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New Automated Scheduling System Improves Customer Service and Profits

Automobile Dealer Information Systems (ADIS) introduces **SS-1**, an automated customer service scheduling system for the phone and the web.

By using the new Dealer Service Scheduling System from **ADIS**, Beaverton Toyota, the 12th largest Toyota service department in the nation, raised their Customer Service Index scores dramatically and immediately!!! They booked 35 oil changes through the automated system on the very first day that the system was installed. And, the system wasn't turned on until 1:00 pm PST. With the help of **ADIS**, the dealership has raised their CSI scores in two weeks. Scores that had never risen in six years!

Testimonial

"For the past 10 years, Beaverton Toyota has experienced significant growth. About 6 years ago we met the saturation point when it came to meeting customer demand in a prompt and efficient manner. To meet the growing demand, my focus has been on developing systems that maximize our efficiencies. Nonetheless, our customers still experience a bottleneck simply trying to get through the phone system to speak to a service writer"

"Today, after being in place since December 2002, we immediately saw and continue to see about a 68% usage rate by customers making their own automated appointment. That translates to 353 calls per week that doesn't have to be managed by the service staff. That number is significant and has already had a very noticeable impact. Through attrition, I lost one of the office staff that used to take a number of oil change phone calls and it looks likely that I will not be replacing that loss, due to the effectiveness of the automated system." --*Jerry Jerome Service and Parts Director at Beaverton Toyota*

Automated Phone Attendant – 1-866-778-2347 (as of 6/2006: 800-925-6856)

Call this number and try it out, just like you were a customer calling into your own service department.

Internet Scheduling

Visit our demo web site: <http://www.adis.us/demo> (as of 6/2006 use: <http://www.autosked.com>) – Book an oil service appointment over the Web. We link your web site to your new login screen and appointments are booked directly into your service scheduling system. It's unbelievably simple.

This is so simple, that every desktop computer in the service department can have computerized access to the schedule and reporting; and in fact, customers can also book appointments directly from your web site and by calling in and talking to your customer service advisors

Improve Customer Service and Profitability

Call me and I'll provide you with a 5-10 minute web demo, and you'll be able to call the number above, and watch your appointment get booked in real time and you'll even be able to you're your appointment via the web and receive an automated email confirmation. No more mailing or callbacks for appointment reminders. Better customer service and higher profits.

[Coming to a dealership near you.](#)

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