



Elead Service for Mercedes-Benz

DRIVE CUSTOMER LOYALTY AND SERVICE REVENUE WITH A SINGLE SERVICE WORKFLOW

Optimize and streamline your service team processes for a more engaging customer experience.

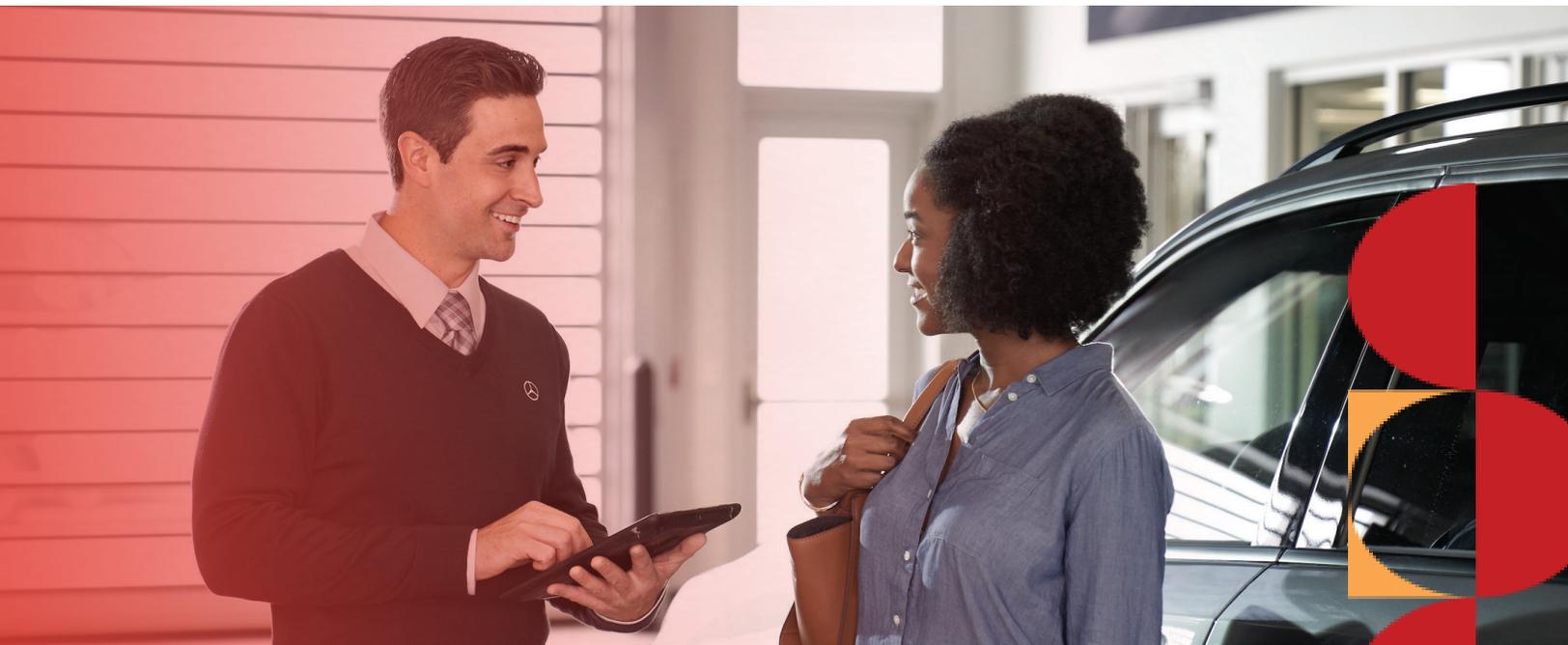
Boost your absorption rate and CSI with a personalized experience built on transparency that gives you a 360-degree view of the customer journey. Our robust fixed ops solution gives your team efficient tools so you can grow your business to the next level. Make faster data-driven business decisions that generate more revenue while streamlining processes. We've created solid, interactive solutions with multi-channel communication and easy-to-use video tools to increase transparency with customers. That transparency leads to faster, more confident customer decision making, leading to a long-lasting relationship.

(Fully integrated with Elead CRM and most DMS providers)



With Elead Service tools, we have seen our profitability and customer satisfaction improve. The Shop tool's accurate reporting allows me to make the best business decisions for my service department.

- Dan Barber
Mercedes-Benz of Daytona Beach



Learn more and get started with Elead.

888.431.7011
elead-crm.com





Elead Service for Mercedes-Benz

Elead Scheduler

Build a solid relationship right from the start with Elead Scheduler. By offering service consumers an easy way to schedule appointments online 24/7/365 or by phone, eliminate double-bookings and data duplication in one clear view. With integrations with most major DMS providers, develop a seamless handoff from the showroom to the service department while growing customer retention rates and higher lifetime values

Elead Lane

Streamline your service intake and external diagnostic process with an interactive tablet-based lane application for a warmer greeting and more efficient write-up process. Our tablet-based service check-in and interactive walk-around process put customers in control while giving your staff the tools they need for upsell opportunities.

Elead Shop

Increase sales of additional services and customer pay labor hours by completing a Mercedes-Benz specific multi-point inspection on every vehicle. Support additional service recommendations with image and video evidence to attach to the Service Repair Summary (SRS) for more informed customer decision making and faster RO approvals. Collect op code-level declined service data for future marketing efforts – all while building trust with your customers.

Online Bill Payment

Expedite vehicle delivery with a safe and secure way for customers to pay invoices while on-the-go with Elead Service Online Bill Pay integrations. Fewer lines, greater convenience and more choices available to your customer equal a better service experience and improved customer satisfaction.

Multi-Channel Communication

Grow customer retention, loyalty and CSI scores with fast and personalized communication at the right time. Communicate with customers with engaging and compliant email and text messaging for quick two-way conversations, service status updates, work approvals and delivery information. Increase efficiency with Elead Shop's in-application chat and text solution to keep your advisors, technicians and parts managers working toward the same goal – delivering an engaging customer experience building trust every time.

Packaging and Pricing

Package One

Elead Scheduler Only

Upfronts	\$1,195
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Monthly	\$311
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Package Two

Elead Lane Only

Upfronts	\$1,999
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Monthly	\$550
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Package Three

Elead Service Suite

(includes Scheduler, Lane, Shop, and Text)

Upfronts	\$3,499
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Monthly	\$1,950
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Mercedes-Benz

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