

TRY IT OUT! SCENARIOS BY SCHEDULING SOFTWARE

For each scheduling software, the Try it Out! Quiz at the end of your course will require 2 different submissions.

1. Screenshot of the properly scheduled appointment as outlined in this document
2. Screenshot of the properly cancelled appointment that you just scheduled.

To move past this course, you will need to submit both of these items either directly into the quiz system, or email them to your BL trainer. Then you can proceed to work directly with your trainer on any additional scenarios you may run into on your shifts.

XTIME

DEALERSHIP- BEYER KIA FALLS CHURCH

- CUSTOMER NAME- CAFFI CONTRACTING
- CUSTOMER VEHICLE- 2012 SUBARU OUTBACK
- CUSTOMER PHONE NUMBER- 703-836-6775
- SERVICES TO SCHEDULE- CHECK ENGINE LIGHT IS ON, SCRATCH ON MY DOOR
- PREFERRED ADVISOR- RON ZEGADA
- TRANSPORTATION OPTION- DROP OFF
- PREFERRED DATE- THURSDAY OR FRIDAY MORNING

AUTOBOOK & CARECONNECT

DEALERSHIP- ATLANTIC HYUNDAI

- CUSTOMER NAME- GEORGE SMITH
- CUSTOMER VEHICLE- 2024 HYUNDAI ELANTRA
- CUSTOMER PHONE NUMBER- 631-336-1352
- SERVICES TO SCHEDULE- DIAGNOSTIC FOR KNOCKING NOISE WHILE DRIVING.
- PREFERRED ADVISOR- VICTORIA VITTI
- TRANSPORTATION OPTION- DROP OFF
- PREFERRED DATE- WEDNESDAY AFTERNOON

WIADVISOR & DEALERFX

DEALERSHIP- LEE TOYOTA OF TOPSHAM

- CUSTOMER NAME- CALL CONTROL SUPPORT
- CUSTOMER VEHICLE- 2000 TOYOTA AVALON
- CUSTOMER PHONE NUMBER- 866-955-0617
- SERVICES TO SCHEDULE- OIL CHANGE AND TRANSMISSION DIAGNOSTIC
- PREFERRED ADVISOR- N/A
- TRANSPORTATION OPTION- DROP OFF
- PREFERRED DATE- FRIDAY MORNING

CDK

DEALERSHIP- FIRST TEXAS HONDA

- CUSTOMER NAME- JOE SMITH
- CUSTOMER VEHICLE- 2024 HONDA ACCORD EX
- CUSTOMER PHONE NUMBER- 915-474-1258
- SERVICES TO SCHEDULE- CHECK ENGINE LIGHT CAME ON LAST WEEK
- PREFERRED ADVISOR- NO PREFERENCE
- TRANSPORTATION OPTION- COMPLIMENTARY RENTAL
- PREFERRED DATE- FIRST AVAILABLE

TIMEHIGHWAY

DEALERSHIP – WALDORF TOYOTA

- CUSTOMER NAME- KATE GOLD
- CUSTOMER VEHICLE- 2014 PRIUS V
- CUSTOMER PHONE NUMBER- 973-975-3427
- SERVICES TO SCHEDULE- DASHBOARD NOTIFICATION FOR ELECTRICAL ISSUE. FRONT PASSENGER HEADLIGHT AND BOTH TAILLIGHTS WENT OUT AT THE SAME TIME.
- PREFERRED ADVISOR- SAMANTHA PILKERTON
- TRANSPORTATION OPTION- DROP OFF
- PREFERRED DATE- NIGHT DROP BOX FOR A MONDAY MORNING

MyKaarma

DEALERSHIP – Mile High Honda

- CUSTOMER NAME – Joe Smith
- CUSTOMER VEHICLE – 2014 HONDA CR-V
- CUSTOMER PHONE NUMBER – 915-474-1258
- SERVICES TO SCHEDULE- KNOCKING NOISE COMING FROM THE ENGINE BAY.
- PREFERRED ADVISOR- NONE
- TRANSPORTATION OPTION – DROP OFF
- PREFERRED DATE- NEXT AVAILABLE 7AM APPOINTMENT