

Auto Claim Solutions, LLC

Repair Tracker Interactive | eCRS

The challenges for collision repair facilities today are the ability to communicate in a way that is conducive to meeting customer needs and the demand of insurance partner requirements. Internet technology demand has forced Direct Repair Providers (DRP's) to focus on the repairer's ability to connect customers to direct online access with repair status while providing them with online real-time vehicle tracking and status. Now there is a way to accomplish both-simultaneously.

The Repair Tracker Interactive™ (RTI) and its new electronic Customer Repair Status (*eCRS*) application is a web-based customer service tool designed to keep your customers and insurance partners informed 24/7 with online repair status.

The unique design of the *eCRS* application is built around a FAST, EASY and user friendly repair tracking page offering a one-minute manager approach. It's that easy.



Online Customer Repair Status: *eCRS* offers your customers a personalized repair tracking page that is designed to keep them informed throughout the repair process. They will receive electronic updates and an email confirmation of when vehicle repairs are completed.

Online Real-time Vehicle Tracking: Your collision center, customers and insurance partners can track and obtain real-time status with the click of a mouse. Track from receiving the vehicle all the way to pick-up, know instantly where each vehicle is in every step of the repair process.

Insurance Partner Display View: Keep your Adjusters informed electronically with real-time information on vehicle status and progress directly from your desktop.

CSI Reporting: Electronic CSI reporting gives you the quickest access to customer opinions and feedback.

Color Coded Note Tracking System: Claim Handlers, Service Advisors, customers and automatically system generated notes (vehicle tracking) are all color coded, time and date stamped. My Repair Notes™ provide all communication to be tracked and documented electronically.

Auto Claim Wizard™: The Auto Claim Wizard™ provides online auto claim assistance for your customers right from your website. With features including, a 24/7 Claims Help Line, online claim forms and a full featured sidebar menu. This will be sure to provide your customers with service they expect.

Features

- **Online customer repair status**
- **Internal CSI inquiries**
- **Electronic vehicle tracking**
- **Online insurance partner's display view**
- **Electronic note tracker**
- **Electronic notification alerts**
- **Auto Claims Wizard™**

Benefits

- **Eliminate incoming calls by 70%**
- **Increase DRP relations and new business development**
- **Increase referral business**
- **Increase customer service satisfaction and CSI scores**
- **Build website traffic**
- **Increase Service Advisor production**