



**BEAVERTON  
TOYOTA**

**-RUSSAUTO.COM-**  
December 22, 2006

To Whom It May Concern:

I am the service manager of the largest Toyota dealership in the Northwest. I felt compelled to write this letter of recommendation on behalf of the folks at Autosked. Autosked has been a catalyst in the success of our service department. At the time I installed Autosked we were ranked the 12 largest Toyota service department in the nation for customer volume. The appointment system the Autosked team developed for us provided exceptional capabilities and enhancements to our operation.

Performing at capacity in our land locked 22 stall service department put tremendous phone pressures on our service staff. We became so overwhelmed with phone calls I had to come up with a solution.

We started our relationship about 4 years ago when I asked Autosked to install their automated oil change scheduler in our dealership. It not only provided instant relief for our service staff, but our customer's appreciated the automation option for scheduling a simple oil change.

At that time we scheduled an average total of 1700 oil changes per month. The first full month of having Autosked on line we had 585 oil change appointments scheduled through the Autosked automated phone system. That translates into more the 14 man hours saved from making the phone appointments. This level of use in the first month shows that the integration of Autosked into our business was seamless. That level of performance was clearly noticed by all.

Autosked has evolved into the strongest service drive tool I've ever been exposed to. Due to the simplistic operation of Autosked I was able to shift the appointment taking responsibility from our service advisors to a newly developed Call Center where 4 to 5 lesser skilled staff members schedule all of our appointments using Autosked. I only considered doing this because the very user friendly and simplistic nature of Autosked was easily learned by an entry level employee where the Reynolds and Reynolds business system was much too complex.

Today I'm pleased to say that even though all phone traffic is directed to our Call Center, Autosked still handles approximately 15% of all our scheduled appointments by being available 24/7/365. We also have customers that simply prefer to us the automation, if they're happy, I'm happy.

I honestly can't express in words the appreciation my staff and I have for Autosked today. They have been fantastic to work with and they are always prompt and professional when working on solutions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry Jerome", written in a cursive style.

Jerry Jerome  
Parts and Service Director

**RUSS BEAVERTON TOYOTA**

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