

Never Miss a Service Opportunity with incadea's Smart Assist

Smart Assist is an AI-powered assistant that proactively contacts vehicle owners via WhatsApp or voice call when a service is due, using live data from the incadea DMS.

Customers can confirm, book, or reschedule appointments directly within the conversation, with bookings automatically updated in the DMS.

It replaces calling lists, repeated dial attempts, and limited calling hours with automated, always-available customer outreach. Dealership staff can manage bookings, check schedules, and initiate outreach using natural language in **English, German, or Spanish**.

Fewer missed services. Fuller workshops. Loyal customers.



Let's build great customer experiences together.

Manual outreach is time-consuming. Dealerships spend hours calling customers about upcoming services and appointments. Calling hours are limited, follow-up attempts often go unanswered, and missed appointments can result in lost revenue and missed retention opportunities.

SmartAssist closes these gaps automatically—proactively engaging customers, simplifying scheduling, and helping dealerships keep workshops full while strengthening customer loyalty.



Digital

Reminders and bookings run through WhatsApp and voice, not paper lists.



Effective

Advisor hours shift from chasing customers to handling booked work.



Customer-Centric

Owners reply in the channel they already use, in their own words.



Structured

A configured sequence: WhatsApp first, voice call if there is no reply.



Flexible

Dealers set the channel, sequence and language for each market.



Integrated

Confirmed appointments write back into incadea DMS in real time.

5 whys for incadea's Smart Assist

- 01 Proactive Outreach** > Smart Assist contacts owners the moment a service falls due, driven by live DMS data. Advisors stop working calling lists and start handling booked work.
- 02 Booking in the conversation** > Customers confirm, book or reschedule without leaving the chat or call. Responses sync to incadea DMS in real time — no re-keying and no lost bookings.
- 03 Two-step engagement** > A WhatsApp message goes out first; if there is no reply, a follow-up voice call triggers automatically. Dealers configure the channel and sequence per market.
- 04 Natural language agent** > Staff manage bookings, check schedules and initiate outreach using plain text or voice commands — no screen navigation and minimal training.
- 05 Multilingual and cloud hosted** > Available in English, German and Spanish, centrally hosted for rapid rollout across markets, brands and dealer groups.

What's Next for Smart Assist > Automated appointment reminders and AI-driven follow-up that reconnects with customers who miss their visit and helps bring them back.

Take the next Step.

For more information, please visit incadea's website

www.incadea.com or contact incadea at info@incadea.com

incadea provides complete and integrated solutions that meet dealerships' needs now and into the future. incadea wants their customers to be empowered by the most flexible solutions in the industry, ready for whatever business challenges lie ahead.