



Mitchell1

ServiceIntelligence

Frequently Asked Questions

Q. How do I sign-up for more ServiceIntelligence training for my staff?

A. Training is offered every week. A training registration page is located at mitchell1.com/siw under “Support.”

Q. How does ServiceIntelligence know when one of the 25 maintenance services was performed at my shop?

A. ServiceIntelligence looks through every Invoice and line item of the vehicle’s history. It compares the line items against the 25 maintenance items using an extensive data dictionary of key words. The data dictionary includes misspellings and service abbreviations.

Q. How do I install ServiceIntelligence on multiple computers?

A. You can install ServiceIntelligence on as many computers as you like by installing the desktop shortcut from <http://www.mitchell1.com/BusinessPerformanceServices/ServiceIntelligence.asp> and putting a copy of your login credentials from the original desktop shortcut window into the newly installed browser window under File\Credentials settings. Please call Mitchell 1 technical support for assistance.

Q. How do I get an item to move from the NO SERVICE HISTORY area of the report to the DUE NEXT category?

A. When an item is put on an Invoice in your management system, ServiceIntelligence triggers that item to be moved into the DUE NEXT category. It will then rotate between DUE NEXT and DUE NOW as you continue to service those items. Including a part quantity or labor quantity is necessary in order to trigger a service.

Q. What do I do with an item that gets serviced somewhere other than my business.

A. You have several options: 1) Leave the item in the NO SERVICE HISTORY and continue to inspect upon each visit. This could include putting a Vehicle Recommendation in the management software with the date and mileage that it was serviced elsewhere. It would then get picked up and put on the ServiceIntelligence report under SERVICE NOTES. An example would be Tire Rotation Serviced Elsewhere at 25K, Service again at 30K. 2) Another option would be to “trick” ServiceIntelligence into thinking a service was performed by entering a line item on the customers’ invoice. The “trick” is that the line item must have a quantity in order to trigger the service. An example would be a labor item entered for “Tire Rotation Serviced Elsewhere” Quantity .01 hrs. This would move the item from the NO SERVICE HISTORY to DUE NEXT. This same approach could be used to move an item from the DUE NOW category back to the DUE NEXT category.

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Web Site: **Mitchell1.com/bps**

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Q. How do I request a modification to my ServiceIntelligence report including logos, service item description and mileage intervals?

A. A form is available at mitchell1.com/siw under “Support” that can be used to request a change of any type to the report. You can also send an e-mail request to serviceintelligence@mitchell1.com.

Q. Can I e-mail the ServiceIntelligence report to my customers?

A. Yes, by installing a PDF printer driver such as one available at www.pdfFACTORY.com , you can select it as the printer when printing the customer’s ServiceIntelligence report. The file created can then be attached to an e-mail and sent to your customer.

Q. I noticed there are many vehicles with an average daily mileage of 32 miles. Is it just a coincidence or is there another reason?

A. The average mileage is calculated by taking the mileage driven since the first visit to the last customer visit and dividing by the number of days. If a customer has only been to your shop once we use the national average miles of 32 until we have a second visit by the customer that will allow us to do the calculation.

Q. I noticed that a service that was previously performed for a customer did not show up in the ServiceIntelligence report as being performed. How does that happen and how do I have it corrected.

A. The data dictionary of automotive service keywords and the business logic for finding the services have been refined over many years. This provides users with the confidence to trust the service conclusions reflected on the ServiceIntelligence report. Every once in a while we’ll be surprised by the unique way a shop is putting services into the management software and a service performed will not get picked up. In those cases we ask the user to fax us 1) the Invoice from the management system and 2) the ServiceIntelligence report with the issue circled. We can then make the changes necessary to capture the data given your unique circumstances.

Q. Why don’t I see some of my customers and vehicles that are in my management system also in my ServiceIntelligence reports?

A. Reports are only created for vehicles that have been in to your shop in the last 24 months. That includes customers if none of their vehicles have been into your shop in the last 24 months.

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