

Build a service experience that keeps customers returning.

Discover Volvo Cars-approved Service Lane Technology powered by Affinitiv.



Boost service efficiency and prevent customer defection with intelligent tools.

SmartLane

Mobile and desktop lane reception

- Photo and video walk-around capability with annotation
- Documentation of pre-existing conditions, prior inspections, and declined repairs
- Built-in factory maintenance plans and Good/Better/Best menus
- Rolling of appointments into ROs (Dealertrack, ADAMSystems, Autosoft®, Auto/Mate®, DealerBuilt®)
- DigniFi financing alerts
- Dealer Tire®, TreadSpec™, Hunter, and TSD® integrations

MPI

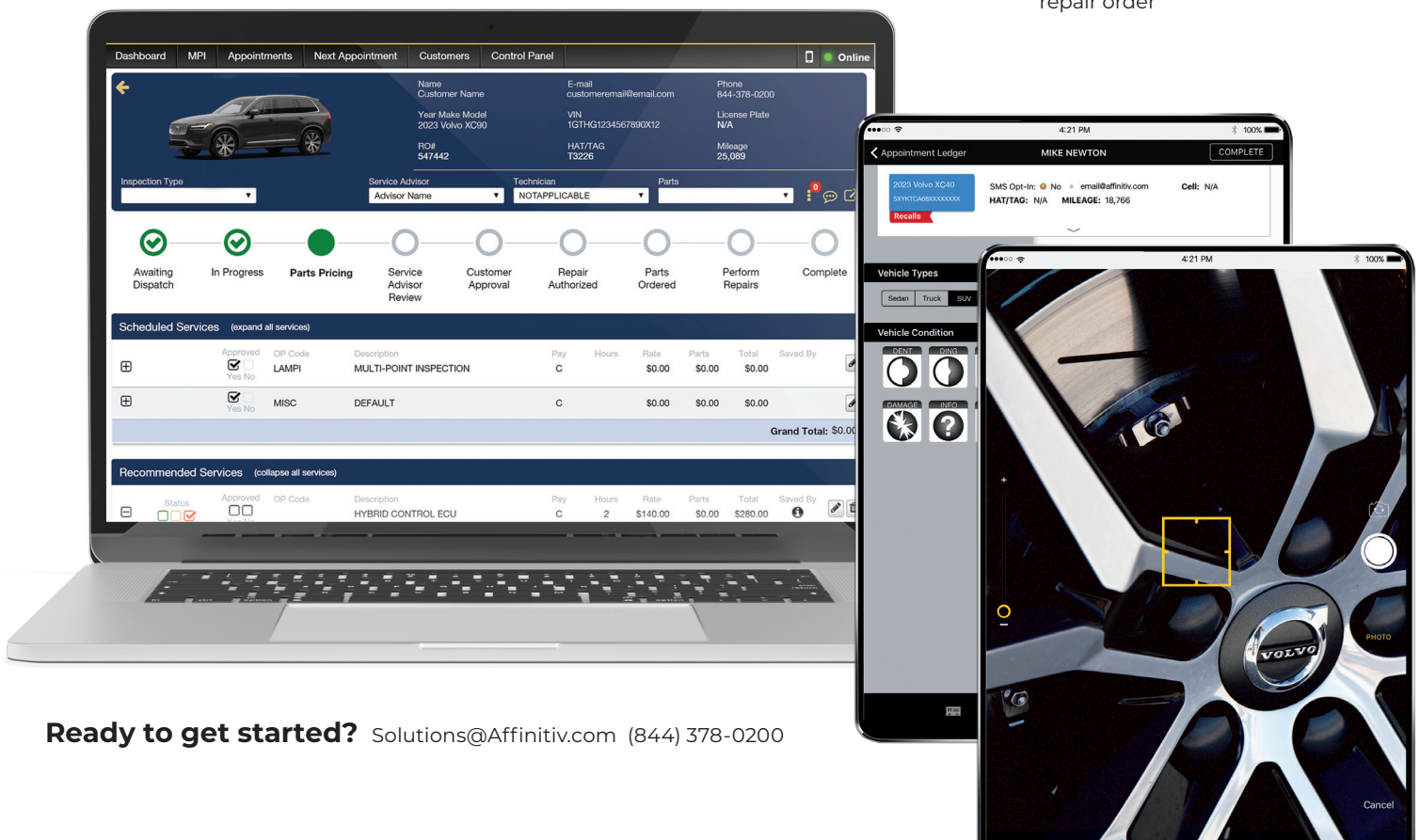
Digital multi-point inspections

- Photo and video capabilities to capture and share every repair order opportunity
- Complete near-real-time parts search, including imported parts data via MOTOR or your supported DMS
- Ability to filter the main MPI Ledger by workflow events
- Real-time repair order status updates among staff via the MPI app, SMS, and email
- Custom workflows for Express Service, in-depth inspections, and more
- Multiple inspection templates to help customize by inspection type
- Detailed reporting dashboard

Tech Video

Streaming video recording for the service drive

- Supports high-definition video recording
- Video lengths up to 7 minutes or more (depending on recording quality)
- Delete and re-record video as needed
- Upload video from desktop, web browser, or mobile app
- Instant video playback—no buffering or downloading—through cloud streaming
- Messaging chat UI enabled
- Send with or without an open repair order



Ready to get started? Solutions@Affinitiv.com (844) 378-0200



Messaging

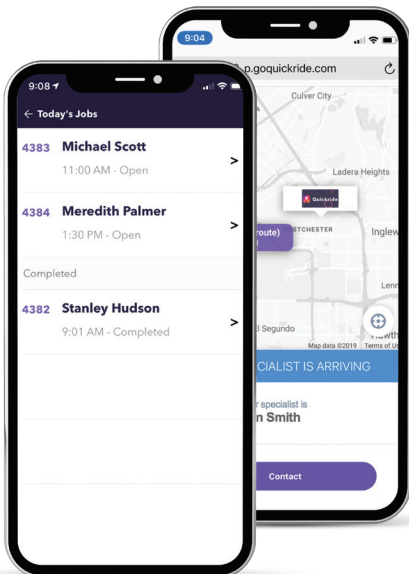
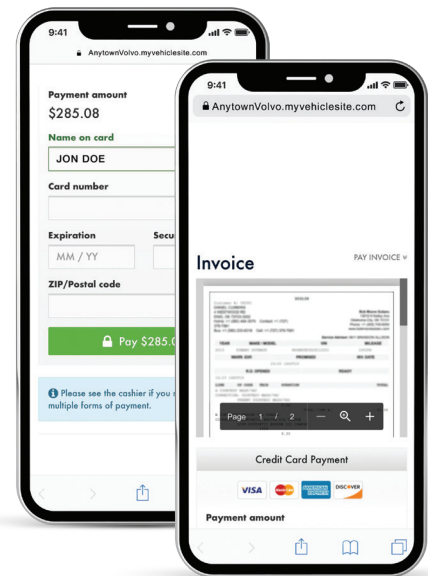
SMS messaging

- View conversations assigned to the current user by another user
- Add new mobile numbers if customer does not already exist in the DMS
- Opt customers in or out of receiving messages
- Click-to-call functionality for voice calls
- Ability to use SMS templates to expedite text message creation
- Configurable escalation functionality between users to ensure quick response times
- Admin view to monitor all messaging users and conversations
- Reporting to track messaging usage across advisors
- Support for: image/video/PDF/audio file attachments, call whispering, call recording, emojis, individual and group chats between internal dealership users

BillPay

Online payments and cashing

- Initiates the payment process with invoices sent through email or SMS
- Fast, secure payments with the option to pay online prior to vehicle pickup through a personalized link to a secure, SSL-enforced and dealer-branded web portal
- Quick invoice updates and approvals through a user-friendly ledger
- Access to payment status and history
- End-of-day and end-of-week credit card reconciliation and comparison against your DMS



Transport

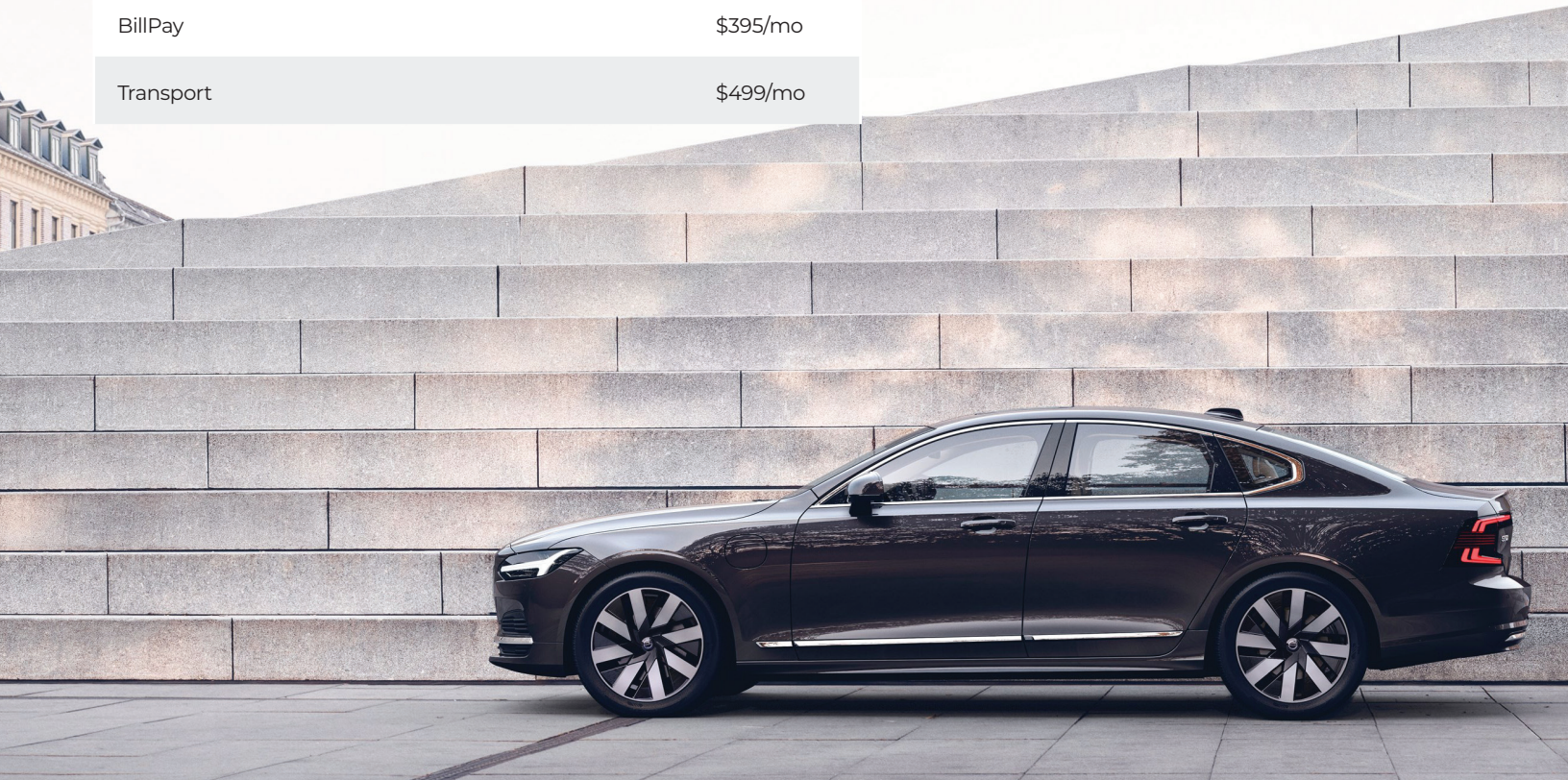
Approved Volvo Valet Pickup and Delivery solution

- Unlimited service valet pickup and delivery system
- Command central dispatching
- Driver mobile app with location tracking capabilities
- Customer mobile app with driver tracking and status updates
- Bi-directional texting and internal messaging module featuring unlimited video capture and a mobile app for technicians, advisors, and parts staff
- Online bill pay and cashing with unlimited use across service, sales, and parts departments

Deliver exceptional service experiences that maximize retention.

Bring on strategic solutions at an exclusive value.

Retail Pricing		Bundle & Save	
SmartLane	\$695/mo	SmartLane, MPI, Tech Video, Messaging, and BillPay	
MPI	\$1,395/mo	\$2,543 26.8% savings off retail pricing	
Tech Video (with purchase of MPI)	\$595/mo		
Messaging	\$395/mo		
BillPay	\$395/mo		
Transport	\$499/mo		



Ready to get started?

solutions@Affinitiv.com
(844) 378-0200