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Tell Your Customers What is Going on in Your Shop: App with eSign & Alerts Enables Dealers to Gain Repair Customer Ok in Real Time

Why App is a Breakthrough in Collision Repair Customer Service:

A revolutionary hub and dashboard application now enables dealers to obtain repair authorizations in real-time, send photos and videos, request electronic signatures from customers. The customer knows what is going on with the repair process every step of the way.

This innovative platform developed by UpdatePromise enables repair facilities and auto dealerships to manage the entire consumer experience by using instant two-way communication with alerts to ensure that no message is ever missed.

How does the App work?

Dealers now have the ability to send mobile payment requests that are integrated directly with their UpdatePromise merchant accounts. The mobile platform provides a secure method for obtaining repair authorizations and completing final invoices electronically

Designed to work intuitively, the UpdatePromise App helps businesses to work faster and smarter while providing a superior consumer experience at every stage from beginning to end.

What UpdatePromise Management is saying about this Repair App?

1) Chief Operating Officer Rich Pannazzo:

“This groundbreaking app has already seen Beta users increasing their sales efficiencies, profits and customer satisfaction scores by using the app.”

"For the first time in the automotive service industry, this app will enable automotive businesses to do things they could never do before. By providing a single communication portal that is synced across desktop and mobile devices this new application is changing the landscape for how businesses interact with its customers.”

2) Project Manager Andrew Nixon on the hub & dashboard:

"Keeping within the spirit of all UpdatePromise products, the App design is intuitive and easy-to-use," "We've eliminated steps to streamline the workflow creating an effortless system. Desktop Alerts make employees more responsive to their customers and provide unparalleled customer service."

3) Curtiss Nixon, President & CEO about more to come

“The UpdatePromise App is helping repair facilities and auto dealerships to modernize their consumer experience and use technology to set them up for ongoing success. "We are honored to be part of this evolution and are delighted to see companies using emerging technology to improve operations and exceed customer expectations.”

What you need to know about UpdatePromise:

UpdatePromise is a leading communication and technology provider to auto insurers, repairers, and dealerships throughout North America. Founded in 2009, UpdatePromise has communicated with millions of consumers and services more than 15,000 rooftops throughout the United States.

For more information, visit www.UpdatePromise.com or call Tiquet Wan at (800) 276-9107 ext. 20.

