Electronic agenda

Management features of the agenda:

Colour-coded appointment status (indicates if customer is waiting, leaving their car, need courtesy car, etc.); work progress status with visual reference; management of bays/technicians; appointment confirmation by SMS or e-mail; time block for meals; additional blocks for holiday planning; appointment search and rescheduling; follow-up with customers whose appointments have not been confirmed.

Advantages:

Provides real-time scheduling adjustments for advisors and technicians; minimizes missed appointments; allows suitable schedule planning for technicians; ensures timely vehicle delivery.

Assets:

Maximizes planned work time to increase time charged; improves customer retention as a result of timely delivery; minimizes internal stress related to poor planning.

WORLDPAC