



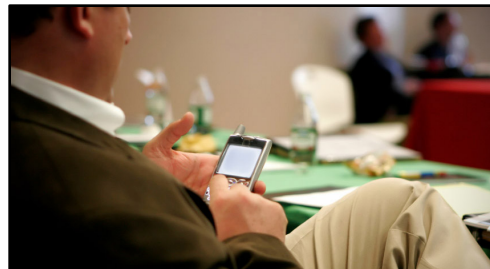
TEXT MESSAGING

Will Increase Service Sales

Will Stop Wasting Shop Hours

Will Increase Customer Satisfaction

- **Put an end to Service Department / Customer Telephone Tag**
- **Stop Blocking Service Bays while waiting for job approvals**
 - Ms. Sharp.. Your 06 Honda needs front brake pads.... @ \$86.00
Txt Reply OK and we will start the work.
 - OK... Great, what time can I pick it up?...
 - After 3:00 PM
- **Schedule, Confirm, and Remind Customers about appointments**
 - Ms. Grimshaw.. Your 07 VW is due for the 30,000 mile service,
just Reply with Date and time and we will schedule and confirm back.
 - Thanks... next Tuesday in the morning would be great!
 - Reminder: Your 07 VW is scheduled for service tomorrow at 8:30 AM
- **Car Ready**
 - Mr. Max.. Your 07 Ford Explorer is ready for Pick UP. The total is: \$104.55
The Service Cashier is open until 6:30 PM Thank you for your business!!
- **Data Base Mining**
 - Works with our Call Tracking Data Base to gather customer Cell Phones
for Service promotions.
- **DMS Integration**
 - Integrates with the most popular DMS systems for
appointment downloads and
service record uploads...
The text messages remain
in the customer file for
record keeping...



**TODAY PEOPLE FROM AGE 18-44
PREFER TEXT MESSAGING TO CALLING**

*It's time to join the 21st Century
Call 866-941-0111 & Communicate!!!*



SERVICE MANAGER

**KEEP TRACK OF
YOUR CUSTOMERS**

**VIEW YOUR
TEXT MESSAGE
HISTORY FOR
EACH OF YOUR
CUSTOMERS**

Results for " Weekly "

Last Name	First Name	Cell		
Haupt	Charla	+17078896166	VIEW GUEST	SEND TEXT
Luna	Connie	+14072121117	VIEW GUEST	SEND TEXT
Balkin	Zack	+14152250429	VIEW GUEST	SEND TEXT

Name: Charla Haupt [Edit Name](#) Address: [Edit Address](#)
 Cell: (707)889-6166 [Edit Cell](#) Email: [Edit Email](#)
 Status: Opted-In
[CHANGE OPT-IN STATUS](#)

[Back](#) [SEND TEXT MESSAGE](#)

Message History

Customer	Cell	Service Manager	Last Message	Time
Charla Haupt	(707)889-6166	Craig Balkin	Should be ready at 4:30. I will confirm later.	Wednesday June 3 11:41 PM
Charla Haupt	(707)889-6166	Craig Balkin	Ok. Replace those too. What time can I pick up?	Wednesday June 3 11:41 PM
Charla Haupt	(707)889-6166	Craig Balkin	Ok. will do. Do you want us to replace the wipers to? they could probably use it. Cost would be \$29. Let me know.	Wednesday June 3 11:38 PM
Charla Haupt	(707)889-6166	Craig Balkin	Ok. Please replace	Wednesday June 3 11:35 PM
Charla Haupt	(707)889-6166	Craig Balkin	Hi Charla. Your QX has a leaking fuel filter. The cost is \$149 to replace. Reply Y to approve this charge.	Wednesday June 3 11:34 PM
Charla Haupt	(707)889-6166	Craig Balkin	Yes	Sunday May 31 2:30 PM

Send SMS
 Name: Charla Haupt
 Cell: (707)889-6166
 Status: Opted-In

1. Message Type:

2. Compose Message:

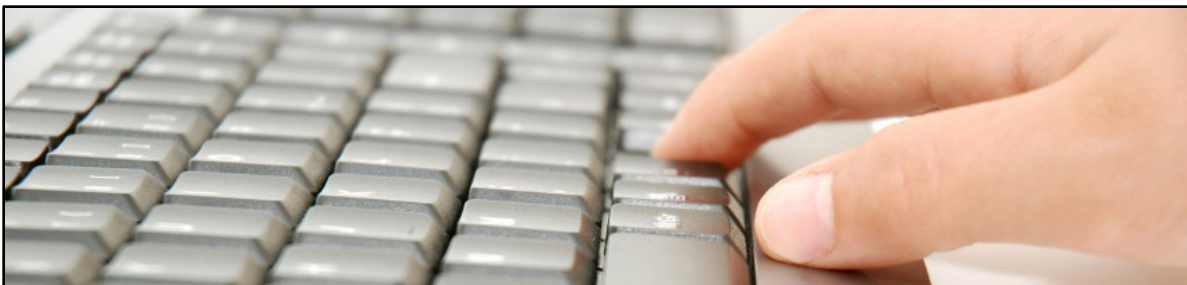
 Characters Remaining 150

[SEND TEXT](#) [CANCEL](#)

Messages

Time	Message
Wednesday June 3, 2009 11:41 PM	Should be ready at 4:30. I will confirm later.
Wednesday June 3, 2009 11:38 PM	Ok. will do. Do you want us to replace the wipers to? they could probably use it. Cost would be \$29. Let me know.
Wednesday June 3, 2009 11:34 PM	Hi Charla. Your QX has a leaking fuel filter. The cost is \$149 to replace. Reply Y to approve this charge.

**SEND TEXT
MESSAGES
TO YOUR
CUSTOMERS
RIGHT FROM
YOUR COMPUTER**



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