

Web Presence and Reporting 3.4 Release Notes

6/23/2017

Web Presence offers an industry leading local SEO and reporting solution for auto repair shops.

System Requirements and Dependencies

- Fixes to calendar behavior and Thank You sending apply only to shops utilizing the Retention software.

Fixes

- Fixed bug that was preventing the Next Business Day scheduling in the appointment request form from being configured by shop users.
- Fixed bug that was preventing shop email addresses from being saved as a recipient email for Acquisition Trend Graph notes/comments
- Fixed bug causing appointment request times to display inconsistently in a shop's synced Google Calendar
- Eliminated duplicates/misspellings of certain makes/models in the appointment request form caused by non-VIN based manual data entry
- Fixed bug allowing motorists to select a service time earlier than the shop's hours of operation
- Improved local listing data accuracy by eliminating bug causing the wrong date range to be used for monthly statistics

Changes

- Improved shop website downtime monitoring and response by eliminating false positives.
- Changed comment sorting in Acquisition Trend Graphs to improve shop user's clarity of check-in notes.
- Changed tab order and added Overall Revenue tab on Acquisition Trend Graphs to better reflect customer acquisition funnel
- Minor UI improvements to the Call Analysis page
- Improved usability of reports used in check-ins for shops with multi-location franchises

Additions

- Added “Goal” indicators to all Acquisition Trend Graphs
- ‘Web Presence Leads’ now tracked and displayed in Business Reports and Acquisition Trend Graphs

Link to Documentation

- [Scheduling and Viewing Appointments](#)
- [How to Use Call Analysis Scorecard](#) & [The Importance of Call Analytics](#)

[Release Note Archive](#)

