

Welcome!

Your dealership is currently subscribed to Hynts, Service Customer Follow-Up. We want to make you aware of what will be happening.

Hynts sends out emails on your behalf!

Each day Hynts receives a list of all repair orders that were closed the previous day. Customer that gave their email address will automatically get a customized follow-up message from YOU. Any time a customer replies to an email, it will go directly to your inbox so you can respond to their need.

Hynts sends out text messages on your behalf! (Verify with your Service Manager)

When customers provide a mobile phone number, Hynts will send them a follow-up text message. Before contacting a customer on their mobile phone, you must obtain their permission by signing the consent on the repair order.

For any customer who does NOT want to be contacted by text message, you must set the “DO NOT CALL” flag on their phone or account in the DMS, OR make sure the “mobile” or “cell phone” field is empty. It is your responsibility to make sure customers are not improperly contacted.

What happens if someone replies to a follow-up text? (See Page 2 for Examples)

Text replies from customers are automatically sent to your email inbox. You can then reply to that email, which will send a text message back to the customer’s mobile phone. Your customer receives it as a text message, so keep your responses under 160 characters.

Hynts sent me a CALL LIST, now what? (See page 2 for Examples)

Sometimes customers don’t want to provide their email address or mobile phone numbers. Call lists are only sent to you when Hynts is not able to contact a customer on your behalf. You must call these customers yourself.

How do I exclude internal vehicles, customers, etc, from being followed up with?

Send an email to hynts@sum-ware.com with the customer number to be excluded. Our support team will configure the system to stop contacting that specified customer.

A customer OPTED-IN for text messages and now wants to OPT-OUT. What are my options?

1. Notify the customer that they can text “STOP”, “UNSUBSCRIBED”, “STOPALL”, “CANCEL”, “END”, or “QUIT”, to not receive any future text messages
2. Update the DMS by clicking the ‘DO NOT CONTACT’ flag by their mobile number
3. Or, update the DMS by moving the mobile number to the “OTHER” number field.

BEFORE CONTINUING, IF YOUR DEALERSHIP IS SENDING TEXT MESSAGES, PLEASE INSERT “--” BEFORE YOUR SIGNATURE BLOCK. HYNTS WILL AUTOMATICALLY REMOVE YOUR SIGNATURE SO IT DOES NOT AFFECT YOUR CHARACTER COUNT.

Hynts sent me a Call List email, now what?

If you have an RO that is closed but the customer information is insufficient, you will receive this email to follow-up with them via PHONE to ensure the customer is contacted.

After you have contacted the customer, update their information into the DMS to confirm their data is correct for future contact.

Daily Call List: Cesar.

The following customers need to be contacted or their information updated in the DMS.

Repair Order: 35314
Advisor on RO: (556)
Customer: Jie
Home: (630)


Required Action: **Call customer.** Notification not sent because email address is not available.

Hynts sent me a TEXT RECEIVED email, now what?

If your dealership is using the texting service, you may receive a “text received” email. If the message warrants a response, **simply reply** to the email with 160 characters or less. If you are over the 160 limit, you will be notified that the email did **not** send. Reduce the message to less than 160 characters and **resend** the updated message.

Subject: [Hynts] Text received from Nathan Anderson - RO#30 11:23 AM
To: hynts@sum-ware.com Other Actions ▾

“Thank you Chris. Everything went well and the car is running great! Can I schedule my next appointment with you?” - Nathan Anderson



Hynts Text received from Nathan Anderson

This is Chris your Service Advisor, just checking in to make sure there were no issues with your visit. Please text me if you need anything 888.702.4968

8/23/15 8:32 Chris Carpenter

Thank you Chris. Everything went well and the car is running great! Can I schedule my next appointment with you?

Nathan Anderson 8/23/15 8:32

To respond to this customer, reply to this email with a message 160 characters or less.

I was notified that my message didn't send. What does my error mean?

- 1. This message is over the 160 character limit. Please revise and resend message.**
 - a. You tried to send a text message but you are over your limit. Review, reduce, and resend.
- 2. This message is empty.**
 - a. You tried to send a message with nothing in the body. Hynts does not send blank/empty messages.
- 3. Customer's phone could not be reached. Please call customer to follow up and verify information is correct.**
 - a. Hynts tried to text the number in the DMS but could not reach the phone number. Please CALL and update the DMS accordingly.
- 4. Customer has chosen to unsubscribe from future emails. Update customer information in DMS to reflect this request.**
 - a. The customer unsubscribed from any future emails. Please update their profile your DMS so they will not be reached via email in the future. Hynts already will NOT send to anyone who has unsubscribed.
- 5. Customer has chosen to unsubscribe from future text messages. Update customer information in DMS to reflect this request.**
 - a. The customer unsubscribed from any future texts. Please update their profile your DMS so they will not be reached via email in the future. Hynts already will NOT send to anyone who has unsubscribed.
- 6. Customer's email could not be reached. Please call customer and verify information is correct.**
 - a. Hynts tried to use the email in the DMS but could not reach the customer. Please CALL and update the DMS accordingly.
- 7. Notification not sent because neither mobile number nor email address is available.**
 - a. CALL customer to verify and update DMS.

For any additional questions, please contact your Solutions Advisor or call 888.702.4968.