



RO Tracker

Real-time service
status updates

Eliminate guesswork around vehicle service times.

Let customers know the status of their vehicle's service every step of the way.

Maintain consistent communication with customers throughout the service process with Affinitiv RO Tracker. Each time a vehicle moves from one step of service to the next, the customer is automatically informed via email and/or text and provided a link to the Service Tracker (if applicable). Seamlessly integrated with Affinitiv Book, Messaging, SmartLane, MPI, and BillPay, RO Tracker provides extensive customer-tracking capabilities for dealers enrolled.

Key Features:

- Live customer access is provided prior to the appointment for real-time updates throughout vehicle service.
- Automated communication saves advisor time across all stages of service.
- Dealers enrolled in more solutions offer more insight and capabilities to customers within the Service Tracker:
 - **Book** makes it easy to update or confirm appointments right within the scheduler
 - **Messaging** enables interaction with customers through text as well as email, with the Service Tracker URL providing direct access to live details
 - **SmartLane** prompts users to complete their vehicle's check-in remotely
 - **MPI** displays services recommended by the advisor and allows customers to approve or deny and provide their signature in a few clicks
 - **BillPay** gives customers the option to pay for service as soon as the invoice is ready

