

## Communication center

We would like to introduce another useful feature of our app – the Communication center.

We will tell you about ways to communicate with your customers when using our app.

To start sending messages to your customers, you need to go to the “Quotes and Repair Orders” section:

Example shop name

- [→ Start with Assistance](#)
- [📅 Appointments](#)
- [👤 Customers and Vehicles](#)
- [📄 Quotes and Repair Orders](#)
- [🔍 Auto Parts and Inventory](#)
- [🔧 Technical Information](#)
- [📣 CRM and Marketing](#)
- [📊 Data and Analytics](#)
- [⚙️ Configuration](#)
- [🚪 Logout](#)



Then, select the earlier created “Repair Orders” to discuss it with the customer:

Quotes   <b>Repair Orders</b>   Workflows							
Started	Name	Phone#	Vehicle	Invoice	L/Plate	Worker	Status
All time	<input type="text"/>	All workers	In Process				
10-16-19	Strel, Alex	(097) 491-74...	2012, Honda Accord	11246...		John Dev	Initial <span style="color: green;">0</span>
10-16-19	Strel, Alex	(097) 491-74...	2012, Honda Accord	11246...		John Dev	Initial <span style="color: green;">0</span>
10-08-19	Dk, Jony	(066) 140-88...	2012, Audi Q7	11246...		John Dev	Inspect <span style="color: orange;">S</span>
10-01-19	Mordin, Jason	(594) 459-16...	2005, Honda Accord	11246...		John Dev	Inspect <span style="color: orange;">S</span>

A "Repair Orders" page with a short version of communication center will open up:

The screenshot displays a repair order interface for a 2009 Chevrolet Express. At the top, it shows the order number 13534 and a search bar for descriptions. Below is a table of items:

Description	Price, \$	Hours / Qty	Total, \$	Status
Loyalty Program discount.			- 9.00	
engine check	68.00	1.00	68.00	Suggested
Enter Labor Title - OR - Click Estimate →	68.00	1.00		
Total		1.00	65.95	

Below the table is a progress bar with steps: Initial, Inspect, Approval, Part Delivery, Wait Tech, Labor, Finished. The 'Paid' amount is 0.00. The Prime Technician is John Dev, and the work started on 2019-09-09 at 21:00. There are sections for 'Requests for Repair / Concerns' (Maintenance every 6 months) and a note field.

The communication center, highlighted with a red box, shows two messages from a Mechanic:

- 09/17/19 14:26: Need to inspect the engine
- 09/18/19 13:17: Need to repair the engine

At the bottom of the communication center is a text input field: "Type your message here..."

This feature has been developed to make the communication process with your customers more convenient, to always stay in touch with them and to keep your customers informed about the entire repair process of their vehicle.

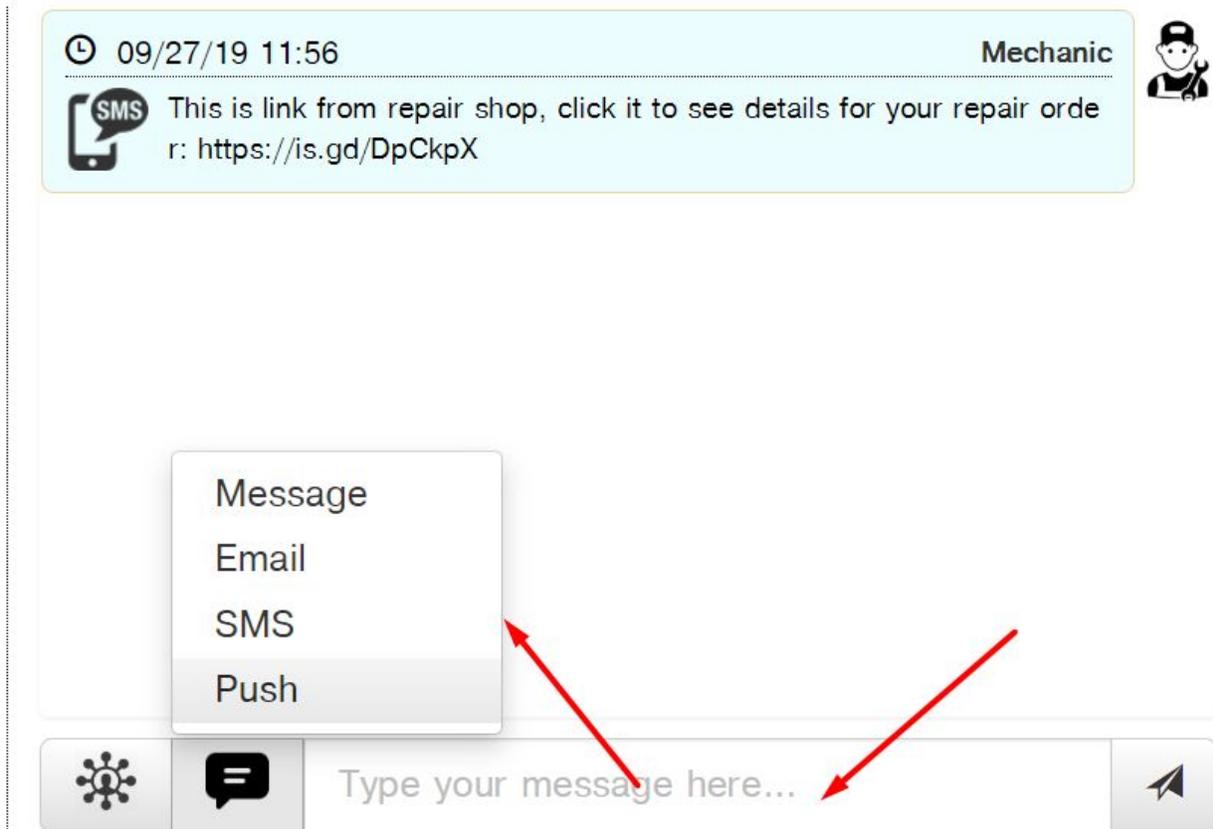
Let's take a closer look at what this feature has to offer.

This feature will allow you to send the following to your customers:

- Push notifications
- SMS messages
- E-mail messages
- Messages to chat box

To do this follow these steps:

- enter the text into message field
- press this button
- and select the way you want to send messages to your customer



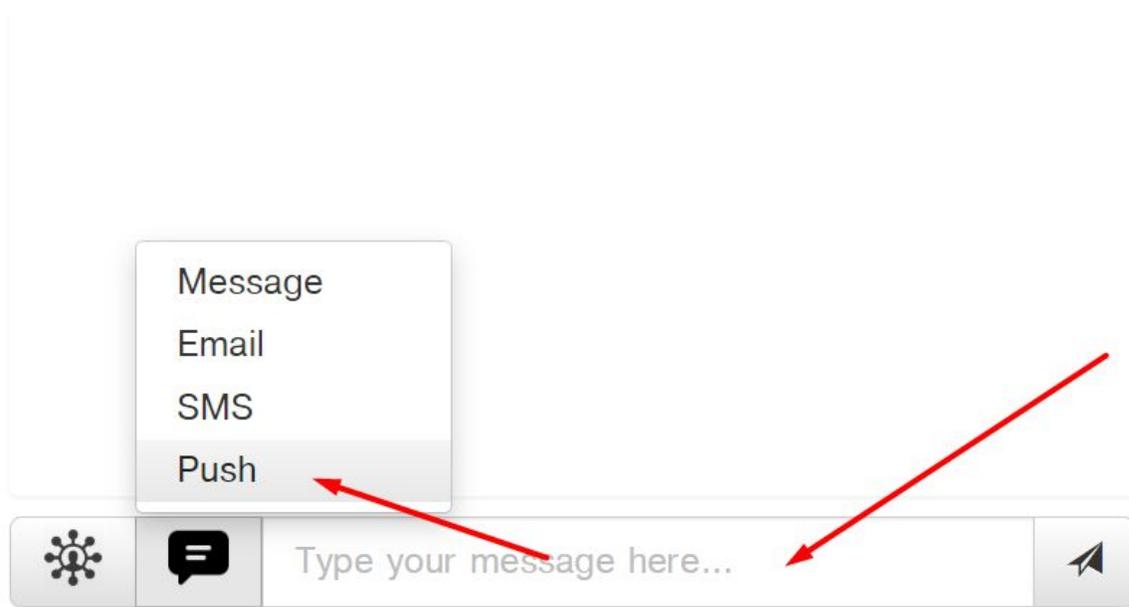
Let's discuss Push Notifications and SMS messages as the most popular ways to send messages.

### **Push notifications**

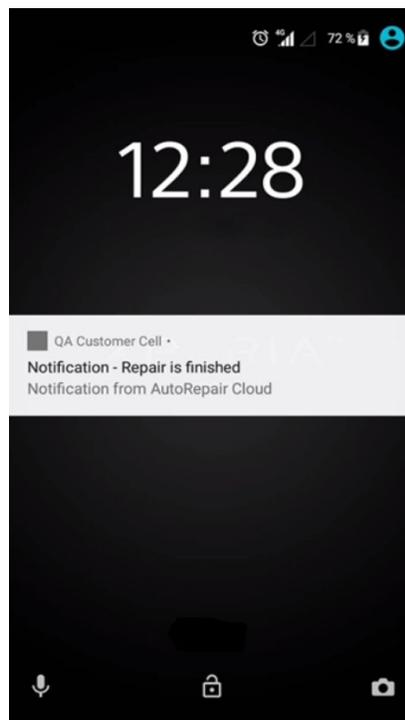
Push notifications are designed to be sent to customers' phones after a repair is completed.

To send a push notification you need to do the following:

- Enter the text of your message
- Select 'Push' to send your message



When you finish the repair, your customer will automatically receive a phone notification that the repair of his vehicle has been completed.



Please, keep in mind that push-notifications will be sent only after customers have installed the customer app on their phones, registered and logged in into the app.

## SMS messages

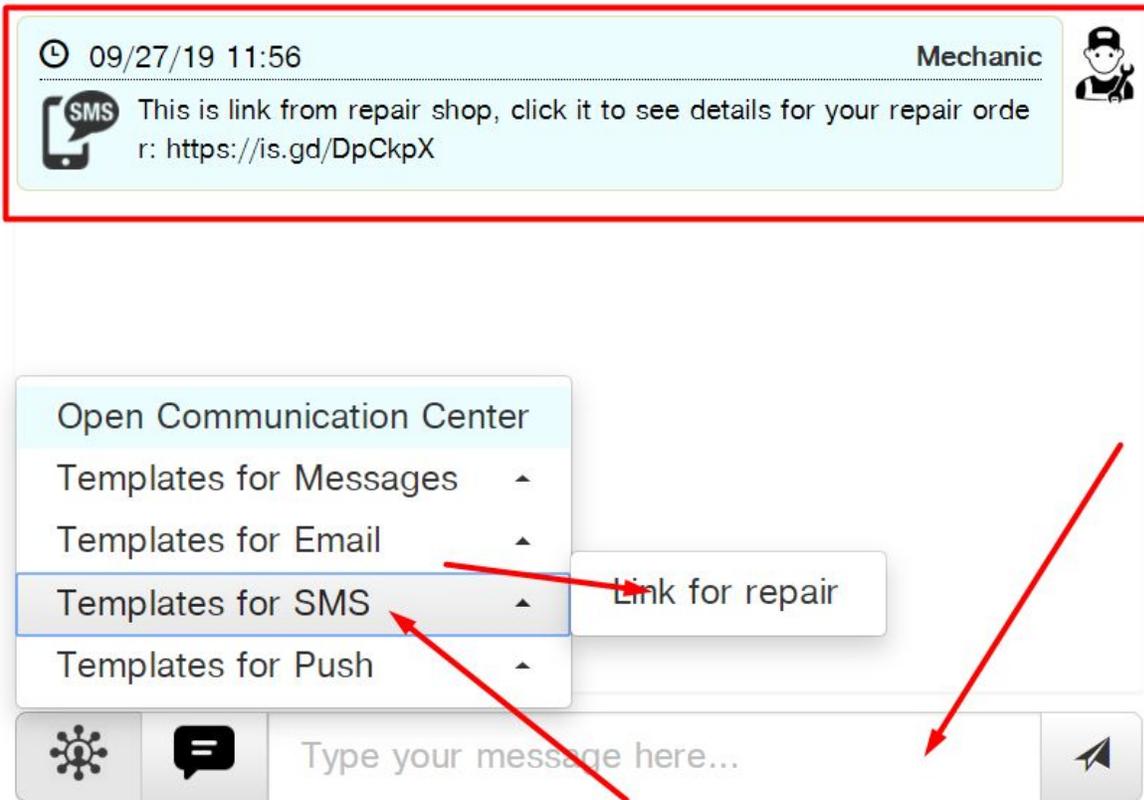
SMS messages are one of the most popular ways to communicate with customers.

We would like to discuss this communication method with you in more detail using the SMS with a repair link.

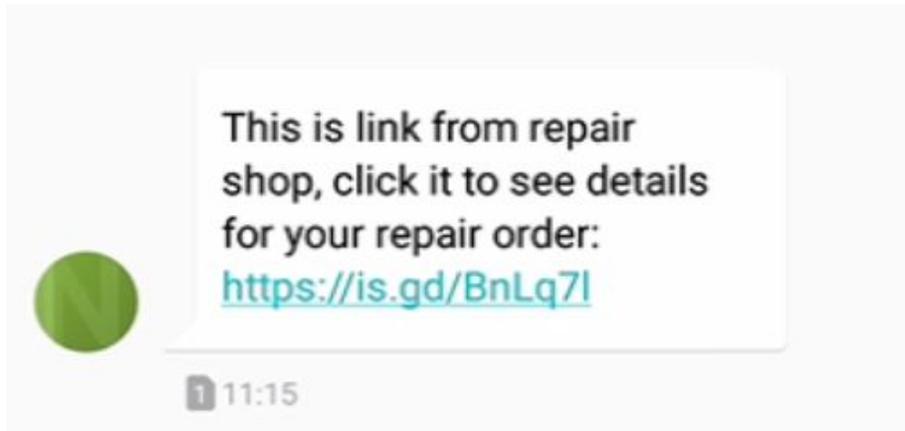
How do you send a message?

Here is what you need to do:

- Enter your text into the message field
- Select a pre-created template in "Templates for SMS"
- Select Link for repair
- and click 'send'

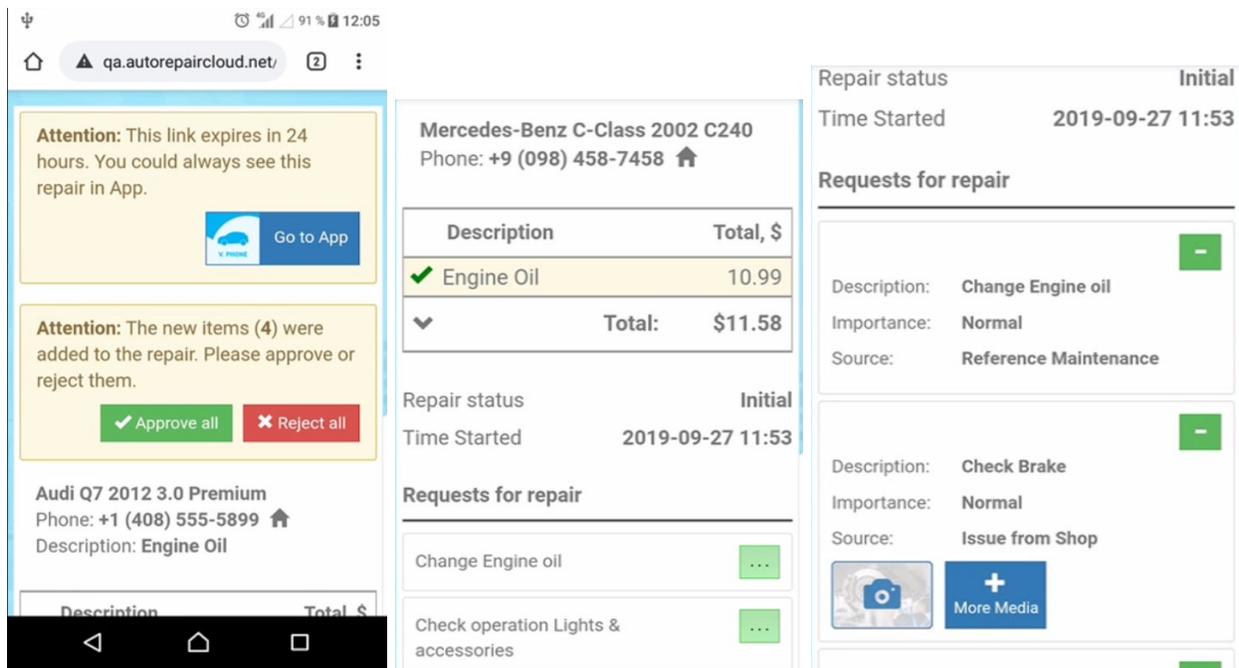


Your customers will receive a message with a link for repair on their phone:



Using this link customers will be transferred to browser where they will see the details about this order including the following:

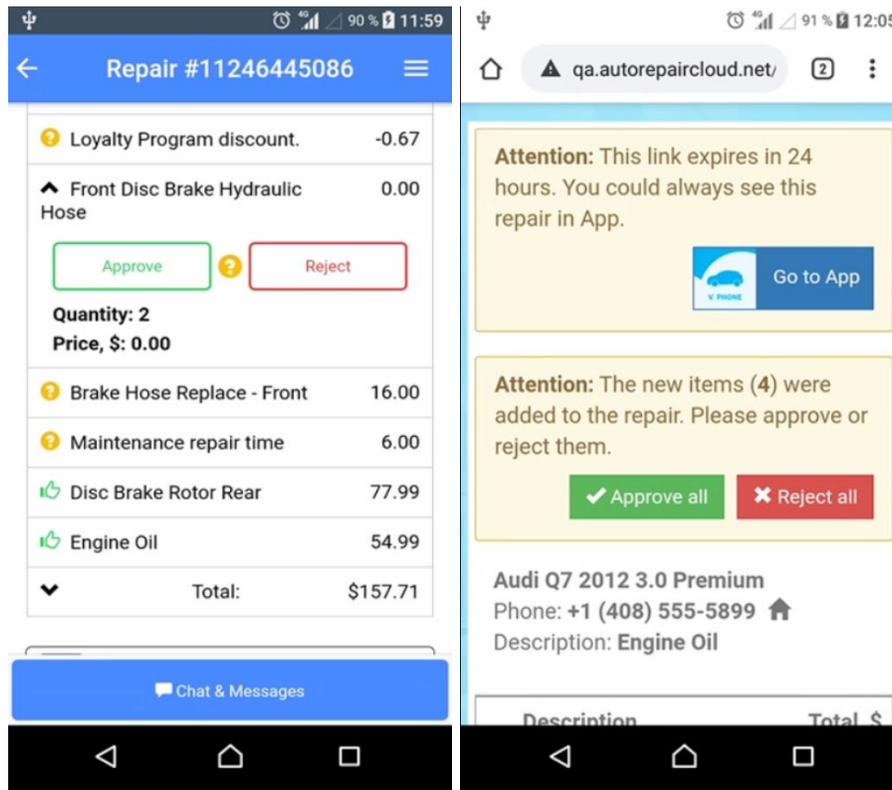
- A list of repairs for the vehicle
- Requests for Repair, Concerns
- Attachments such as photo and video files for the parts recommended for replacement



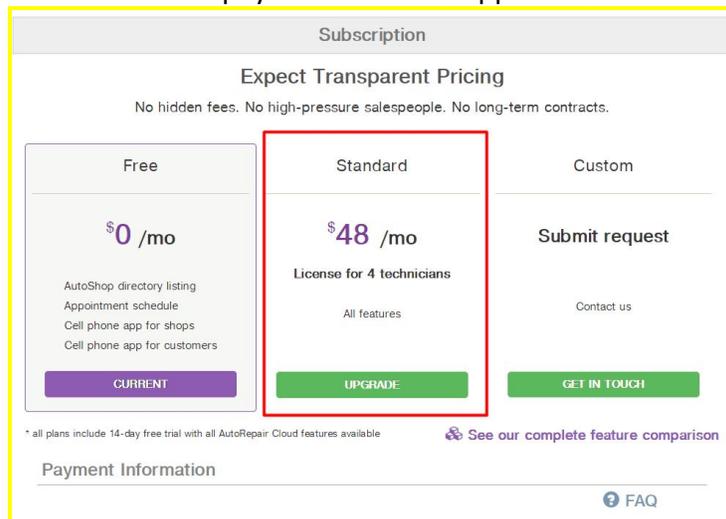
One SMS message will allow your customers to see all information regarding the repair of their vehicle.

After receiving SMS message, customers can log into their customer app account, find the repair they need, approve or reject it, or contact you to discuss further actions.

Customer could Approve or Reject the Repair Order items on the mobile web page or via mobile app.



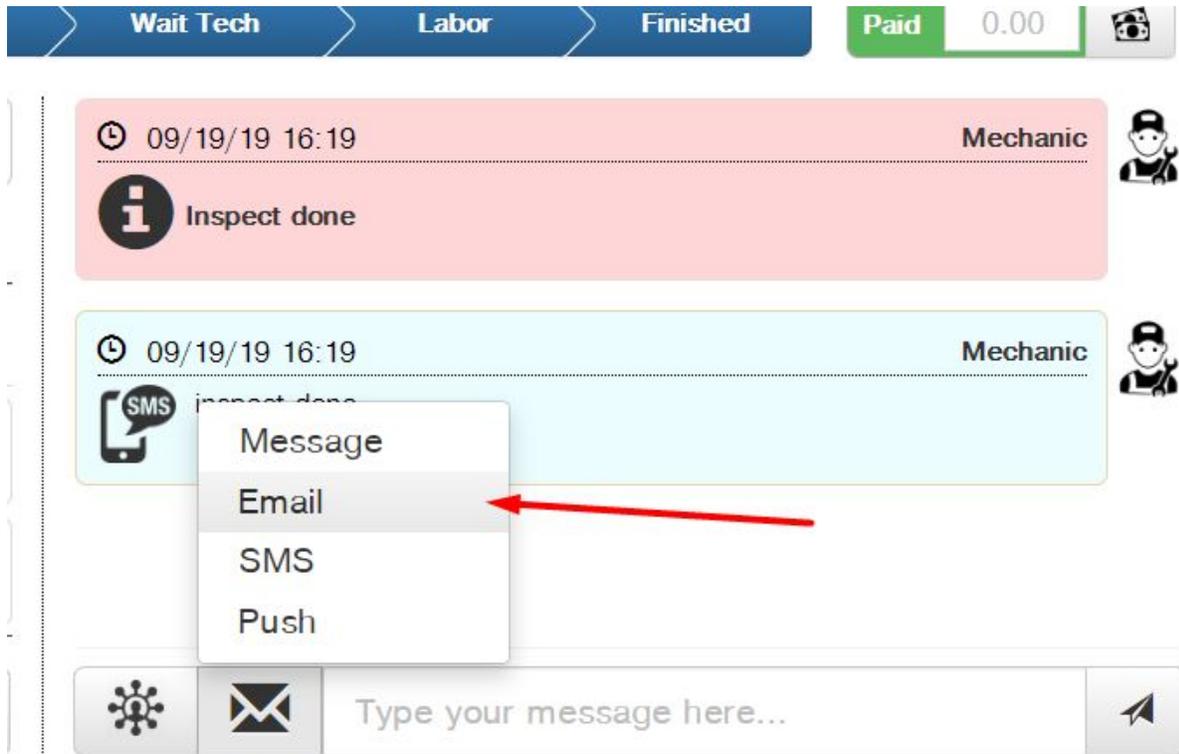
Customers do not need to install a customer app on their phone to receive SMS messages but you do need to subscribe to the pay version of our app in order to send SMS messages.



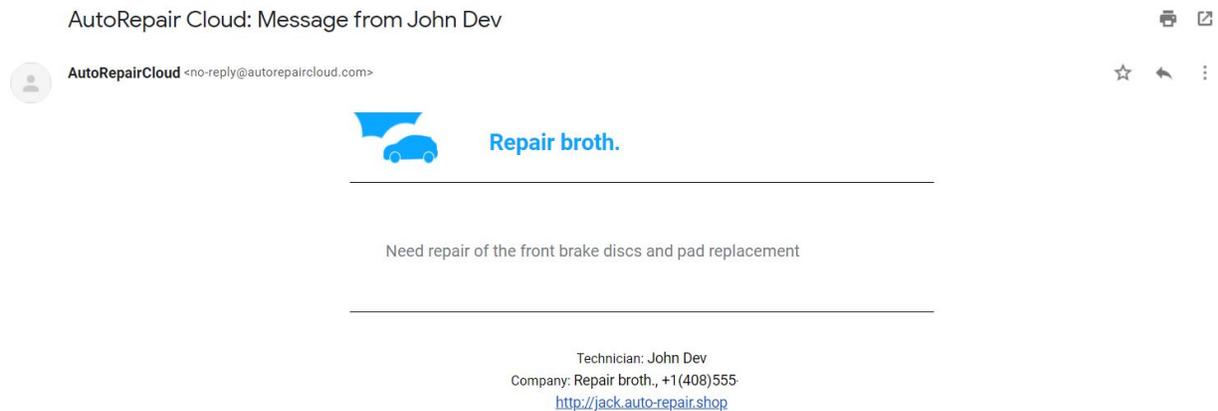
## Email

You can also send messages to customers' email address by following these steps:

- Enter your message
- Select "Email"
- Click 'send'



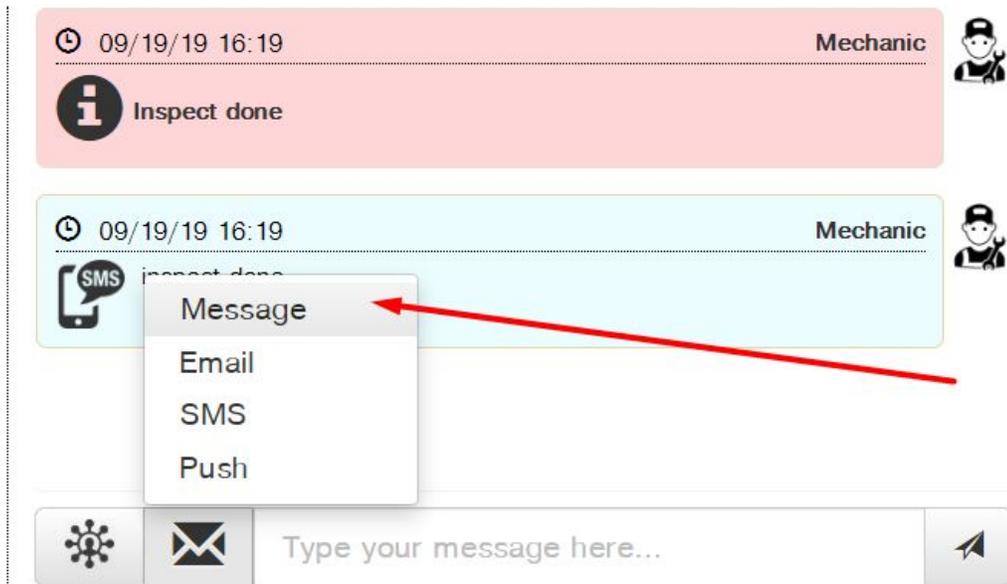
Customers will receive letters to their actual Email address.



## Message to the customer app

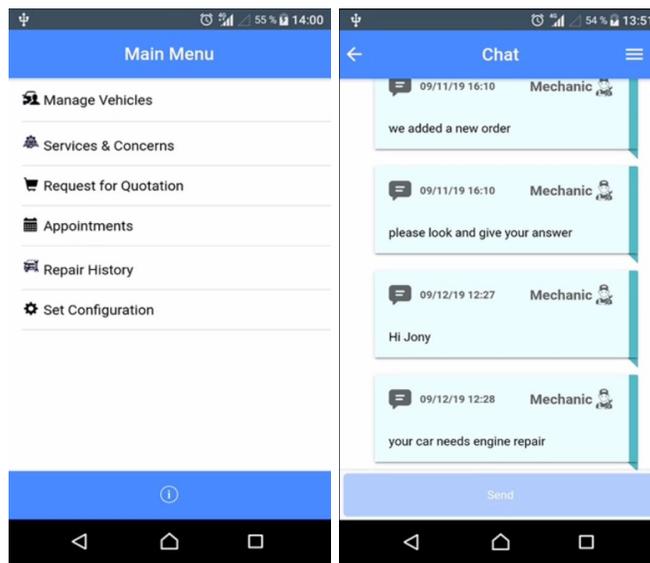
To send a message to the customer app:

- Enter your message
- Select “Message”
- Click send



For the customer to read and reply to the message that you sent to their chat box, they will need to download and install our [“Auto Repair Cloud – Cell”](#) application to their phone.

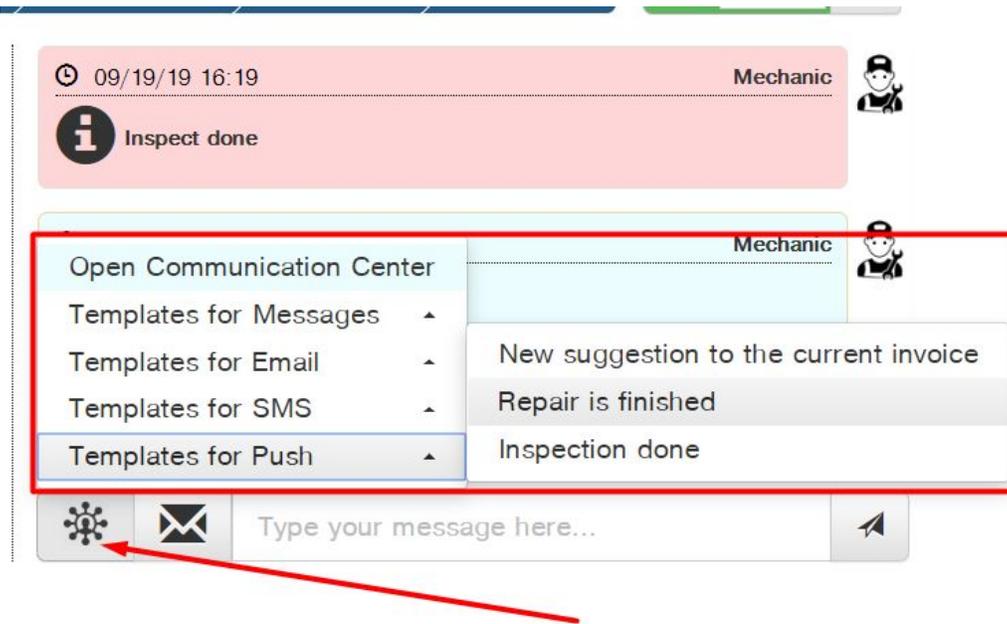
After registration, the customer will receive access to the chat box and will be able to communicate with you.



For your convenience, we designed the most popular ready – to - send message templates.

To select a template, you need to do the following:

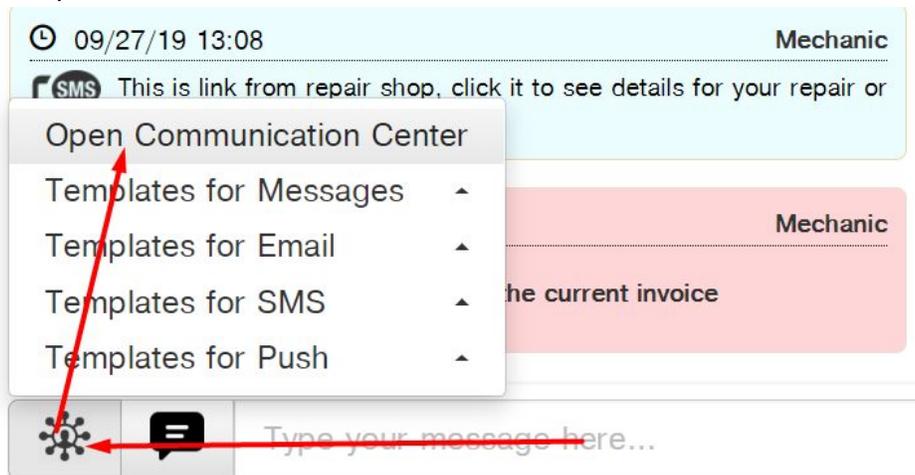
- Click this button
- Select a template



**Now, let's take a look at the main section of Communication Center.**

To get to Communication Center, you need to:

- Click this button
- Select "Open Communication center"



Here you will have access to all features of Communication Center.

Communication Center

Type	Sent	Received	From / To	Text	Repair
All	All time	All time	All	<input type="text"/>	Curr. Repair # 13534 <span style="float: right;">🔍 🗑️</span>

New Email
New Message
New SMS
New Push Notification

Template < No Template >

Subject

Body

Media + More Media

Send
Reset

Change Templates

- ◀ Customer Name
- ◀ Customer First Name
- ◀ Customer Phone
- ◀ Vehicle
- ◀ Link for Repair
- ◀ Repair Description
- ◀ Repair Number

All messages are saved here. You can look up the entire communication history with your customers on any repair at any time.

Communication Center

Type	Sent	Received	From / To	Text	Repair
All	All time	All time	All	<input type="text"/>	Curr. Repair # 13534 <span style="float: right;">🔍 🗑️</span>
Message	09-11-19 16:10	09-11-19 16:11	To Owner	we added a new order	Curr. Repair # 13534 ▼
Message	09-11-19 16:10	09-11-19 16:11	To Owner	please look and give your...	Curr. Repair # 13534 ▼
Message	09-12-19 12:27	09-17-19 11:23	To Owner	Hi Jony	Curr. Repair # 13534 ▼
Message	09-12-19 12:28	09-17-19 11:23	To Owner	your car needs engine rep...	Curr. Repair # 13534 ▼
Email	09-17-19 13:26	09-17-19 13:29	To Owner	Demo ARC	Curr. Repair # 13534 ▼
Email	09-17-19 14:26	09-18-19 13:51	To Owner	Need to inspect the engin...	Curr. Repair # 13534 ▼
Email	09-18-19 13:17	09-18-19 13:51	To Owner	Need to repair the engine	Curr. Repair # 13534 ▼

New Email
New Message
New SMS
New Push Notification

Template < No Template >

Subject

Body

Media + More Media

Send
Reset

Change Templates

- ◀ Customer Name
- ◀ Customer First Name
- ◀ Customer Phone
- ◀ Vehicle
- ◀ Link for Repair
- ◀ Repair Description
- ◀ Repair Number

You can use our convenient filter to search for the message you need.

Communication Center

Type	Sent	Received	From / To	Text	Repair	
All	All time	All time	All		Curr. Repair # 13534	🔍 🗑️
Message	09-11-19 16:10	09-11-19 16:11	To Owner	we added a new order	Curr. Repair # 13534	▼
Message	09-11-19 16:10	09-11-19 16:11	To Owner	please look and give your...	Curr. Repair # 13534	▼
Message	09-12-19 12:27	09-17-19 11:23	To Owner	Hi Jony	Curr. Repair # 13534	▼
Message	09-12-19 12:28	09-17-19 11:23	To Owner	your car needs engine rep...	Curr. Repair # 13534	▼

To send a message, use this form.

Communication Center

Type	Sent	Received	From / To	Text	Repair	
All	All time	All time	All		Curr. Repair # 13534	🔍 🗑️
Message	09-11-19 16:10	09-11-19 16:11	To Owner	we added a new order	Curr. Repair # 13534	▼
Message	09-11-19 16:10	09-11-19 16:11	To Owner	please look and give your...	Curr. Repair # 13534	▼
Message	09-12-19 12:27	09-17-19 11:23	To Owner	Hi Jony	Curr. Repair # 13534	▼
Message	09-12-19 12:28	09-17-19 11:23	To Owner	your car needs engine rep...	Curr. Repair # 13534	▼
Email	09-17-19 13:26	09-17-19 13:29	To Owner	Demo ARC	Curr. Repair # 13534	▼
Email	09-17-19 14:26	09-18-19 13:51	To Owner	Need to inspect the engin...	Curr. Repair # 13534	▼
Email	09-18-19 13:17	09-18-19 13:51	To Owner	Need to repair the engine	Curr. Repair # 13534	▼

[New Email](#)
[New Message](#)
[New SMS](#)
[New Push Notification](#)

Template: < No Template >

Text:

➤ Send
✖ Reset

✎ Change Templates

- ◀ Customer Name
- ◀ Customer First Name
- ◀ Customer Phone
- ◀ Vehicle
- ◀ Link for Repair
- ◀ Repair Description
- ◀ Repair Number

If you want to **send a phone notification**, you need to:

- Click the “New Push Notification” tab
- Select a template you need
- Enter message text
- Click ‘send’

The screenshot shows the 'New Push Notification' interface. The 'New Push Notification' tab is highlighted with a red box. A red arrow points to the 'Template' dropdown menu. Below it is a large text input field for the message. To the right, there is a 'Send' button (green) and a 'Reset' button (red), both highlighted with red boxes. A 'Change Templates' button is also visible. A list of template options is shown on the right, including Customer Name, Customer First Name, Customer Phone, Vehicle, Link for Repair, Repair Description, and Repair Number.

To send an SMS message:

- Select “New SMS” tab
- Choose a template you need
- Enter text message
- Click ‘send’

The screenshot shows the 'New SMS' interface. The 'New SMS' tab is highlighted with a red box. A red arrow points to the 'Template' dropdown menu. Below it is a large text input field for the message. To the right, there is a 'Send' button (green) and a 'Reset' button (red), both highlighted with red boxes. A 'Change Templates' button is also visible. A list of template options is shown on the right, including Customer Name, Customer First Name, Customer Phone, Vehicle, Link for Repair, Repair Description, and Repair Number.

If you want to send a **message to your customer’s chat box in the app**:

- Select “New Message” tab
- Choose a template for your message
- Enter text of your message
- Click ‘send’

[New Email](#) **New Message** [New SMS](#) [New Push Notification](#)

Template < No Template >

Text

- Customer Name
- Customer First Name
- Customer Phone
- Vehicle
- Link for Repair
- Repair Description
- Repair Number

You can also **send a message to your customer's Email address:**

- Select "New Email" tab
- Choose a template
- Enter the subject for your letter
- Enter the text for your message
- Click 'send'

**New Email** [New Message](#) [New SMS](#) [New Push Notification](#)

Template < No Template >

Subject

Body

Media

- Customer Name
- Customer First Name
- Customer Phone
- Vehicle
- Link for Repair
- Repair Description
- Repair Number

The customer will receive the letter in their email address mailbox.

You can also send the following media files to a customer's email address:

- Photo
- Video
- Audio
- Document (for example, Parts Invoice)

**New Email** [New Message](#) [New SMS](#) [New Push Notification](#)

Template < No Template >

**Subject**

Body

**Media**

- Customer Name
- Customer First Name
- Customer Phone
- Vehicle
- Link for Repair
- Repair Description
- Repair Number

NOTE: You can send Photo, Video and Audio files from tablets only. Simply install [our application](#) on your tablet.



To send messages in a fast and convenient manner, we designed the Placeholder section.

A screenshot of a messaging application interface. At the top, there are four tabs: "New Email", "New Message", "New SMS", and "New Push Notification". To the right of these tabs are two buttons: a green "Send" button and a red "Reset" button. Below the tabs is a "Template" dropdown menu showing "< No Template >". To the right of the template menu is a blue "Change Templates" button. Below the template menu is a "Subject" input field with the placeholder text "Subject". Below the subject field is a "Body" text area containing the text "Hi dear Lee Mike |". To the right of the body text area is a dropdown menu with a red border, listing several placeholder options: "Customer Name", "Customer First Name", "Customer Phone", "Vehicle", "Link for Repair", "Repair Description", and "Repair Number". At the bottom left, there is a "Media" section with a blue button containing a white plus sign and the text "More Media".

This section contains information about customers, vehicles, repairs, etc.

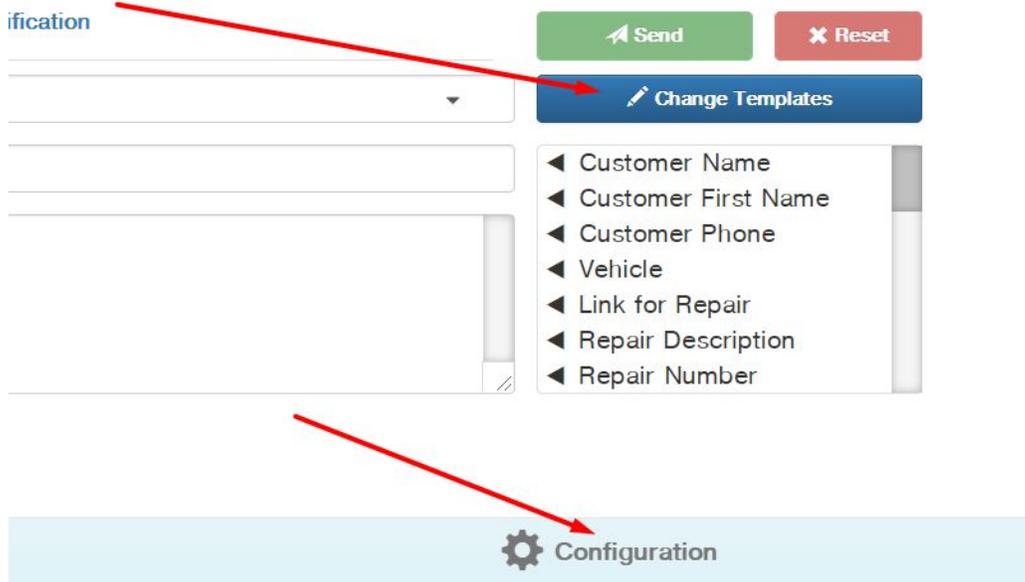
This section makes communication process with your customers easier and saves you time.

Say you want to send an SMS message to a customer and attach an order link to it. To do so,

- Select 'NEW SMS' tab
- Enter your text message
- Add Customer Name from Placeholder
- Add vehicle from Placeholder
- At the end of the text add link to repair
- Click 'Send'

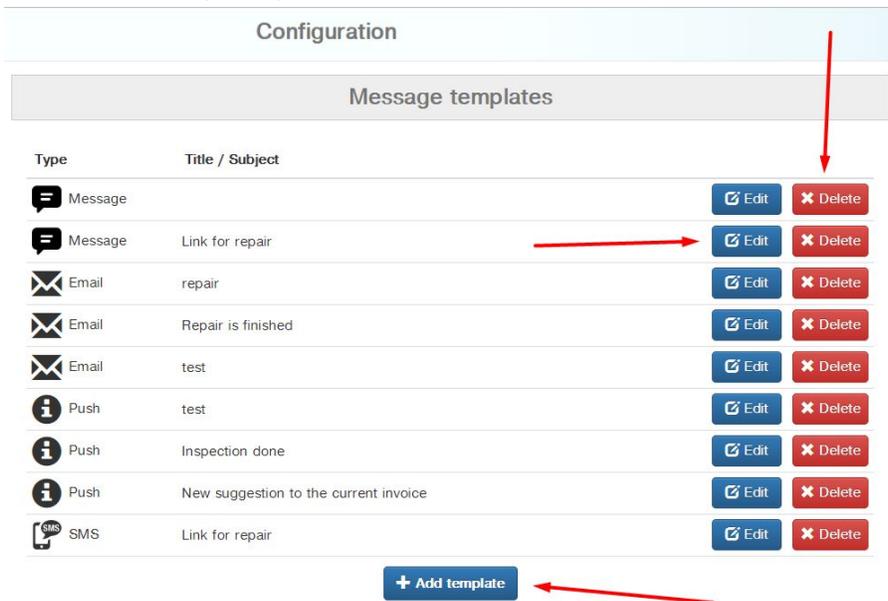
The customer will receive the message on their phone and will be able to follow the link and see all information about his vehicle repair. This is so simple, don't you agree?

There is also a separate section with pre-created templates. You can set up and modify the templates. To do this, click “Change Templates” or, click on “Configuration” and you will be directed to templates’ editing section.



Here you can do the following:

- Create new templates
- Edit
- Or delete unnecessary templates



To create a new template, press “Add template.”

- Select a template for your preferred communication method
- Enter the text for your message
- You can add a link to repair
- Customer’s Name
- Repair description
- And click ‘save’

The screenshot shows a web interface for configuring message templates. At the top is a light blue header labeled 'Configuration'. Below it is a grey header labeled 'Message templates'. The main area contains a table with columns for 'Type' and 'Title / Subject'. Each row represents a template with an icon, type, title, and 'Edit'/'Delete' buttons. A dropdown menu is open for the 'Type' column, showing options: Message, Email, SMS (highlighted with a blue bar and a red arrow), and Push. Below the table is a form with a 'Subject' input field and 'Save'/'Delete' buttons. To the right of the form is a list of variables: Customer Name, Customer First Name, Customer Phone, Vehicle, Link for Repair, and Repair Description. At the bottom center is a blue button with a plus sign and the text '+ Add template', which is highlighted with a red box.

Type	Title / Subject		
Message		Edit	Delete
Message	Link for repair	Edit	Delete
Email	Repair is finished	Edit	Delete
Email	test	Edit	Delete
Email	repair	Edit	Delete
Push	Inspection done	Edit	Delete
Push	New suggestion to the current invoice	Edit	Delete
Push	test	Edit	Delete
SMS	Link for repair	Edit	Delete

Subject: [input field] Save Delete

Customer Name  
Customer First Name  
Customer Phone  
Vehicle  
Link for Repair  
Repair Description

+ Add template

After you set up and saved your templates, you can send them to your customers.

Thank you for reading to the end of our tutorial for working with the communication center.

We hope that you will find these features useful.