

Digital Service Checksheet

Reduce Confusion, Reduce Effort , Improve Customer Service



Cognitran

Digital Service Checksheet

With so much advanced technology loaded onto today's vehicles it's ironic that the one regular interaction between dealers and customers is often paper based and unsophisticated. The Digital Service Checksheet (DSC) brings this important point of contact with your customers up to date.

Vehicle and mileage-specific service content is displayed and checked off by the technician on a tablet. The completed service checksheet information is sent to the customer via email or SMS and retained on the Digital Service Record of the vehicle.

No More Generic Checksheets

Generic paper based checksheets can be confusing for customers and can also lead to errors with relevant service items being missed. This legacy process also creates additional administration as paper records need to be copied and filed. Customer copies often get mislaid or detached from the service history.

Cognitran has been at the forefront of vehicle specific service data for many years. The Cognitran After Sales Portal, ITIS, has been used by OEMs for many years to create vehicle-specific paper checksheets. The

Digital Service Checksheet takes this process to the next stage by replacing paper with a tablet screen and a fully digital platform.

OEM Reporting

The Electronic Service Checksheet provides a rich data stream that OEMs can use to track customer loyalty, missed services and campaigns. Data collection also allows more timely service reminders to be sent to customers. The system provides the opportunity to use real time data analytics to monitor activity across the service network and receive early warnings of rising concerns or common issues or misunderstandings.

How It Works

OEM authoring teams create the checksheet content in an XML authoring tool. The database handles translations and the matching of service items to vehicle specifications.

Based on permissions controlled by the OEM, authorised repairers access the relevant service content online according to the VIN or vehicle specification. Any customer specific requests are incorporated and full integration with the Dealer's Electronic Vehicle Health System allows for inclusion of any work generated as a result of the Service Advisor process.

The technician checks off each completed service item via a tablet and the completed record is automatically saved and distributed. The owner receives automated updates as the car progresses through its service, improving communications and customer satisfaction.

For more information call us on +44 (0)1245 383040 or email us at sales@cognitran.com

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Customer Benefits

- Personalised copy of the completed service checks via email or SMS.
- Information can be accessed any time via the Owner Portal.
- A clear and easy to understand record of the checks and actions completed.
- No paper records to retain or safeguard.
- Tracking of service progress.
- Improved residual values.

OEM Benefits

- Auditable record of every service, available electronically.
- Recalls and outstanding service items automatically included in the service schedule.
- Automated data capture from Electronic Vehicle Health Check.
- Automated data transfer to Digital Service Record.
- Improved business intelligence for reporting, analytics and campaigns.

Dealer Benefits

- Fewer errors as only relevant service actions and checks are displayed.
- Efficiency - no paper handling, simple audit trail, task completion ensured.
- Supports skill development of technicians.
- Cost savings through automation and elimination of paper forms.
- Enhanced customer service.

DSR and DSC

The Cognitran Digital Service Record System (DSR) is an electronic version of the paper based service history book that represents a significant development in improving customer retention and increasing service and parts value. The adoption of the Digital Service Checksheet solution allows the DSR process to be fully automated whilst saving time at the Dealership and removing the need for double keying.

Step 1. Checksheet Selection

Step 2. Complete Checksheet

Step 3. Review and Send

Ninja 300 Checksheet

Created By: Andrew Cooper
Date & Time: 01-Jun-2017 08:22

Description And Operation

#	Outstanding Service Actions	Actions
1	Brake Caliper Contact with Hose Clamp	<input checked="" type="checkbox"/>

#	Fuel System	Actions
1	Air cleaner element	<input checked="" type="checkbox"/>
2	Idle speed	<input checked="" type="checkbox"/>
3	Throttle control system (play, smooth return, no drag)	<input checked="" type="checkbox"/>
4	Engine vacuum synchronization	<input checked="" type="checkbox"/>
5	Fuel system	<input checked="" type="checkbox"/>
6	Fuel hose	<input checked="" type="checkbox"/>
7	Evaporative emission control system	<input checked="" type="checkbox"/>

#	Cooling System	Actions
1	Coolant level	<input type="checkbox"/>
2	Cooling system	<input type="checkbox"/>
3	Coolant, water hoses and O-rings	<input type="checkbox"/>

#	Engine Top End	Actions
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If you would like to know more about Cognitran and our solutions including Digital Service Checksheets please get in touch by emailing sales@cognitran.com or by calling +44 (0)1245 383040. Discover more at www.cognitran.com