

# SRM Discovery

## Communication Tracker

The Communication Tracker suite of dashboards and reports enables you to manage and control your service operations to meet your communication objectives. The Communication Tracker delivers insights into the effectiveness and use of communication with your customers along with actionable information, directly to you and your team.

You'll benefit from a better understanding of customer communications across the entire service event. You'll receive insights into where you are communicating well (and where you are not) and how frequently. Ultimately, the data identifies opportunities for you to implement improved communication practices across all of your shops.

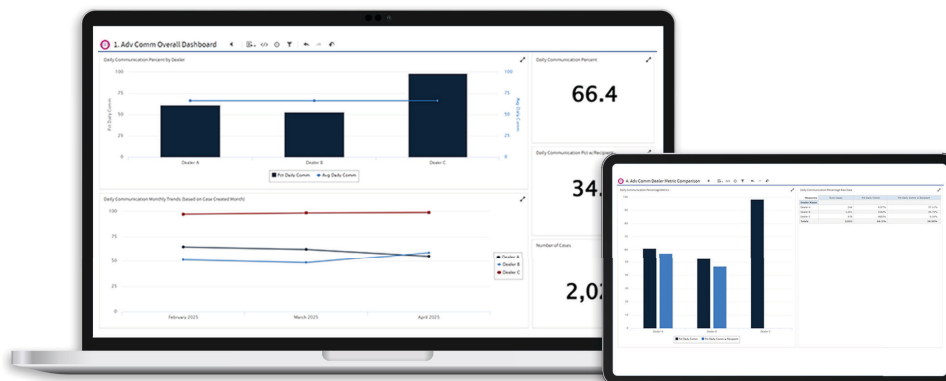
These reports will help you identify communication best practices, leading to:

- **Greater service event transparency for your customers**
- **Quicker customer approval of estimates**
- **Fewer phone calls from customers asking for an update**
- **Improved overall customer service experience**

**Gain insights  
into your  
customer  
communications  
across all your  
shops.**

## Elevate Customer Communication and Satisfaction

SRM Discovery Communication Tracker enables you to easily track and manage the level of paperless communication with every customer on every repair. You can also easily assess and compare where you are meeting your targeted service levels for customer communication, every day that the case is open and eligible for communication. With Communication Tracker, you can pinpoint where, when and how often customers are receiving expected communications.



## View Your Communication Trends and Performance

The Communication Tracker offers you a clear perspective on communication trends both at the shop and service advisor. You'll get an immediate view on how consistently your location is communicating changes and can determine if they are delivering the expected improvements to your customers. With these insights, you'll be able to identify opportunities to drive consistency in the use of communication throughout your entire service operation.



**DELIVER IMPROVED SERVICE OPERATIONS WITH THE  
SRM DISCOVERY COMMUNICATION TRACKER.**

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