

Scheduling & Capacity Management, Simplified.

Allow your advisors to spend less time booking, and more time advising.

97% service capacity utilization with Book

Achieve faster, easier, and more effective scheduling with Book. Drive appointments by enabling customers to book their own appointments online, anytime. And empower your advisors, BDC, and other staff to schedule and upsell services with intuitive dashboards. By customizing lane flow to shop capacity, Book eliminates overbooking, boosts productivity, and keeps everyone in sync—no matter who sets the appointment.

Online Scheduling

Add more bookings, improve tracking, and boost efficiency with online scheduling.

Customer Web Portal

Enhance the customer experience with 24/7 access to scheduling, including advisor and transportation options, full service recommendations, current offers, open recalls, and more.

Lane Flow Management

Ensure maximum profitability with customizable shop capacity configurations and reach maximum productivity with advisor load balancing.

Skills and Shop Loading Optimization

Obtain insight into shop capacity to improve work allocation with industry-leading skills management and shop-loading functionality.

Fleet Vehicle Management

Schedule and manage customers with 10+ vehicles—Book accommodates fleet vehicle customers with large amounts of activity under a single record.

On-Site Support

Gain knowledge, support, and a strategic partner with regular visits from your dedicated field representative.



- 1 Connected Scheduling**
Customers click through email to Book—login details auto-populate in scheduler.
- 2 Simplified Appointment Setting**
After automatic login, customers book appointments in two simplified steps.
- 3 Detailed Reporting**
Track revenue and optimize operations with in-depth reporting.
- 4 Connected Scheduling**
Gain a complete overview of all upcoming appointments and activity on a single platform.

Supercharge Book

with these add-ons

MESSAGING

Beyond Capacity Management

Affinitiv Messaging allows you to contact customers about approvals, service completion, and more via SMS text message and email. Plus, internal employee chat helps improve in-house communications for all departments.



Hello John! Here is an image of your air filter. Would you like us to replace that today?



Wow!

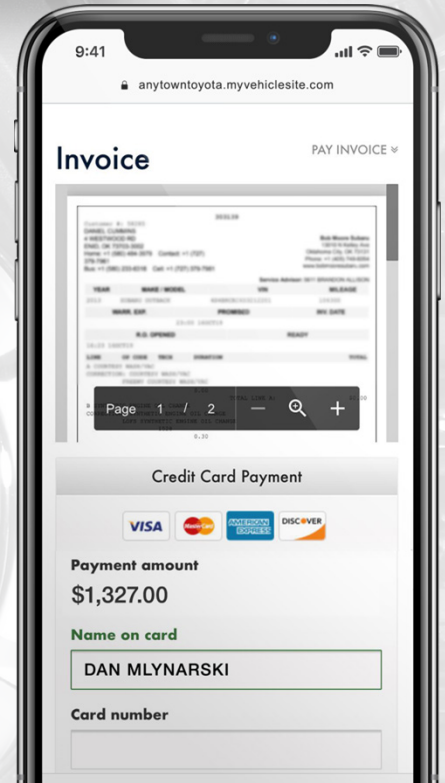
Yes please, go ahead and replace.

Read 11:22

BILLPAY

Online Payments and Cashiering

Allow customers to pay online—before they return to the dealership—with Affinitiv BillPay. Your service lane will be faster, more efficient, and more pleasant for customers so they can just pick up the keys and go.



The Atlas Digital Experience Platform is focused on enriching the customer experience across the automotive lifecycle. The platform's predictive intelligence promotes the initial purchase, repurchase, and long-term loyalty to accelerate retailer and OEM performance.