

 **VBL SERVICE**

The **VBL SERVICE** system is a solution enabling direct contact between the client and the service advisor. Say a customer gives their car up for a service check.

After some time, through the use of our application, the customer receives a repair quote with a detailed description of the actions that must be executed along with an attached video showing the exact problem. Such a path allows the client to thoroughly analyze the offer presented before making a fully informed decision.

HOW DOES IT WORK?



1. You bring your car to a service point.



2. The service representative records a video showing the part which needs to be repaired.



3. The service representative prepares an offer.



4. The service representative states a priority level to the damage and sends together with the offer and a video back to you.



5. You will now receive a PUSH notification about the status of your complaint.



6. You evaluate the terms and conditions of the offer and choose to either 'accept' or 'reject' it.



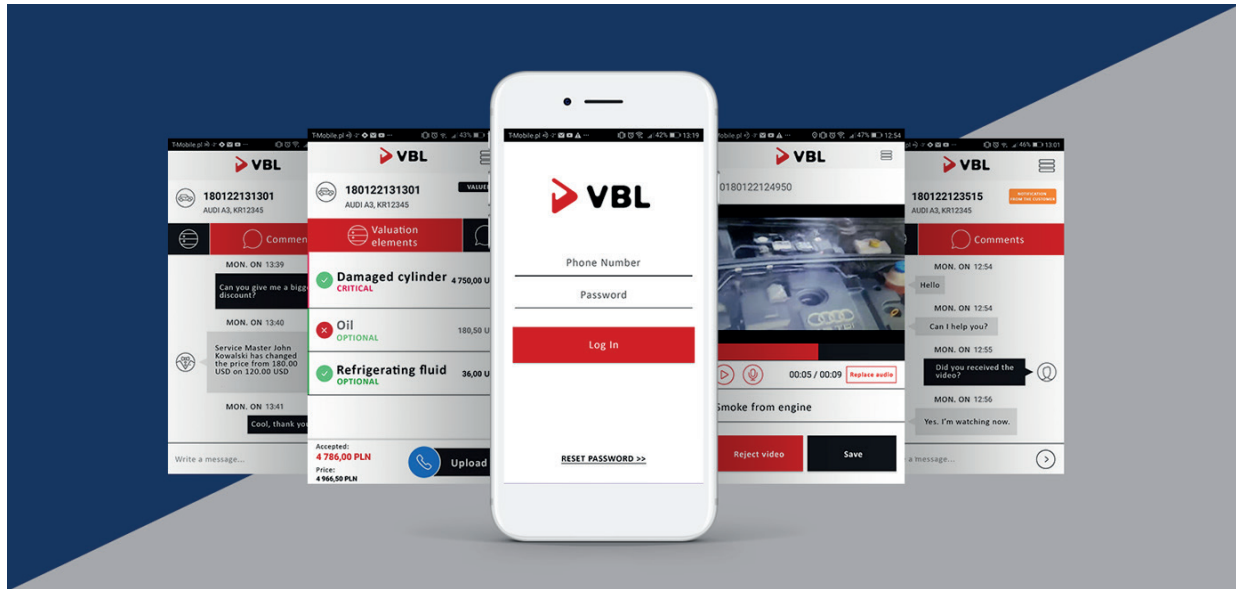
7. After the accept the presented offer the service team proceeds with the repair.



8. You have get in touch with the service team via the phone or e-mail.



9. You can now pick your car up from the service point.



OPTIDATA specialises in creating, delivering and servicing mobile solutions for business applications for 15 years. We have already created over 15,000 functioning mobile applications! The systems implemented by us are based on professional proprietary software, working with superior customer systems, including the POS systems. We owe the success of our services to experienced programmers, consultants and system engineers. Video Business Link applications are one of our products that we dedicate to entities looking for improvements in the areas of: insurance, complaints and service.