



# ENGAGE



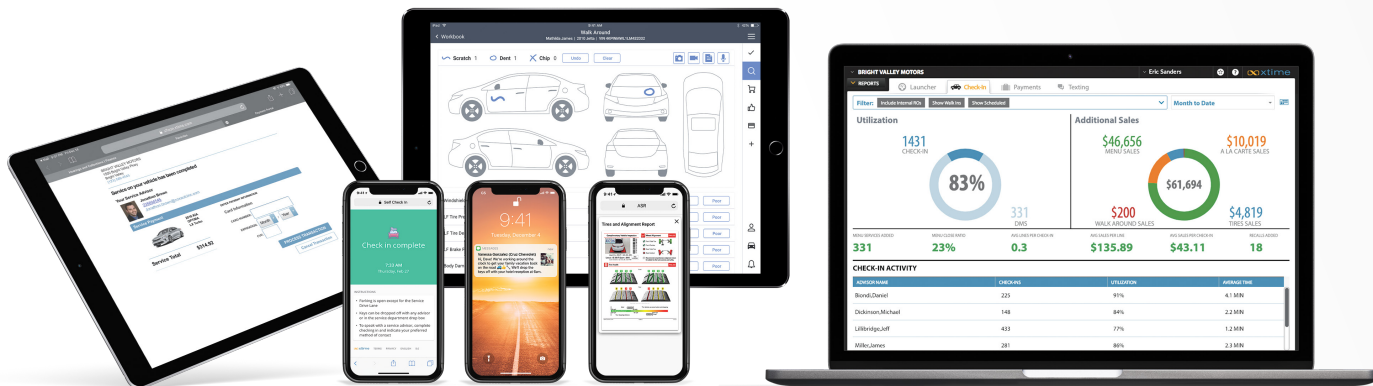
**14%**  
Increase in  
Retention<sup>†</sup>

**\$12**  
Lift per RO<sup>†</sup>

**27**  
ROs Generated  
per Month<sup>†</sup>

## Grow Fixed Operations When You Exceed Customer Expectations

Improve your service process with instant access to menus, inspections, recalls, tires and service history with Engage.



Payment

Self  
Check-In

Texting

Intelligent  
Diagnostics

Performance  
Measurement

Walk-Around

## Provide a superior service lane experience

Instant access to history, recommendations, and more

Consistent check-in and checkout processes

Professional service estimates

Customer engagement tools with Texting, Status Boards, Self Check-In,  
Intelligent Diagnostics Integration, and Payment

Declined services presentation

## More upsells, better processes, and higher retention

27 additional ROs generated per month

14% additional ROs generated

\$12 lift per repair order

† Period Analyzed: Dec 2018 to Nov 2019

† Period Analyzed: Dec 2019 to Nov 2020



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