

**FULLBAY** / CONNECT



# FULLBAY + FLEETNET AMERICA INTEGRATION

Fullbay is partnered with industry-leader FleetNet America to build the most powerful shop management integration available so you can receive emergency repair requests directly in Fullbay.

## The FleetNet America integration provides your shop with:

- ✓ Streamlined emergency requests directly into Fullbay
- ✓ Text or phone call notifications for emergency service requests
- ✓ Set "do not disturb" hours

## What is the impact on your shop?

- ✓ Reduced manual and double entry of service requests into Fullbay from FleetNet America
- ✓ Increased revenue from emergency services
- ✓ Faster reactions to emergency requests with Text Message and Phone Call Notifications



Heavy-duty repair shop software

[FULLBAY.COM](https://www.fullbay.com)

## How does my shop receive requests from FleetNet America? What happens then?

1. Fullbay notifies you in four ways: text messages, emails, pop-ups inside of Fullbay, or a phone call—you choose the combination that works best for you
2. Accept or reject the request. Once accepted, Fullbay creates a service order
3. As repairs happen, data is sent back to FleetNet so the customer stays in the loop

## How to get started

1. Turn on Fullbay Connect
2. Navigate to your Integrations Page and toggle FleetNet on
  - a. If you already do business with FleetNet, call them with your FleetNet Shop ID
  - b. If you do not, we'll provide instructions on how to get a FleetNet Shop ID
3. Lastly, configure the notification settings to match your shop's needs
  - a. As mentioned, you can configure text message and phone call notifications, emails, and in-app pop-ups

"FleetNet makes my job a lot simpler. When we receive repair requests, we get details about the repair right away. We learn what happened with the unit, how to locate the unit, and where it happened. It definitely saves us a lot of time on the back end"

**BILL, SERVICE ADVISOR**