

## AutoVitals V4.0 Release Notes

The AutoVitals 4.0 release provides new features and benefits helping auto repair and service locations to run shop operations more smoothly and engage motorists effectively in the following 7 touch points:



1. **Search and Educate**
  - a. Web Presence, SEO, AdWords, Social Media
2. **Drop-Off, Inspect and Approval**
  - a. Appointment Management
  - b. Digital Inspection and Workflow Management
3. **Pick-Up, Thank You and Follow-Up**
  - a. CRM, Leveraging Digital Inspection Results
  - b. Appointment Management

## New Products with AutoVitals 4.0

The Digital Shop includes that **ALL** products offer features for **ALL** seven touch points between the shop and the motorist. The following three products are available: **SmartFlow X**, **The Digital Shop Lite**, **The Digital Shop Pro**. See below for a quick feature overview with links for more details. Our new website [www.autovitals.com/product-comparison](http://www.autovitals.com/product-comparison) features this overview as well. As an existing customer you are 'grandfathered in' and will be contacted over the next 12 months to determine the best solution for you.

## Digital Inspections

are just the beginning  
 Workflow automation process eliminates Paper  
 Eliminates techs' idle time  
 Tablet provides all info a modern tech needs

	SmartFlow X	The Digital Shop Lite	The Digital Shop Pro
<b>Search &amp; Educate</b>			
Smart Pages	6 Months Included	included	included
Premium Designer Consultation	⊘	⊘	
Studio Quality Website	⊘		
Promoted Keywords	⊘	30	40
Promoted Locations	⊘	5	unlimited
Educational Video Library	included on inspection	included	custom intros
<b>Drop Off • Inspect • Approval</b>			
Digital Inspections			
PaperlessWorkflow			
Communication Center			
Motorist Status Update			
<b>Pick Up • Thank You • Follow Up</b>			
Personalized Thank You			
Service Reminders			
Campaign Manager	2 automated campaigns	2 automated campaigns	unlimited
Loyalty Points & Mobile App	⊘	⊘	

## All 7 Touchpoints All Products: Communicate and Send Assets to Motorists

- [All motorist communication is supported for texting \(go to the individual touchpoints below for more details\) by a shop specific texting channel with a phone number dedicated to your shop \(SmartCheck excluded\).](#)
- [AutoVitals' communication is optimized for mobile devices. In an industry-first effort it doesn't matter what device is used, it will always be rendered perfectly. All communication to motorists is now optimized for maximal effectiveness. Stop worrying about whether long emails are rendered correctly on a smartphone.](#)
- We have moved all inspection images/videos to Google Cloud for faster and secure access for inspection results, service and appointment reminders. As a result the inspection viewer provides the inspection results in less than 2 seconds. The installation of the SmartFlow Viewer App in your Google Drive is not necessary anymore.
- We have replaced the email provider MailChimp as our reminder delivery mechanism with the AutoVitals' Campaign Designer and Manager and another more stable 3rd party provider for the email delivery (MailGun). It will provide an email design more tailored to auto repair shop needs and a more stable email delivery and reporting.
- We have been investing in more infrastructure and smart software when processing data from your PoS. Although our guaranteed maximum delay is 2 minutes between PoS and the TVP/Tablet for standard size databases in a recommended shop IT infrastructure, we can operate for specific PoS down to 30 seconds and in individual cases even 10 seconds.

Offered by the products grandfathered in: <sup>1</sup>	TopFuel/ SuperStock	Vital Retention	SmartFlow	SmartCheck	Offered by the NEW products: <sup>1</sup>	SmartFlow X	Digital Shop Lite	Digital Shop Pro
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### 1. Search and Educate Touch Point

- **New! SmartPages:** [The Digital Shop software selects your 5 most serviced makes \(and models\) as well as the 5 top services per make from your recommendations on your inspection results and builds a landing page featured on Google Search with optimized SEO for exactly what you have the most experience in. A Tracking Number has been added to monitor success.](#)
- 2-Option-Appointment Request Form: [You can now select whether the standard or extended appointment request form\(provided by AutoVitals\) is used on your website, no matter whether the website is done by AutoVitals or another 3rd party.](#)
- Accelerate loading time of websites shortened to as fast as 2 seconds rolling out to (depending on internet speed)

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<sup>1</sup> Grayed out product names are excluded from this feature set

## 2. Drop-Off Touch Point

- **New! Workflow Step “Today’s Appointments”** [shows only today’s appointments and is designed to replace the “Waiting on Drop Off” workflow status if you agree with our best practices.](#) It also features the new Smart Appointment Reminder outlined below.

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- **New! Smart Appointment Reminders:** [Remind your customers not only about an appointment by email and text but also let them consider what recommendations they should approve for this visit. Using images/videos from the previous inspection results they will be enticed to tell you in advance what topics they approve/are interested in/still feel it shouldn't be done.](#)

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## 3. Inspect Touch Point (including in-shop operations support)

- Many efficiency feature requests have been implemented on the Today’s Vehicles Page
  - Allow to quickly snap a vehicle to the top or bottom of the tech/workflow column
  - Make the Tech Alert so it doesn’t cover up important vehicle information
  - Make the work order open up in less than 2 seconds
  - Show the inspection results in less than 2 seconds in the inspection viewer
  - Make the inspection viewer allow texting and email
  - Allow to switch off alert pop-ups for unmanned computer monitors in the shop
  - Allow to communicate with AV tech support more efficiently
  - [OEM service recommendations are now based on indicator and time/mileage](#)
- Tablet and Smartphone Additions:
  - SmartFlow App
    - Add 3rd party pictures to the inspection or work order
    - Improved VibAlert support (robust detection and tech names used)
  - **New! The Digital Shop App** for iPhone and Android phones
    - Log onto the app with your shop code and you can use your smartphone for vehicle check-ins and inspections. The inspection results will be automatically merged with your vehicles on the TVP based on the VIN

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#### 4. Approval Touch Point

- Service Advisor Guidance: [Help the service advisor by sending out inspection results automatically and start a timer to place the call to the customer perfectly so that pressure sales is avoided and the customer makes the best decision for what work to approve.](#)
- [OEM service recommendations are now based on indicator and time/mileage](#)

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#### 5. Pick Up Touch Point

- [OEM service recommendations are now based on indicator and time/mileage](#)

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#### 6. Thank You Touch Point

- Thank You messages will be texted instead of emailed if the motorists has opted in for texting
- **New!** Ratings have been added to the Reviews. Motorists receiving a Thank You text will be offered to provide a rating
  - Shops with a high '5 star' demand can configure that all Thank You messages offer a rating request only (active for 4 weeks)
- **New!** [Different social media sites \(Google, Yelp, Facebook\) can be configured as targets for reviews/ratings in MyShop/Customer Communication Settings.](#)

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## 7. Follow Up

- **New!** [The all new Campaign Designer and Manager for text and email campaigns allows to create highly targeted campaigns, once or repeatedly, with filter criteria such make/models, zip codes, money spent etc.](#)
- **New!** [The Smart Service Reminder, texted or emailed, will find out what jobs you recommended in the last visit and add educational information, such as images/videos from the inspection results to entice the motorist](#)

Offered by the products grandfathered in: <sup>1</sup>	TopFuel/ SuperStock	Vital Retention	SmartFlow	SmartCheck	Offered by the NEW products: <sup>1</sup>	SmartFlow X (for 2 campaigns only)	Digital Shop Lite (for 2 campaigns only)	Digital Shop Pro
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## Digital Shop Team Support

- Build a curriculum of short 30 min sessions for maximum effectiveness in-shop operations.
  - Impactful Pictures (done, presented at the Digital Conference the first time)
  - Effective management of motorist expectation and presentation of inspection results to motorists
  - Effective use of TVP TechView (done, presented at the Digital Conference the first time)
  - Effective use of the TVP WorkFlow
  - Summary and celebration of at least 20% ARO increase

## Known Feature Requests, Planned for Next Release in April 2018

The list below is the current status of the planning. AutoVitals reserves the right to change the scope based on benefit/cost based re-prioritization.

- Communication Center: Group Communication within the shop, Service advisor control center for ALL text/email/chat communication with motorists, shop staff, AutoVitals support. Advanced alert support for techs, motorists and service advisor.
- Hunter Integration for alignment results as part of the inspection results
- Scheduler concept and first prototype
- Team support in shops including TVP filters for service advisors
- Support of 2 new PoS software systems
- Selected List of features requested with the #AVSFSCNewRequest and AVSFNewRequest Hashtags (to be determined)

AutoVitals is always looking for shops, which participate in the development of the next release, the so called turbo line. It requires to give feedback to AutoVitals. In return the participation yields the ability to help feature implementation and the use of the next generation tool.

## Pricing (ask for special pricing if you are multi-location, NAPA AC, ATI or Meineke)

	SmartFlow X	Digital Shop Lite	Digital Shop Pro
New purchase	Setup : \$1,149 (incl. Tablet), Monthly: \$359 (plus \$50 for every bracket of 3 techs beyond 3 techs)	Setup : \$1,599 (incl. Tablet), Monthly: \$999 (plus \$50 for every bracket of 3 techs beyond 3 techs)	Setup : \$2,399 (incl. Tablet), Monthly: \$1,499 (plus \$50 for every bracket of 3 techs beyond 3 techs)
Upgrade from SmartFlow	Setup : \$399, Monthly as SmartFlow X	Setup : \$899, Monthly as Digital Shop Lite	Setup : \$1,799 Monthly as Digital Shop Pro
Upgrade from SmartFlow + Retention	N.A.	Setup : \$599, Monthly as Digital Shop Lite	Setup : \$1,799 Monthly as Digital Shop Pro
Upgrade from Web Presence (and Retention)	N.A.	Setup : \$599, Monthly as Digital Shop Lite	Setup : \$1,799 Monthly as Digital Shop Pro