

# Vehicle Visuals Integration

## Overview

Microbase has formed an alliance with Vehicle Visuals, this association allows you to deliver high quality 3D video presentations to your client base via email, SMS and MyAutoConnect.

Vehicle Visuals is a cloud-based library containing hundreds of animations showing how each part of the car works and what can happen when the part fails. The original line-drawn animations are now replaced with realistic 3D animated models, but the core value of making technical concepts simple to understand remains at the heart of what they do.

Vehicle Visuals help you bridge the understanding gap by providing your service team with a tool that gets the message across in a simple, customer-friendly way. Service advisors using Vehicle Visuals are able to sell more service and repair labour, and receive higher customer satisfaction scores.

As workshops use this system to explain services to their customers, they experience:

1. An increase in repeat business as customers feel more confident that the services the repairer performed were truly necessary in maintaining their vehicle
2. More referrals as they tell their friends and family what a great experience they had at the repairer's workshop
3. Higher sales as customers agree to more work being done, because for the first time ever they really understand what's involved and why it is needed.

Subscribers access Vehicle Visuals using either desktop computers or mobile devices such as iPads or tablets. Your service team can even e-mail or SMS an animated video (including audio) to a customer if they are not in the workshop, and follow it up with a phone call to answer any questions and close the sale.

Vehicle Visuals is used by national repair chains throughout Australia, as well as a number of vehicle manufacturers through their authorised dealer network service departments.

## Vehicle Visuals, Sample Video

Click this link to view various sample videos. <https://au.vehiclevisuals.com/#!/bhome>

## Vehicle Visuals, Activating

Vehicle Visuals needs to be activated prior to being available from Automation, to do this you need to visit their web site, a link is available from our online menu. Once you have committed to subscribe to the service you are issued with an API key this needs to be entered into File / Site Settings / Online > Vehicle Visuals. Please ensure the API key is typed correctly this code is case sensitive. Save your entry with OK (F12) once this action is completed you will have access to vehicle visuals from the SMS form, Email and MyAutoConnect.

Vehicle Visuals library is web based so when sending a video to a client you are simply sending the link to that library item, this will play on their computer or smart device including the voice over.

The screenshot shows a software interface for activating Vehicle Visuals. It features a 'Vehicle visuals' section with an 'API key' field containing the text '0ucvra' followed by a redacted area. A red box highlights the 'API key' field. Below the field are 'Cancel' and 'OK' buttons. Other visible elements include 'Node', 'MyAC', and '@ Custom emails...' buttons.

## Vehicle Visuals Integration

### Vehicle Visuals, Sending A Link

Links can be inserted into communications sent via these three media: SMS, Email and MyAutoConnect.

**SMS:** Open the SMS form, type your message and leave your cursor where you want the link to display, select the Vehicle Visuals option situated under the message box, choose your video from the selection, you can preview the video if you wish before committing the link to the message.

Send SMS

Recipient: Mandy Marshall

Number: 0412951377

SMS template: Job Close

Message: Thank You For Choosing A A Automotives To Service Your Vehicle We Are Pleased To Inform You Your Vehicle Is Ready For Pickup.  
<https://srvc.video/F59C>

Characters: 152 Messages: 1

Vehicle visuals

Cancel OK

**Email:** Open an email form, type your message and leave your cursor where you want the link to display, select the Vehicle Visuals option situated under the message box, choose your video from the selection, you can preview the video if you wish before committing the link to the message.

Note

Video Link

Additional info

Hi Peter Here Is The Video Link We Discussed Earlier, Please Click On The To View A Short Video On How A Ball Joint Works And What Can Happen When The Ball Joint Wears Out.  
<https://srvc.video/Gf8L>

Contact method: Email

Email: peter@microbase.com.au

Sent

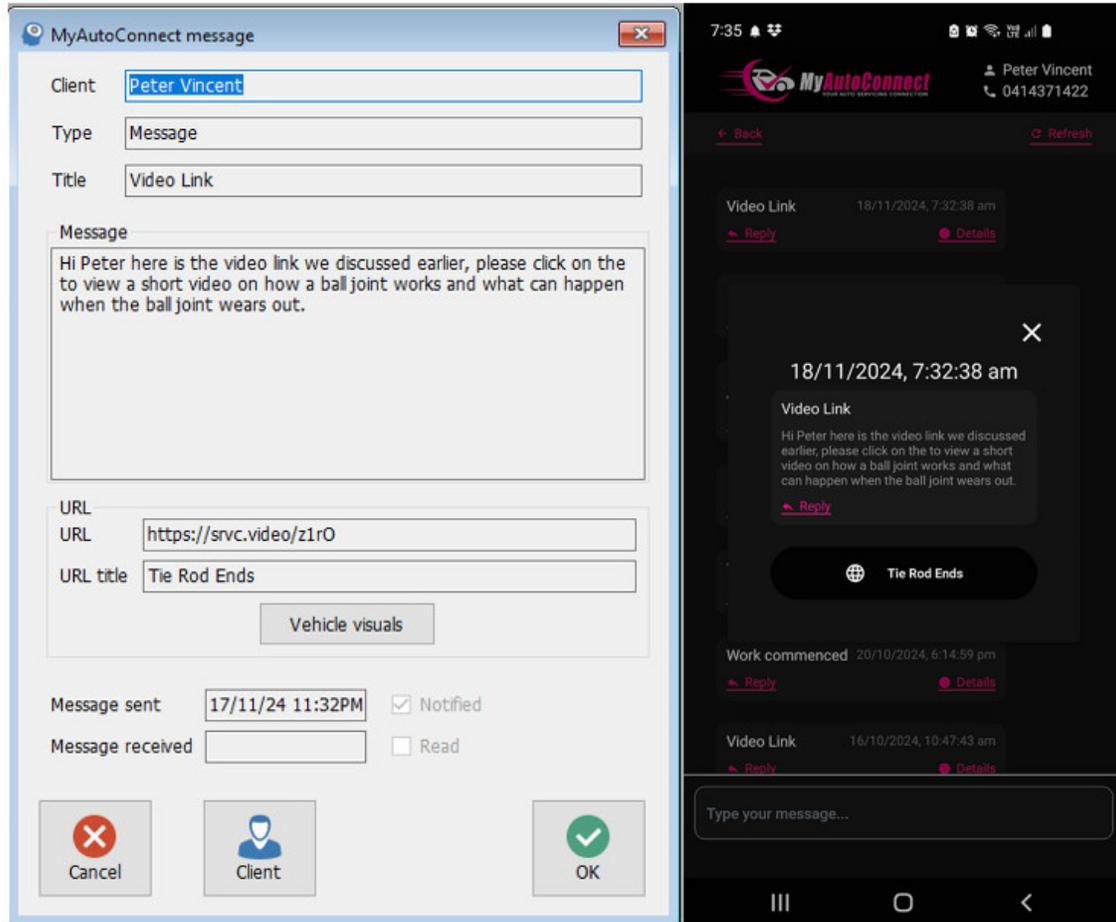
Vehicle visuals

Note created on: 18/11/24 7:37AM

Cancel Client OK

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**MyAutoConnect:** Open the MyAutoConnect Message form, type your message, select the Vehicle Visuals option choose your video from the selection, you can preview the video if you wish before committing the link to the message, Automation will insert a relevant title into the URL Title field, you can remove this and type your own if you wish. The MyAutoConnect client simply clicks on the URL titled Transmission Parts to play the video.



**Vehicle Visuals, Viewing Locally:** To view a video locally, select the online menu, open the Display Vehicle Visuals Animation link, make your selection from the video list, highlight and select preview from the display window. The video will run on your machine via the web browser.