

Efficient Upselling

POWER

U.S.

Parts and Service Solutions

Ask Yourself...

- ? Are some of my advisors struggling to sell certain services?
- ? How much more service could I sell if I contacted customers immediately after my technicians recorded their recommendations?
- ? How can I ensure my advisors' upsell rates are up to my standards?
- ? Am I losing money because some of my technicians do not quickly turn in all service recommendations after inspecting vehicles?

"With Service Upsell Tracking, we have increased our upsell rate in the service department to 45%."

***John Shamonsky, Service Director
Herson's Honda
Rockville, MD***

Expect Results

- Improve communication between the dispatcher, technician, and service advisor.
- Manage technicians by monitoring the quantity and quality of the inspection items they turn in.
- Enhance dealership profitability by recommending the right services for every customer.
- Identify which advisors are driving additional service and who may need extra coaching.

¹ Consumer Panel Study

Never Miss an Upsell Opportunity



78% of consumers purchase tires from the first person that recommends them.
Will that be you?

Service Upsell Tracking

About Service Upsell Tracking

Log every service recommendation throughout the entire RO process and track the closing rate of advisors to capitalize on every opportunity.

The screenshot displays the (SVC) - POWER software interface. The main window shows a table of Outstanding SUT Items with columns for RO, Tag, Name, Adv, Year, Model, Color, License, VIN, Waiver, and Status. Below the table, there is a section for Customer Information, including Name (CHAMBERLYN, KEVIN), Cell, Home, Work, and Email. The Vehicle Information section shows details for a 2010 Ford Fusion. The RO Information section shows a list of ROs with their status (Open, Flag, Open). The interface also includes a sidebar with navigation options like Email, Tasks, Service Tasks, and Parts Tasks.

Instant notifications alert advisors as soon as a technician makes a recommendation.

All the information you need about each recommendation is visible on-screen.

Maximize Your Results

Integrate Service Upsell Tracking with these POWER solutions to complete your Premium Service Kit.

- **Vehicle Report Card** creates more upsell opportunities with an inspection form that guides advisors and technicians through the vehicle inspection.
- **Service Daily Work Plan** prepares advisors for their day with a calendar tool outlining customers needing contacted and tasks needed completed.
- **Technician Time Recording** accelerates shop productivity by automatically calculating the amount of time spent on jobs and showing the current status of all repair orders.

Premium Service Kit is a collection of solutions that work together to maximize your service results. The products tight integration helps you get the most of every RO, increase upsell opportunities, and allow advisors and technicians to be more efficient.