



Book

Service scheduling, simplified

97%
service capacity
utilization with Book

70%
appointment
completion rate

40%
online conversion rate

Scheduling and capacity management, simplified.

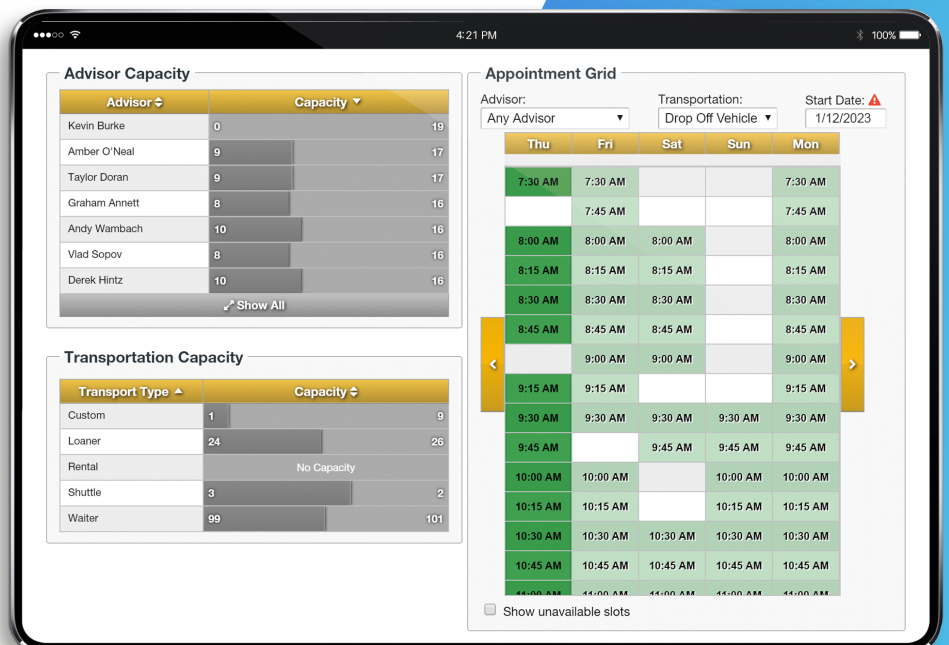
Boost online scheduling and fixed ops efficiency.

Consumer-friendly appointment setting with increased skill-based shop capacity management. Streamline the entire service lane with vehicle-specific service recommendations, automated reminders, recall communications, service ledgers, certified integrations, and much more.

Powered by the Affinitiv DataIQ platform, Book empowers customers to schedule an appointment in 3 minutes or less, resulting in high customer satisfaction.

Key Features & Benefits:

- Easy to use, real-time booking for all staff
- Dealer goals-based customization appointment system
- View shop efficiency and detailed reporting - by store, group, or OEM
- Repair order and declined service history
- Free up advisor time



An all-in-one booking solution.

With Book, you can maximize your Service Department's efficiency by streamlining the process and optimizing advisor and technician time.

Beyond Capacity Management

- Provide the simplest online scheduler for customers—one that's accessible 24/7
- Give customers access to vehicle service history, maintenance schedules, recalls, and service history
- Ensure a full—not under or overbooked—shop by managing capacity across teams, advisors, transportation types, skill groups, and opcodes for full control of all available appointment booking opportunities
- Avoid wasted time and drive overall shop productivity by defining the intervals needed to complete each type of service
- Quickly identify whether a customer has an open recall and easily add it to their existing appointment
- View shop efficiency with detailed reporting of skill groups, services, and teams
- Automatically route appointments to the teams and technicians best matched for every job
- Load jobs by high-demand specialties: recalls, express service, and diagnostics
- See the week's availability for certain repairs to ensure accurate promise times, higher customer satisfaction, and increased shop throughput
- Ensure consistent communication among both internal staff and customers, plus save an average of 17 advisor hours a month via optional Affinitiv Messaging



Supercharge Book.

Explore strategic add-ons.

MESSAGING

Direct to Customer Texting

Affinitiv Messaging allows you to contact customers about approvals, service completion, and more via SMS text message and email. Plus, internal employee chat helps improve in-house communications for all departments.

BILLPAY

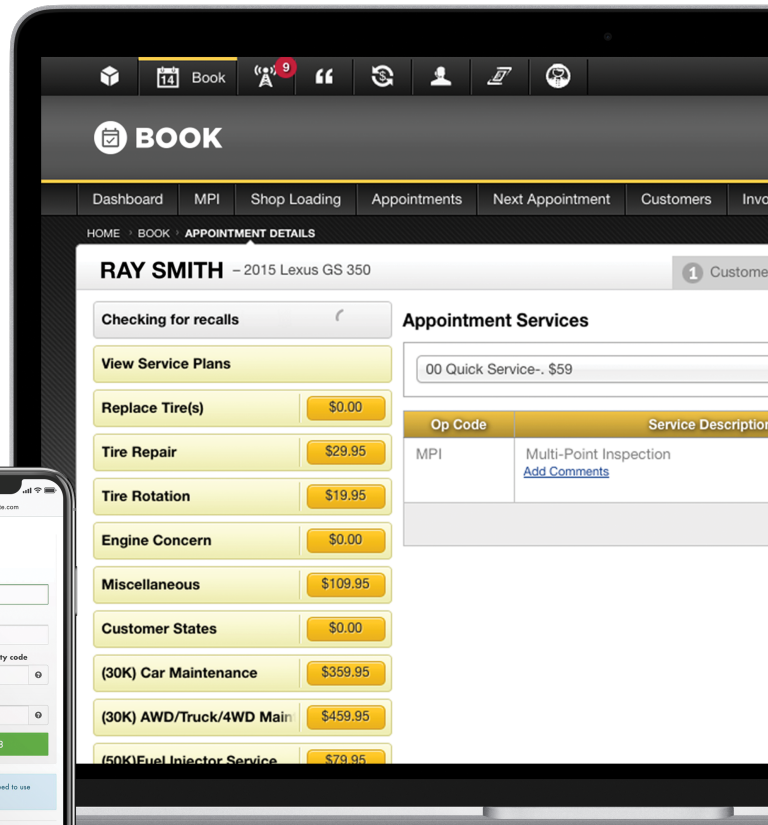
Online Payments and Cashiering

Allow customers to pay online—before they return to the dealership—with Affinitiv BillPay. Your service lane will be faster, more efficient, and more pleasant for customers so they can just pick up the keys and go.

OPEN RECALLS

Integrated Recalls

Give your service advisors the most updated information with Affinitiv Open Recalls. Armed with the latest recall data, your service advisors can drive ROs and protect customers—keeping the roads and customers safer.



17%

advisors hours saved per month with customer texting

70%

more in customer pay from those paying online versus those who pay in store

