

What's New in Follow Up

Releases and Developments



Survey Module Alerts & Notes

Add actions and outcomes as well as a resolution notes to surveys that have been automatically marked for manager attention because of a score given by a customer.



Survey Module Communication

The Follow Up Survey Module allows operators to create a new Email or SMS event for Surveys and then automatically send to the customer to complete.



Survey Customer History Report

This report allows dealers to check all previous feedback from a customer to easily visualise customer satisfaction from past services.



Customer Servicing Comparison

This report compares the number of customers who visited your dealership for an MOT/routine service in a given year and subsequently returned for another service visit to provide a loyalty measurement.



iVHC Summary Report

The iVHC Summary Report allows dealers to check all scheduled iVHC follow up records, the number of completed iVHC communications and the number of iVHC follow up records where a booking has been made.



Internal Booking Confirmation Email

The Follow Up system can send an internal booking confirmation email after a service booking has been created, showing the WIP details and value. The confirmation email provides real-time information to the management team for any 'service sold' actions which are carried out by the operators working with the Follow Up module.



Projected Communication Spend

The Projected Communication Spend report estimates the approximate monthly expenditure for communication sent via Follow Up. Dealers will have a clear view of the number of SMS and direct mail delivered based on imported records.



Cancel Post Event

Within a Follow Up record, the operator is now informed if the customer contact details are part of the Mail Preference Service (MPS). If the operator clicks on the button "Cancel Now", the post-event will be deactivated and will not be sent to the customer.