



TEXT MESSAGE NOTIFICATIONS

Text message notifications enable both customer and in-shop notifications. Whether you need to alert a technician that they have been assigned or a customer that needs to approve an estimate, text message notifications keep wrenches moving.

Text Message Notifications give your shop:

- ✓ Your team can choose which events they receive a notification for.
- ✓ Texts sent directly to an employee's cell phone.
- ✓ Set "do not disturb" hours.

With Customer Text Message Notifications, you can:

- ✓ Text customers when estimates need to be authorized.
- ✓ Text customers when an invoice is ready.
- ✓ Notify customers when the shop approves an estimate on their behalf.

What is the impact to the shop?

- ✓ Empower your team to react faster when key events happen.
- ✓ Remove communication gaps that slow down productivity.
- ✓ Faster approvals and payments from customers.

How to get started:

1. Turn on Fullbay Connect.
2. Make sure your employees and customers have a cell number in Fullbay.
3. For internal notifications, decide which "shop events" trigger text messages such as "part needs pricing".

"I am never under-notified or over-notified. We get to choose when we want to be alerted via text messages, so we get the texts exactly when we want them. It just works!"

BEN, SERVICE ADVISOR