

# product / solution: online scheduler

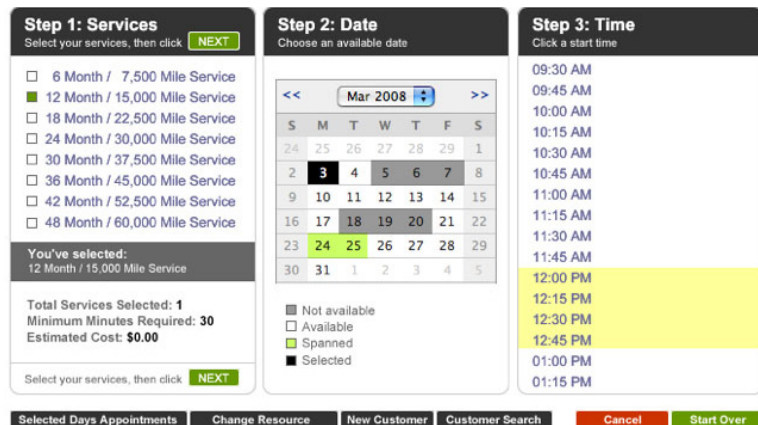
- Voice Messaging
- Text Messaging
- Email Marketing
- Targeted Mail – RPM
- Call Capture & Return
- Data Enhancement
- Data Integration
- Data Segmentation
- Live Chat
- Loyalty Programs
- Online Scheduler**
- Personal Web Page (PURL)
- Preference Manager
- Web Return

Online Scheduler allows your dealership to maintain close ties with customers, while not interrupting their daily lives.

OneCommand's **Online Scheduler** goes one step further in providing convenience and simplicity for your customers. Because consumers are leading busier lives than ever before, tools such as this one are perfect for accommodating hectic lifestyles. The process is simple: The customer visits your dealership's web site to schedule a service appointment. They can choose what type of service is being requested, and the date and time they would like to bring the vehicle in to the dealership. If necessary, they can include notes or special instructions. Once these steps are complete, the customer receives an appointment confirmation. You will receive reports on usage and monitor activity directly from your system. AND, an automated appointment reminder call is set and ready once the appointment has been scheduled. **Could it get much easier than that?**

### Benefits Include:

- o Increases CSI, Client Loyalty and Retention
- o Maximizes Available Appointment Hours and Increases Revenue
- o Available 24 Hours per Day, 7 Days per Week
- o Customized to Your Dealership
- o E-mail Confirmations and Reminders
- o Spend More Quality Time with Your Clients Building Relationships



**Step 1: Services**  
Select your services, then click **NEXT**

- 6 Month / 7,500 Mile Service
- 12 Month / 15,000 Mile Service
- 18 Month / 22,500 Mile Service
- 24 Month / 30,000 Mile Service
- 30 Month / 37,500 Mile Service
- 36 Month / 45,000 Mile Service
- 42 Month / 52,500 Mile Service
- 48 Month / 60,000 Mile Service

You've selected:  
12 Month / 15,000 Mile Service

Total Services Selected: **1**  
Minimum Minutes Required: **30**  
Estimated Cost: **\$0.00**

Select your services, then click **NEXT**

**Step 2: Date**  
Choose an available date

<< Mar 2008 >>

S	M	T	W	T	F	S
24	25	26	27	28	29	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Not available  
 Available  
 Spanned  
 Selected

**Step 3: Time**  
Click a start time

- 09:30 AM
- 09:45 AM
- 10:00 AM
- 10:15 AM
- 10:30 AM
- 10:45 AM
- 11:00 AM
- 11:15 AM
- 11:30 AM
- 11:45 AM
- 12:00 PM
- 12:15 PM
- 12:30 PM
- 12:45 PM
- 01:00 PM
- 01:15 PM

Selected Days Appointments | Change Resource | New Customer | Customer Search | Cancel | Start Over