Appointments

In this guide, you will learn how to create appointments for repair services in AutoRepair Cloud.

An appointment could be created in two ways by the shop and by the customer via AutoRepair Cloud for vehicle owners.

First of all to activate Appointments feature you need to set your shop's working hours. Click on Working hours at Configuration.



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Set your business hours during the week. You may click Default to set standard working hours through Monday to Friday. After add Holidays when your shop is closed.

| Profile Settings | | Working H | ours | |
|--------------------------|-----------|----------------------------|--------------------------|----------|
| My Profile | | Open | Close | |
| Company Profile | Sunday | | | |
| | Monday | 09:00 | 18:00 | \ |
| | Tuesday | 09:00 | 18:00 | 9 |
| Customization | Wednesday | 09:00 | 18:00 | |
| O Working Hours | Thursday | 09:00 | 18:00 | <u> </u> |
| Manage of Users | Friday | 09:00 | 18:00 | <u>\</u> |
| E Financial | Saturday | | | |
| x ^o Technical | Holidays | ample: New Year's Day, Tha | anksgiving, Christmas Da | У |
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Now you are ready to create appointments.

To create a new appointment click on Appointments.



You will see the schedule with dates, hours and mechanics. To add appointment select the date (1), mechanic (2) and click on the appropriate timeline (3).

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|----|----------|----------|------------------------------|--------------|---|--|--|--|
| 0 | Day | • | Tuesday, October 31 | | | | | |
| | Tecn-s | 2 Mike A | | Peter Worker | | | | |
| | 08:00 AM | | | | | | | |
| | 08:30 AM | | | | | | | |
| | 09:00 AM | | | | | | | |
| | 09:30 AM | | | | | | | |
| | 10:00 AM | | | | | | | |
| | 10:30 AM | | | | | | | |
| | 11:00 AM | | | | | | | |
| | 11:30 AM | | | | | | | |
| | 12:00 PM | | | | | | | |
| | 12:30 PM | | | | | | | |
| | 01:00 PM | | | | | | | |
| 3 | 01:30 PM | | | | | | | |
| | 02:00 PM | | | | | | | |
| | 02:30 PM | | | | | | | |
| | 03:00 PM | | | | | | | |
| | 03:30 PM | | | | | | | |
| | 04:00 PM | | | | | | | |
| | 04:30 PM | | | | | | | |
| | 05:00 PM | | | | | | | |
| | 05:30 PM | | | | | | | |
| | 06:00 PM | | | | | | | |
| | 06:30 PM | | | | | | | |
| | 07:00 PM | | | | | | | |

An appointment card will appear. Here you may correct the date, select work type, bay and select another mechanic (1).

To add a customer enter a phone number or email to search in customers' database fill required fields (2).

Enter the Description (oil change).

Then select the appointment status from a drop-down menu and confirmation of both sides – customer and mechanic (3).

And finally, click Save to get appointment added (4).

You could delete created an appointment by clicking Delete button in the appointment card (5).

| < | | | Тес | hnicians' appoir | ntments pe | r dav | | | |
|------|----------|--------------|------------------|------------------|-----------------|------------------|-------------|-----|-----|
| • | < Day | 🗹 Edit appoi | intment | | | | × | | |
| | Tecn-s | Started | 31-10-2017 08:00 | 🗎 En | ded 31-10-2 | 017 09:00 | m | | |
| | 08:00 AM | Work Type | Diagnostic | - | | | | | |
| | 08:30 AM | | | | | | | | |
| | 09:00 AM | I Technician | Mike A | ▼ Ba | y No ba | У | • | | |
| | 09:30 AM | | | | | | | | |
| | 10:00 AM | Customer: | Phone Phone | Q Em | nail Email | | Q 🕂 | | |
| | 10:30 AM | | | | | | | | |
| | 11:00 AM | 1 | Name First Name | La | st Last M | lame | | | |
| | 11:30 AM | | | | | | | | |
| | 12:00 PM | Description | n | | | | | | |
| | 12:30 PM | oil chang | je | | | | | | |
| | 01:00 PM | I | | | | | | | |
| | 01:30 PM | | | | | | 10 | | |
| | 02:00 PM | Status | Agreement | - Bo | th side agree o | on this schedule | | | |
| | 02:30 PM | 3 | | | | | | | |
| | 03:00 PM | Technician | Suggestion | ▼ Cu | stomer | None | • | | |
| | 03:30 PM | | | | | | | | |
| | 04:00 PM | 5 Delete | | | | Ca | ncel 4 Save | | |
| | 04:30 PM | | | | | | | | |
| | 05:00 PM | | | | | | | | |
| | 05:30 PM | | | | | | | | |
| | 06:00 PM | | | | | | | | |
| P He | lp | | Add technician | + | Add bay | | Print | ا 🖗 | hat |

Customers could request appointments via AutoRepair Cloud app for vehicle owners as well.

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| ← | Appointments | |
| 100 | Add appointment | |
| | 08/29/2016 14:15 Diagnostic | > |
| | 08/29/2016 13:30 Diagnostic | > |
| E | 08/29/2016 10:30 Diagnostic | > |
| 8 | 08/26/2016 14:15 Diagnostic | > |
| | 08/26/2016 13:45 Diagnostic | > |
| 8 | 08/26/2016 10:45 Diagnostic | > |
| | Add appointment | |
| | | |
| | | _ |

If a customer requested an appointment, it will appear on your schedule. So you could open it and decide whether confirm it or decline.