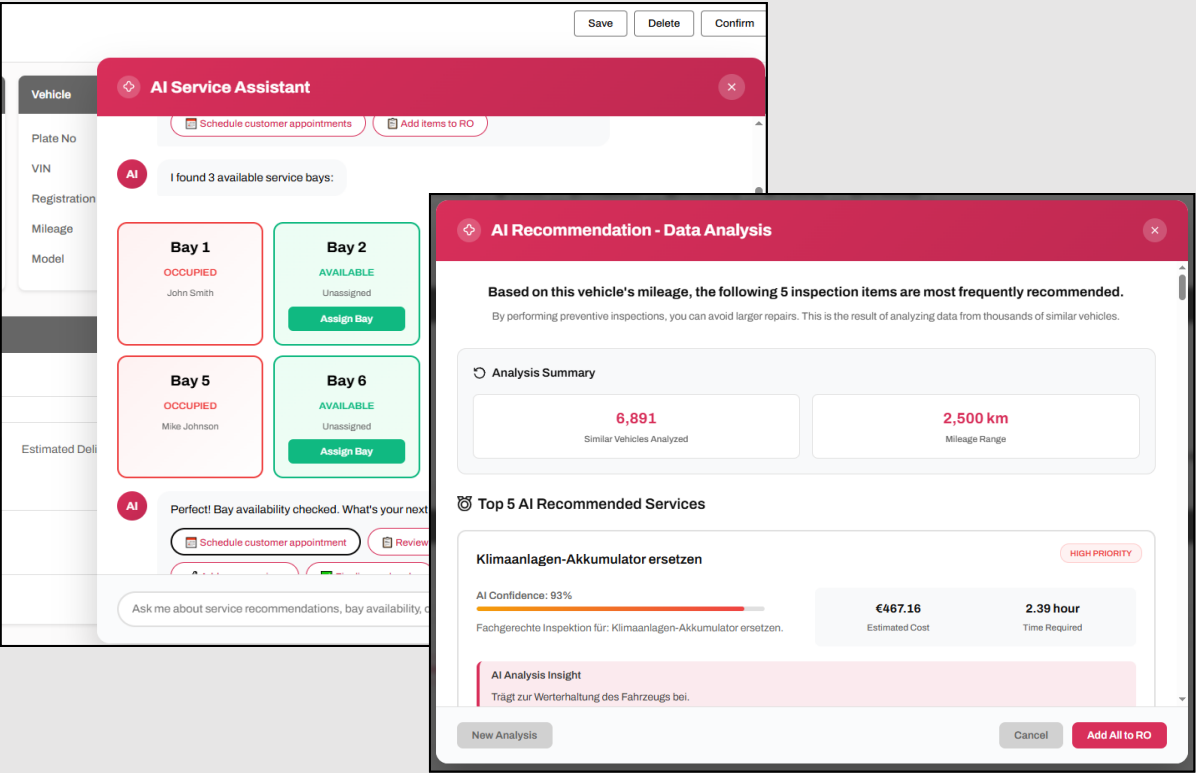
- SMS/E-mail notification for additional repair
- VHC result sharing
- Reminder for the next visit and marketing campaign



AI Assistant

Automated customer engagement, AI estimated RO

- Automated Service Marketing (Customer Engagement)
- AI assistant to answer all of SA/TC 's inquiry
- AI Chatbot on website
- Scanning and Analyzing exterior condition by AI



Summary : AS-IS vs. TO-BE

Modules	AS - IS	TO - BE	Values
Appointment	Daily appointment view	Weekly and monthly calendar view	Better planning, overview of workshop load
	SA schedules appointments	Appointment platform for customers to schedule appointment	Increases customer engagement and satisfaction
	SA waits customer arrival	RFID notification on vehicle arrival	Reduces wait time for both customers and staff
	Manual VIN search	Plate number OCR feature	Speeds up vehicle identification and reduces manual input errors
Quotation	DMS job packages	AS1Q job packages integration	Ensures standardized, accurate repair packages
	Generate quotation	Generate repair estimation	Provides transparent cost expectations to customers
		Generate invoice	Faster billing process
	Mechanical repairs	Manage body repairs	Expands service offerings
	Part stock information	Inventory (Stock) low notification	Prevents part shortages and delays in repair
	Store payment	Payment via PG (as well as on-line payment)	Offers flexible and convenient payment options
	Manual claim process	Automated warranty claim	Saves time and reduces errors in claim submissions
e-VHC	Predefined VHC list	VHC list plus Digital-PDI Interface to display auto check result in RO	Increases transparency, reduces manual documentation
	Manual quotation creation	VIN specific Instant quote during VHC using AS1Q packages	Boosts service sales
	Taking photo/video of each VHC Item	AI powered VHC	Improving inspection quality and saving time

Summary : AS-IS vs. TO-BE

Modules	AS - IS	TO - BE	Values
Job Management	RO status to follow progress	Create SA tracking sheet to watch real-time progress	Enhances service advisor productivity
	Manual Job allocation for all technicians	Automated Job allocation to available technicians and skill set, and manual drag and drop.	Ensures balanced workloads and reduces job reassignment errors
	Daily job allocation view	Job allocation status by daily, Weekly, Monthly and intuitive view	Provides better planning for workshop operations
	Basic TC performance report	TC efficiency report based on Clock in/out time against LTS	Helps identify training needs, reward top performers
	Jira helpdesk available	WhatsApp helpdesk support	Increase accessibility for issue reporting and support
TC App	Job Start / Finish (Clock in / out) by each job	Repair guide & TSB available	Reduces diagnostic time and error rate.
		DTC Code information	Faster fault identification, accurate repair decisions
		Community Repair Questions	Leverages collective technician knowledge
		D-PDI Integration	Data Integration with Digital PDI Inspection Result
Report / Analysis	Deler performance analysis	Custom KPI's based on market request	Enables region-specific improvement strategies and more relevant insights.
	SA performance analysis		
	TC performance analysis		
	AS1Q usage analysis		
		Daily EOD report for job performed, payment report, Invoice report	Enables better day-to-day decision making
		Sales summary, Service profit, Referral summary to estimate ROI	Provides business-critical insights

Summary : AS-IS vs. TO-BE

Modules	AS - IS	TO - BE	Values
Customer Communication	Additional Job approval via e-mail	Additional job approval and VHC result to customer via SMS / E-mail / Social Media with pictures/videos	Customers can make quick decisions with visual context
	VHC result can be shared with email		
	Reminder call to customer	SMS, Social Media appointment reminder for upcoming visit	Reduces no-shows, increases service center efficiency
	Send quotation	Send estimate to get digital approval	Speeds up repair approvals, improves workflow
	Email photos and forms	Text messaging with customers with photos to explain	Improves customer trust and acceptance of repairs
AI Features & Enhancement	Two factor authentication is available	Facial recognition to log-in.	Faster, more secure login process for staff
	User can take photo for mechanical repair orders	AI Based Bodyshop Estimate Preparation	Consistent estimates using AI vision models
	Not Provided	Automated customer engagement for deferred jobs, scheduled maintenance and so on	Encourages repeat visits, increases workshop revenue
		AI Based Repair recommendation	Improves safety and vehicle reliability
Service Marking by AI	Not Provided	Service Intro After Purchase email/SMS Accessories After Purchase email First Service Due email/SMS First Service Due DM Service Appt Reminder email Missed Appt Reminder email Service Thank You email/SMS First Service Overdue email Declined Service 1 email ...	



Appendix

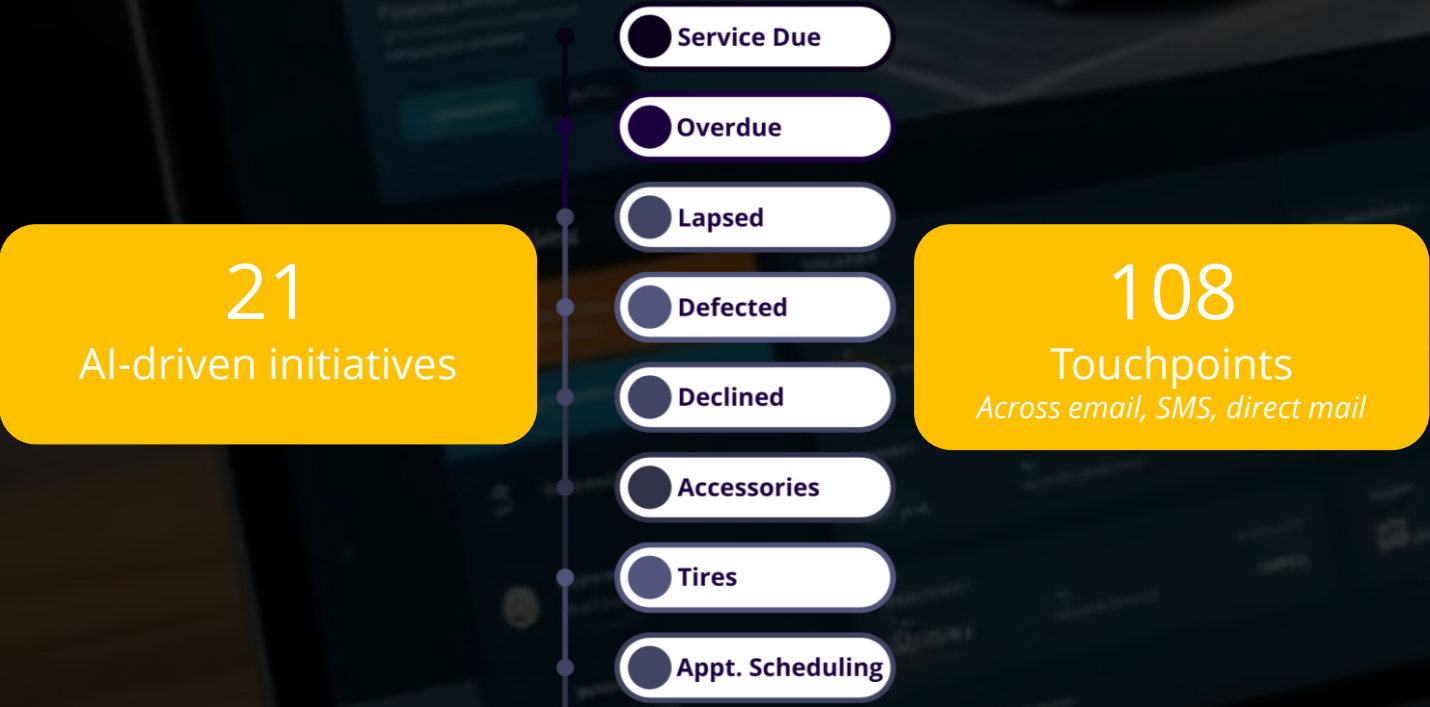
- AIAutomator Scenario



Enhanced Marketing & Messaging

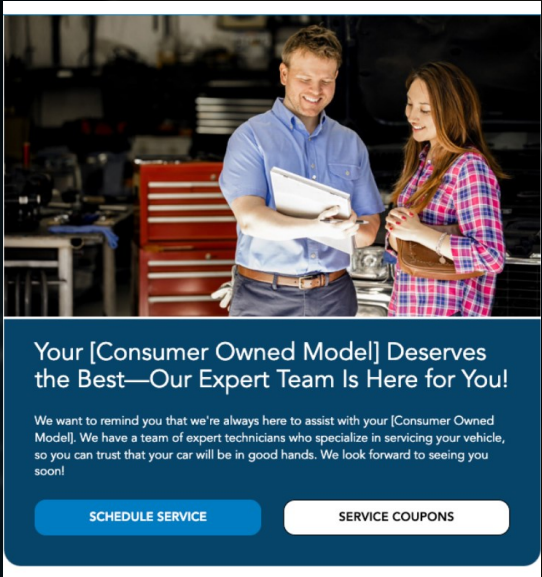
Fully orchestrated & in sync

Seamless coordination of personalized maintenance & marketing communications based on unified customer data



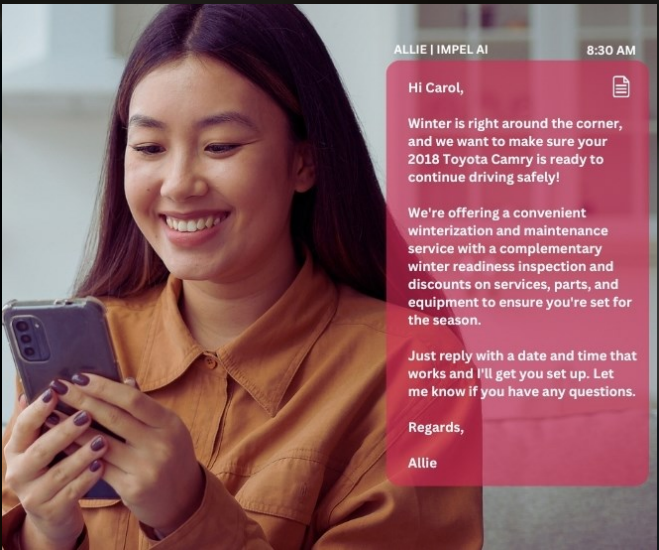
Supplemented by On-demand campaigns

Leverage on-demand outreach for extra hands-on flexibility



Service On Demand

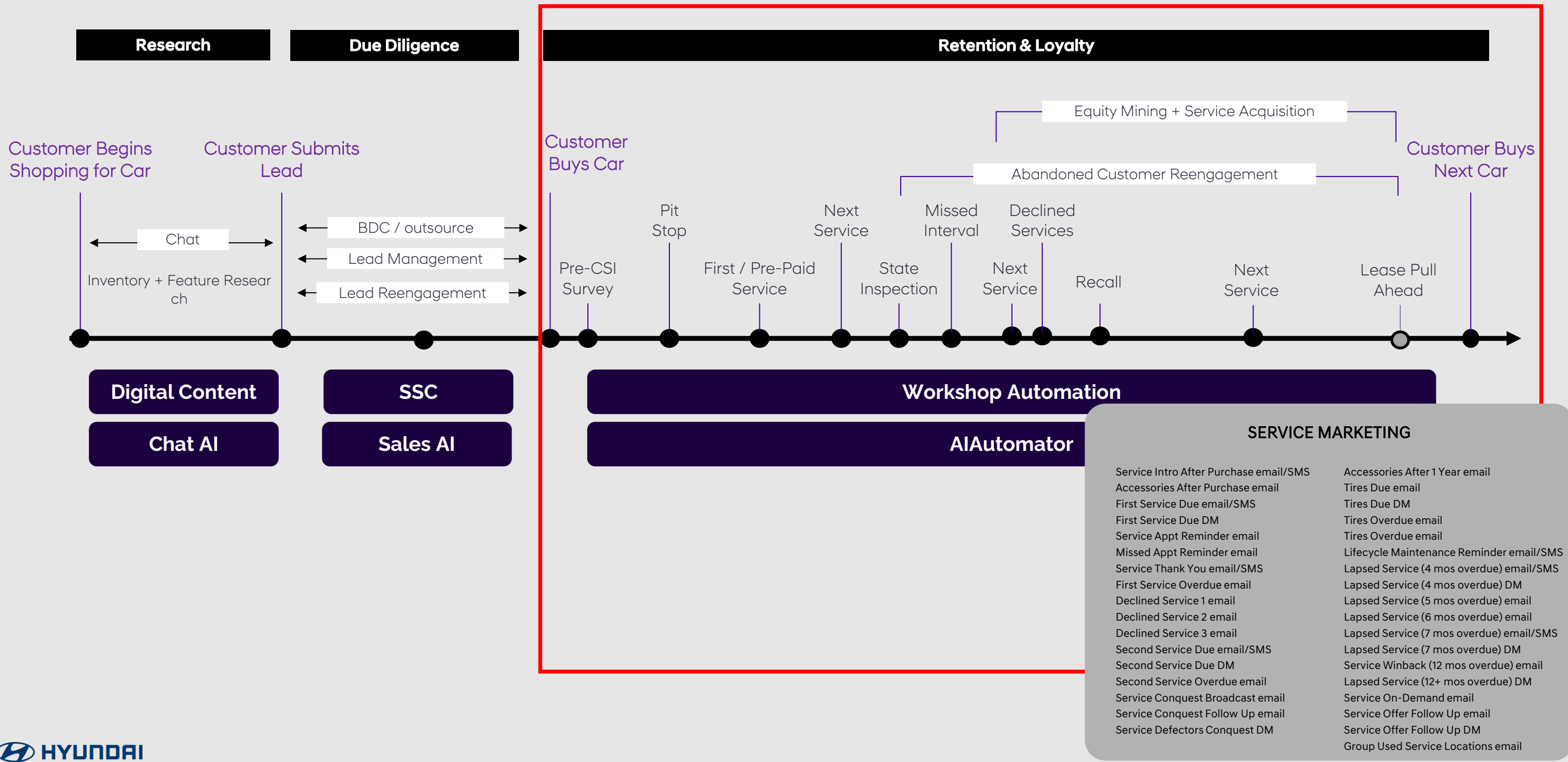
Select your desired audience to target lapsed services, owners of specific vehicles, and more with timely, one-time campaigns.



Outreach On Demand

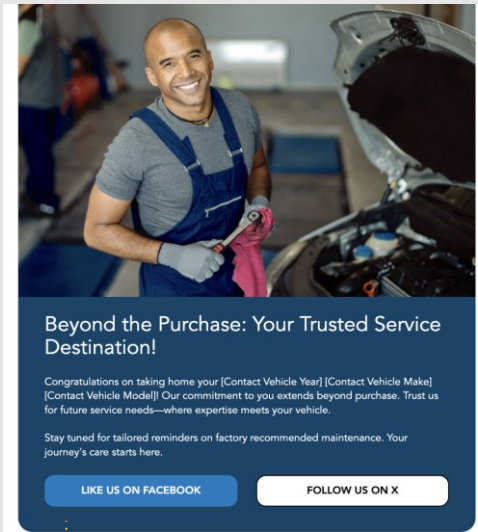
Upload your own audience lists to launch timely, personalized campaigns with built-in follow-up.

AIAutomator Covering End to End in Service Marketing



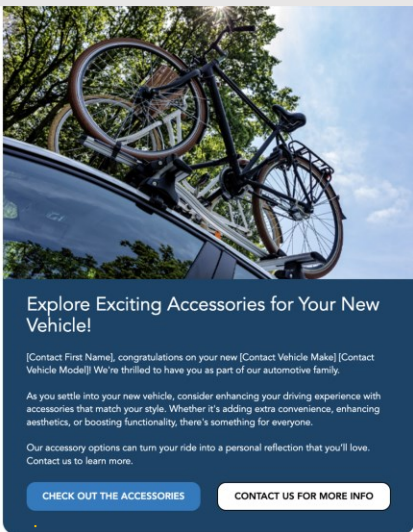
Follow Up Scenarios

Service Introduction (Marketing email)



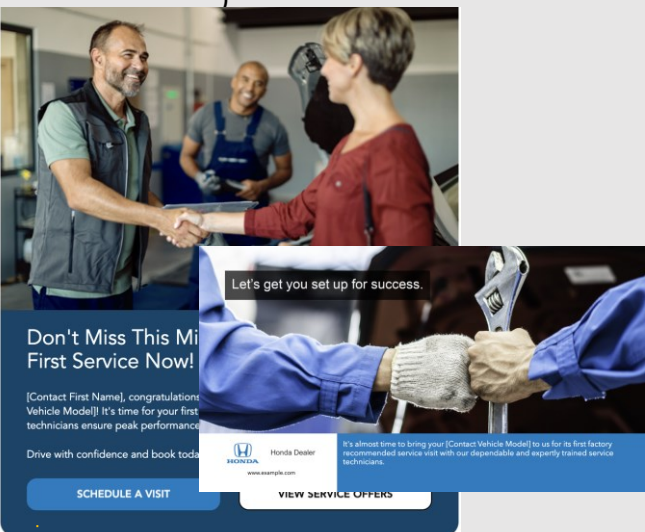
3 days post-purchase

Accessories After Purchase (Marketing email)



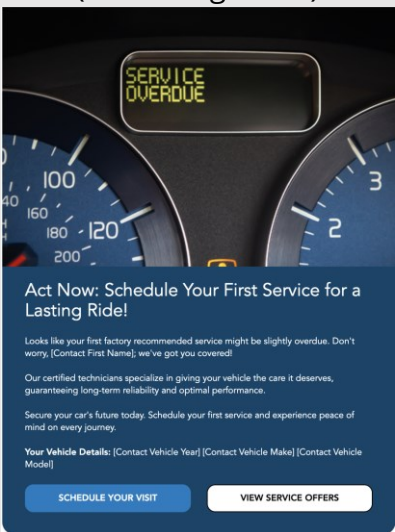
15 days post-purchase

First Service Reminder (Marketing email and direct mail)



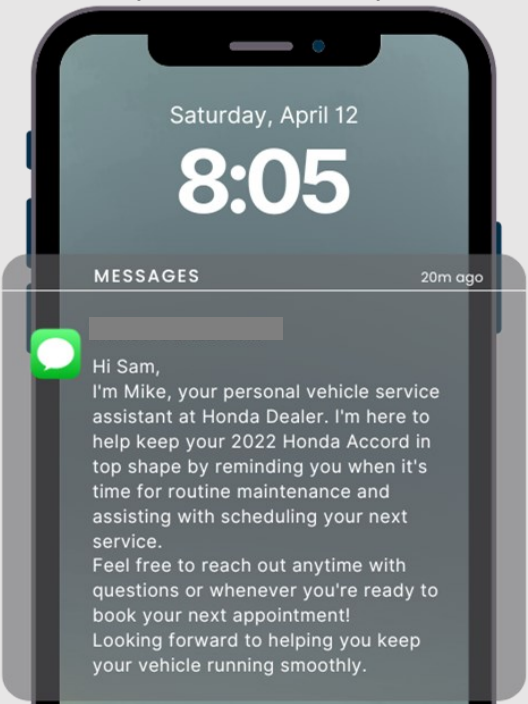
45 days before first factory interval

First Service Overdue (Marketing email)

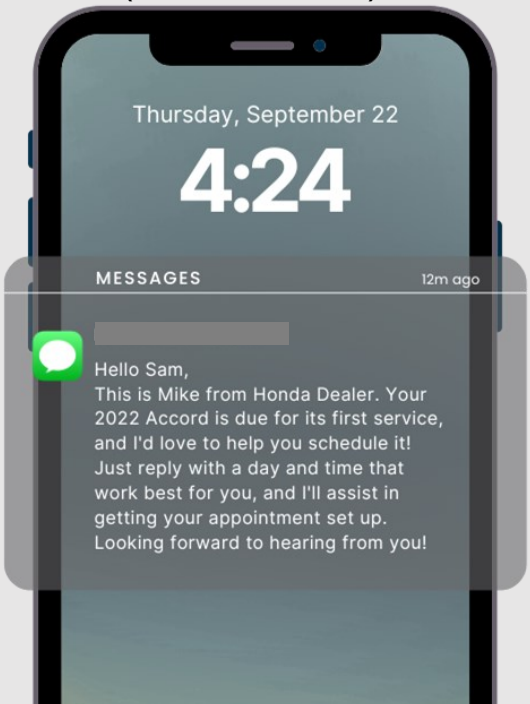


30 days after first factory interval missed

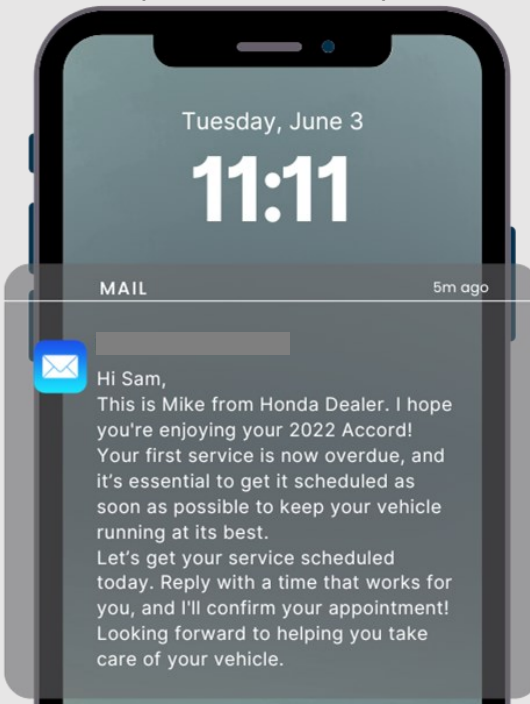
AI follow up (Email and SMS)



AI follow up (Email and SMS)

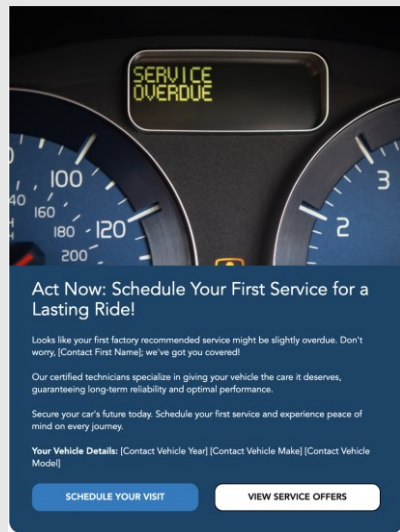


AI follow up (Email and SMS)



Follow Up Scenarios

First Service Overdue (Marketing email)



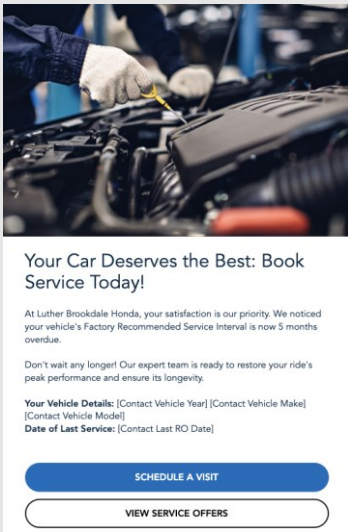
30 days after first service missed

4 Months Overdue (Marketing email and direct mail)



120 days after

5 Months Overdue (Marketing email)



150 days after

6 Months Overdue (Marketing email)



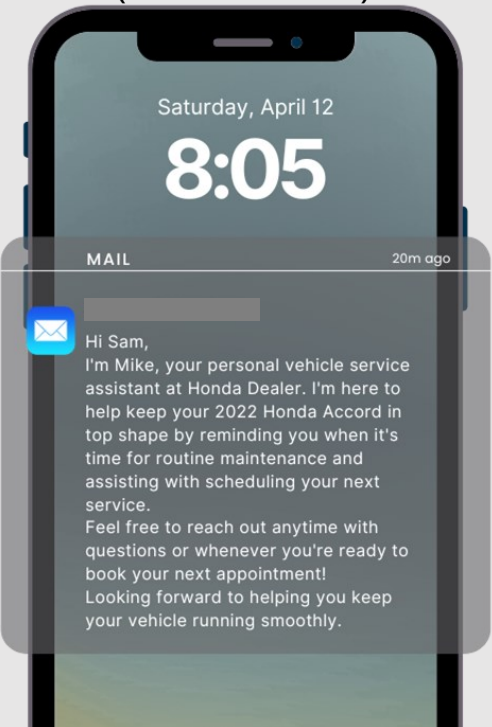
180 days after

7 Months Overdue (Marketing email and direct mail)

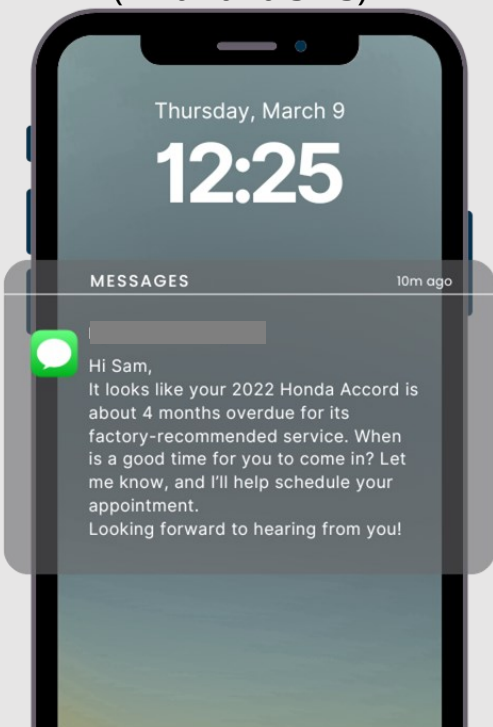


210 days after

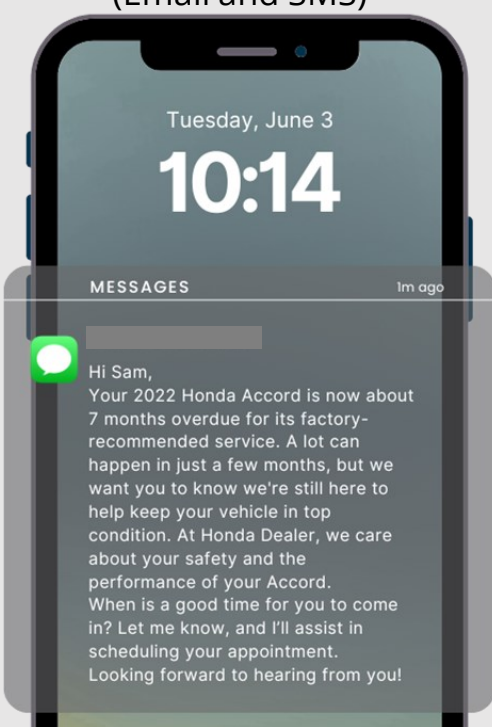
AI follow up (Email and SMS)



AI follow up (Email and SMS)

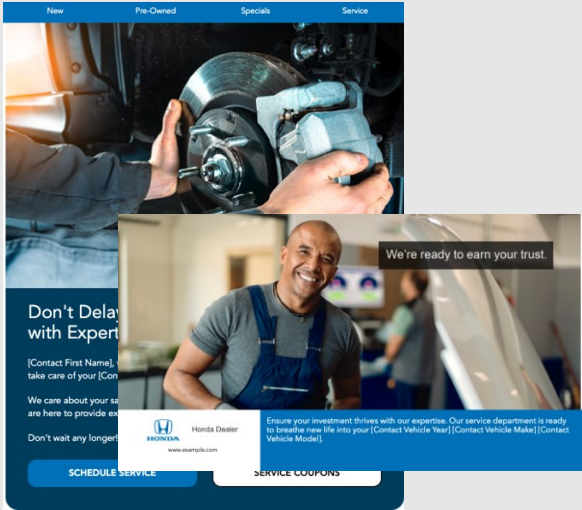


AI follow up (Email and SMS)



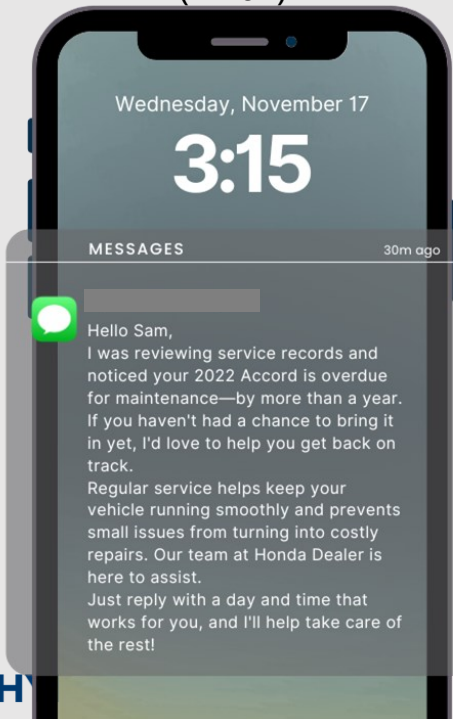
Follow Up Scenarios

Abandoned Customer (Marketing email and direct mail)



12 months overdue - Abandoned Customer

AI Follow up (Email)



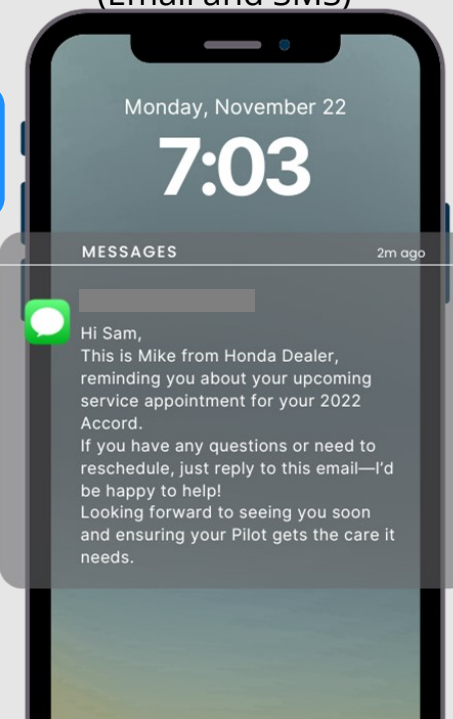
Sam replies to the AI email, scheduling directly via Xtime integration



APPOINTMENT
SCHEDULED

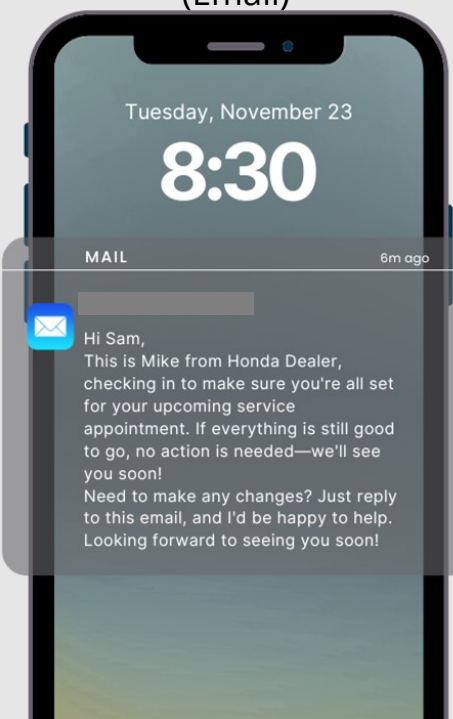
3 days before appt.

AI Appt. Reminder (Email and SMS)



2 days before appt.

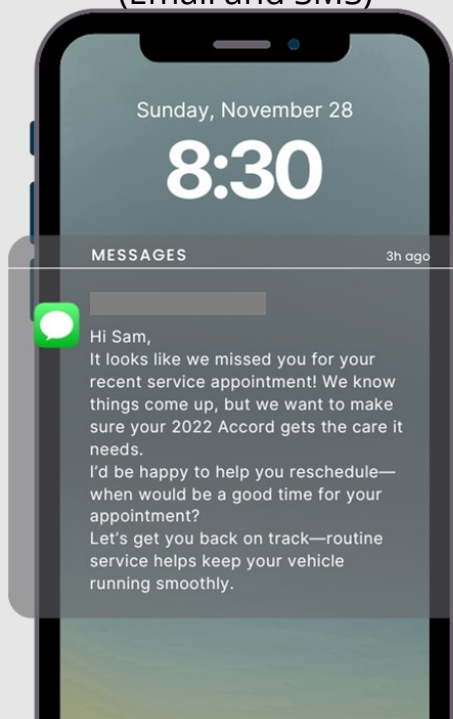
AI Appt. Reminder (Email)



MISSED APPOINTMENT

3 days after missed appt.

AI Missed Appt. Reminder (Email and SMS)

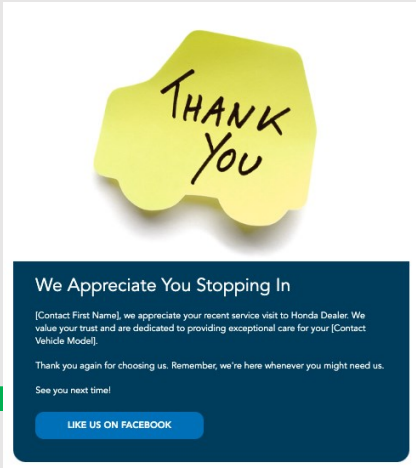


Sam responds to the missed appointment reminder and reschedules service directly. Sam shows up to the appointment and completes the service required with the dealership.



COMPLETED APPOINTMENT

Pre-CSI (Marketing email)



Follow Up Scenarios

Service On-Demand (Marketing email)



Your [Consumer Owned Model] Deserves the Best—Our Expert Team Is Here for You!

We want to remind you that we're always here to assist with your [Consumer Owned Model]. We have a team of expert technicians who specialize in servicing your vehicle, so you can trust that your car will be in good hands. We look forward to seeing you soon!

SCHEDULE SERVICE

SERVICE COUPONS

Oil Change Package
Buy 2, Get 1 FREE
\$195

*Max savings of \$175.00. Not valid with other offers, advertisement specials, prior purchases and repairs, related services, warranty and insurance deductions, environmental fees, and tax purchases. Must present offer at time of service. Limit one offer per person. Taxes and additional costs may apply.

GET OFFER

Tires Due (Marketing email)



It May Be Time to Talk About Your Tires

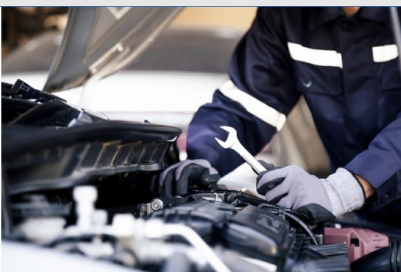
[Contact First Name], it looks like 30,000 miles is on the horizon which is a great time to check on your tires. Our experts can assess them during your next service visit. We're here to help you stay safe on the road.

SCHEDULE A VISIT

\$25 OFF
Tire Alignment
with purchase of 2+ tires

Must present or request offer when order is written. Customer responsible for taxes and any additional fees, where applicable. Excludes collision repair & warranty work. Not valid in conjunction with other offers or on prior service. Valid in store only, not for mobile service or online orders. Limit one (1) offer per vehicle. Not redeemable for cash. See store for details. Offer expires 6/30/2025.

Next Service (Marketing email)



Stay on Top of Your Vehicle's Health

We're committed to providing exceptional care for your ride throughout its lifetime.

To keep your vehicle in top-notch condition, it looks like it may be time for another factory recommended service. Our certified technicians are here to ensure peak performance and longevity.

Trust us to keep your journey smooth for years to come!

Your Vehicle Details: [Contact Vehicle Year] [Contact Vehicle Make] [Contact Vehicle Model]
Date of Last Service: [Contact Last RO Date]

SCHEDULE A VISIT

VIEW SERVICE OFFERS



APPOINTMENT
SCHEDULED



APPOINTMENT
RESCHEDULED



COMPLETED APPOINTMENT

30K estimated mileage since last replacement

3 & 2 days before appt.

45 days before next factory interval

AI Follow up (Email and SMS)

Wednesday, May 14

5:08

MESSAGES 10m ago

Hi Sam,
Mike from Honda Dealer. Keeping your tires in top condition is essential for your safety, and since the tires on your 2022 Honda Accord are likely approaching 30,000 miles, now is a great time for a tire check!
When would you like to schedule an appointment? Just reply with a day and time that works best for you, and I'll help get it set up.
Looking forward to hearing from you!

Customer replies via SMS

Sorry Mike, I am switching jobs and going on vacation. So, I bought the two oil changes deal and it expires on 5/21. I may need tires to o, but can i schedule an oil change service for 5/19 at 8:30am? Thank you!

Hi Sam, I hope your job transition and vacation plans go smoothly! 8:30 AM is available on May 19, 2024, so I've scheduled your appointment for the oil change. We'll also check your tires during your appointment and let you know if new tires are recommended. We look forward to seeing you then!

AI Appt. Reminders (Email and SMS)

Friday, May 16

12:03

MESSAGES 4m ago

Hi Sam,
This is Mike from Honda Dealer, reminding you about your upcoming service appointment for your 2022 Accord.
If you have any questions or need to reschedule, just reply to this email—I'd be happy to help!
Looking forward to seeing you soon and ensuring your Pilot gets the care it needs.

AI Follow up (Email)

Tuesday, December 30

4:30

MAIL 2m ago

Hello Sam,
It looks like it might be time to bring your 2022 Accord in for its next service visit.
Regular maintenance is key to keeping your vehicle running at its best! Would you like to schedule an appointment? Just reply with a day and time, and I'll help you set it up.
Let me know what works for you!
Looking forward to assisting you.