



myKaarma Launches Simple Video Walkaround App for Auto Dealer Service Departments

New App speeds up check-in process, virtually eliminates damage claims & increases upsell opportunities



LONG BEACH, CA, USA, March 19, 2018 /EINPresswire.com/ -- [myKaarma](http://myKaarma.com), a software company that helps

dealerships communicate better with their customers at every stage of the service process, from check-in through payment, today announced the release of a new app feature that enables simple video walkarounds for auto dealer service departments. The [video walkaround app feature](#) is the simplest way to record any damage to a vehicle, speed up the check-in process, virtually eliminate damage claims and increases upsell opportunities.

The app feature is very user-friendly and allows service departments to inspect vehicles in a more natural way. The service advisor opens the app, turns on the video, walks around the vehicle and, when any damage is found, it's recorded on the spot. The advisor simply taps the screen, the app adds a photo of the damage and pops up a list of tags such as dent, damage, scratch, etc., so the advisor can quickly identify and tag the area of damage for future review.

The videos and pictures are then uploaded to the cloud and chronologically stitched together, creating a free-flowing video that pauses for three seconds on each picture, allowing the customer to view as desired. Any area of interest is clearly marked with a circle, highlighting the area of damage so it can be clearly viewed.

The app can also be used by technicians, customized on an individual basis to include labels such as oil leak, battery, alignment, tire damage, etc. According to Ujj Nath, myKaarma Chairman and CEO, dealers are seeing a lot of success in authorizations when these technician videos and sent to customers prior to calling for approval.

"The customer receives a text with a link that opens to a screen where they can view the pictures and videos from the walkaround. These videos help uncover additional revenue through damage inspections and the transparent process builds customer trust and confidence. Our dealers are also enjoying tremendous results by improving the vehicle check-in process with integrated video check-in reports that virtually eliminate damage claims," said Nath.

For more information, or to schedule a product demonstration visit www.mykaarma.com, stop by booth 1047 N at the 2018 NADA show in Las Vegas, NV, March 23-25, or [click here](#) to schedule an appointment at NADA

About myKaarma:

myKaarma is the communication and payments platform of choice for the nation's top automotive

manufacturers and groups alike—enabling a consistent high-quality service experience for their brand’s customers. Service departments enjoy an average lift in dollars per repair order (RO) of 37%, a 50% reduction in voicemails left with advisors, a 100% reduction in authorization disputes, a 33% decrease in loaner car days, and an increase in CSI scores.

myKaarma's platform backed by its “crazy good” customer service gives dealers the ability to offer their customers 21st Century technology through digital conversations and smart payment systems. myKaarma was named as an official communications and payments partner for Mercedes-Benz USA.

SARA CALLAHAN

Carter West Public Relations

7272882159

email us here

This press release can be viewed online at: <http://www.einpresswire.com>

Disclaimer: If you have any questions regarding information in this press release please contact the company listed in the press release. Please do not contact EIN Presswire. We will be unable to assist you with your inquiry. EIN Presswire disclaims any content contained in these releases.

© 1995-2018 IPD Group, Inc. All Right Reserved.