Create your Digital Future with

incadea's Vehicle Reception App with the integrated Vehicle Health Check (VHC)and End Customer Notification (ECN) for customer approval requests.
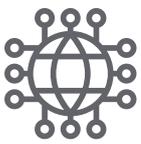
| Digital	Effective	Customer-Centric	Structured	Flexible	Integrated
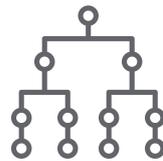
Move the service reception process to the next level.

The Vehicle Reception App (VRA), which has an integrated Vehicle Health Check (VHC) and End Customer Notification (ECN) for customer approval requests, is essential for service departments. Using tablets, service technicians can complete checkpoints during an inspection without being tied up to a desk. Collected data and media are immediately available for future processing in the DMS.

incadea presents a modern approach to technology, empowering OEMs, importers and dealerships accelerate business productivity and user experience.

Let's build great customer experiences together.

Vehicle Reception App Workflow

Login	Service Appointment	Perform VHC	Submit VHC	Finalize Scope	Confirm Order

Login
- Select Dealer Company
- Select Dealer
- Location

Service Appointment
- AI-License Plate Recognition
- Search Service Appointments
- Transfer Scheduling Order to Service Order
- Display Service Order Details
- Update customer contact information

Perform VHC
- Display a list of checklists and checklist details
- Vehicle Reception Check
- Checklist Inspections
- Add, update, or delete findings
- Capture measured values
- Take and upload media
- Select solutions for the checklist findings

Submit VHC
- Confirm the scope of checklists
- Display findings summary
- Transfer findings to service order
- Close the checklist

Finalize Scope
- Display a list of open service jobs
- Display additional open service jobs
- Obtain customer approval for additional service jobs using End Customer Notification (ECN)
- Confirm open service jobs

Confirm Order
- Review Service Order confirmation
- Digital Signature of the Service Order

Your benefits for Vehicle Reception App
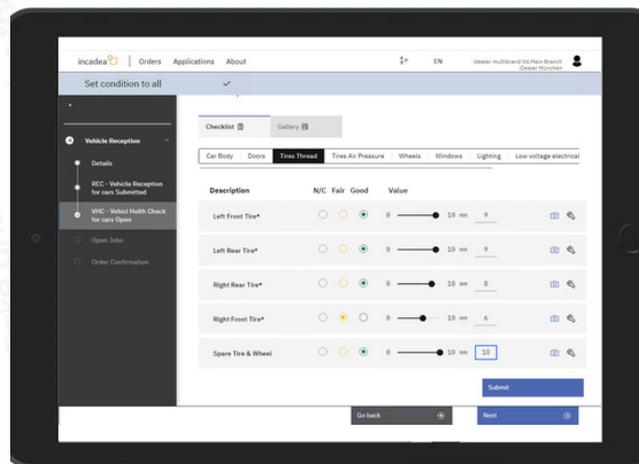
- From welcoming customers and scanning license plates to electronic sign-off service order scope, incadea Vehicle Reception App supports the Service Advisors in reducing administrative efforts.

- Today's service appointments are easily accessible, and the reception process can begin seamlessly.

- Feature "Open Jobs" from the previous visits increases upselling opportunities and improves the customer experience.

- The final service order scope is confirmed electronically with the customer approval process facilitated by ECN.

Vehicle Health Check (VHC)

VRA facilitates the efficient execution of the Vehicle Health Check (VHC), enhancing upsell opportunities and allowing for greater customer care attention.

Vehicle Health Check (VHC) contains customizable options to create your checklists for different vehicle types (a car, a truck, or a van) or tasks to perform.

The Service Advisor captures videos of any issues found during health checks and saves them in cloud storage with a direct link for convenient access.
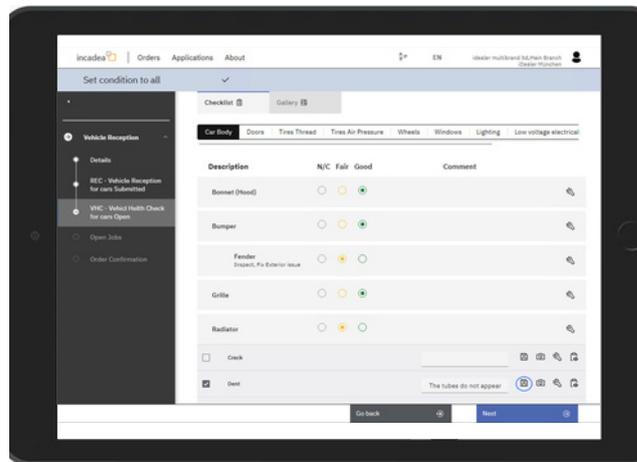
End Customer Notification (ECN) for Customer Approval Requests
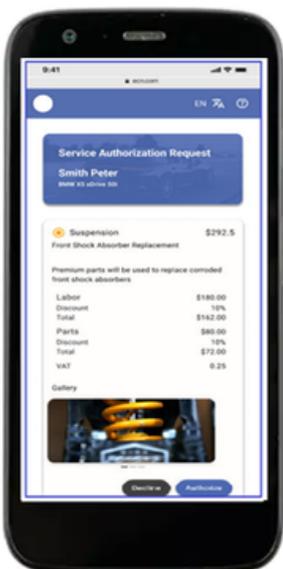
- VHC findings generate new service jobs added to the service order and presented for approval with ECN.

- With ECN, customers approve or decline job requests, with updates to the job status. Service advisors get notified of interactions in their role center, ensuring seamless service.

- After the customer confirms their approval, the Service Advisor can allocate service jobs to the technician. ECN makes it easy to keep the customer updated on additional tasks and obtain their approval at their convenience.

Integration with Web Service Assistant (WSA)

Our service reception process is perfected by connecting WSA and VRA, which enables technicians to be more mobile while maximizing the benefits of our robust DMS using tablets.

Service advisors can easily switch from the Vehicle Reception App to the Web Service Assistant and vice versa to fine-tune service orders.

5 whys for incadea's Vehicle Reception App

01 **Provide Mobility›** A vehicle reception app with integrated VHC is critical for service departments. Tablets allow techs to inspect and complete checkpoints on the go.

02 **Flexibility›** Customize vehicle checklists by defining checkpoints, grouping them into categories, and adding findings with media and measured values.

03 **Data Access›** Collected data from the checklist and media are immediately available for future processing in incadea.dms to boost upsell.

04 **Integration with WSA›** VRA and WSA make it easier to conduct vehicle health checks and enhance customer service for pre-booked and walk-in customer visits.

05 **Cloud Hosted›** The Vehicle Reception App (VRA) is a centrally hosted Add-On Cloud service by @incadeacloud, ensuring seamless worldwide implementation and integration.

Take the next Step.
For more information, please visit incadea's website
www.incadea.com or contact incadea at **info@incadea.com**

incadea provides complete and integrated solutions that meet dealerships' needs now and into the future. incadea wants our customers to be empowered by the most flexible solutions in the industry, ready for whatever business challenges lie ahead.