

Service Module

The service department is fast-paced like a well-coordinated dance. For many customers, it is also the front door to your dealership. To help you drive higher efficiency, productivity and ultimately customer satisfaction, the cloud-native VUE DMS offers a complete, feature-rich service workflow that is simple and intuitive to use.



Team Collaboration

Easily and quickly exchange information between Parts and Service without leaving the workstation.



Customer Convenience

Communicate with customers directly from their mobile devices and allow for flexible transactions.



Service Retention

Keeping all customer data in one place makes it easy to follow up on future upselling opportunities and build long-term relationships.

Key Features

Appointment Calendar – Schedule an appointment when a customer calls in. When they arrive, convert it into a repair order and begin service work.

Repair Orders – Add operation, labor and part details, and complete authorizations and releases. Virtual inspections help track vehicle damages and highlight focus areas.

VUEpay – Allow for virtual payments, so customers can “skip” the cashier line when claiming their vehicle.

Text Messages – Communicate with customers through email and text for faster response time. Messages are archived in the repair order for future reference.

Internal Chat – Exchange messages between Parts and Service employees for rapid responses without anyone leaving their workstation. All communications are saved directly in the repair order for transparency and accountability.

Key Benefits

Real-Time – When a customer purchases a vehicle, all data is transferred from the Sales module to the Service module in real time.

Multi-Access – Multiple service advisors and technicians can edit the repair order at the same time without having to wait, reducing the risk of duplicate data.

Flexibility – Multiple ways to see the service schedule with color coding and customer filters makes it easy to track and manage appointments.

Cloud-Native – Get into the DMS from any mobile device anywhere there is internet. Securely access your data without VPN, so you can meet customers wherever they are.



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I always had a vision for how I wanted to run my department but lacked the right tools. Thanks to VUE, I can create the right processes while providing my team with the resources they need to execute.

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-Tommy Struchen, Service Manager, Mack Grubbs Hyundai



Partner with a Dealer-Focused DMS
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