Quick Start Guide:

Dashboard - Workshop

Introduction

The reporting dashboard has a number of features to ensure you get the most from your investment in CitNOWs video services including the ability to rank the best and worst performing dealerships within your group, a powerful search facility allowing quick drill-down by dealer or video, detailed activity and real time statistics and logs for each video created, sent, clicked, viewed and more.

With this powerful new reporting suite at your fingertips you can ensure that your aftersales team are using CitNOW video as effectively as possible in order to drive more revenue for your dealership and delight your customers.

If you have any issues accessing your dashboard please raise a support ticket with CitNOW by emailing **support@citnow.com** giving us your full name, dealership and position, with a request to access the dashboard.
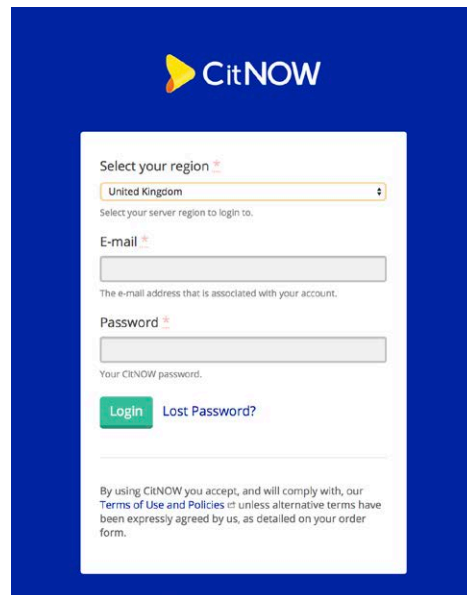
How to use the CitNOW Workshop Dashboard

Login Screen

To access the login screen visit:
https://video.citnow.com/dashboard/user/login

If you forget your password select 'Lost Password?'
at the bottom of the login screen.

If you have 'manager' status or above and you don't have access
to the dashboard, please email **support@citnow.com** for access.

Dashboard Homepage

If you do have access to the dashboard, and you are a
group manager (or above) at the point of login you will
be directed straight to the dashboard homepage.

Your access will show each location that has
CitNOW in your group in a list. The information
presented in the dashboard is real time data.
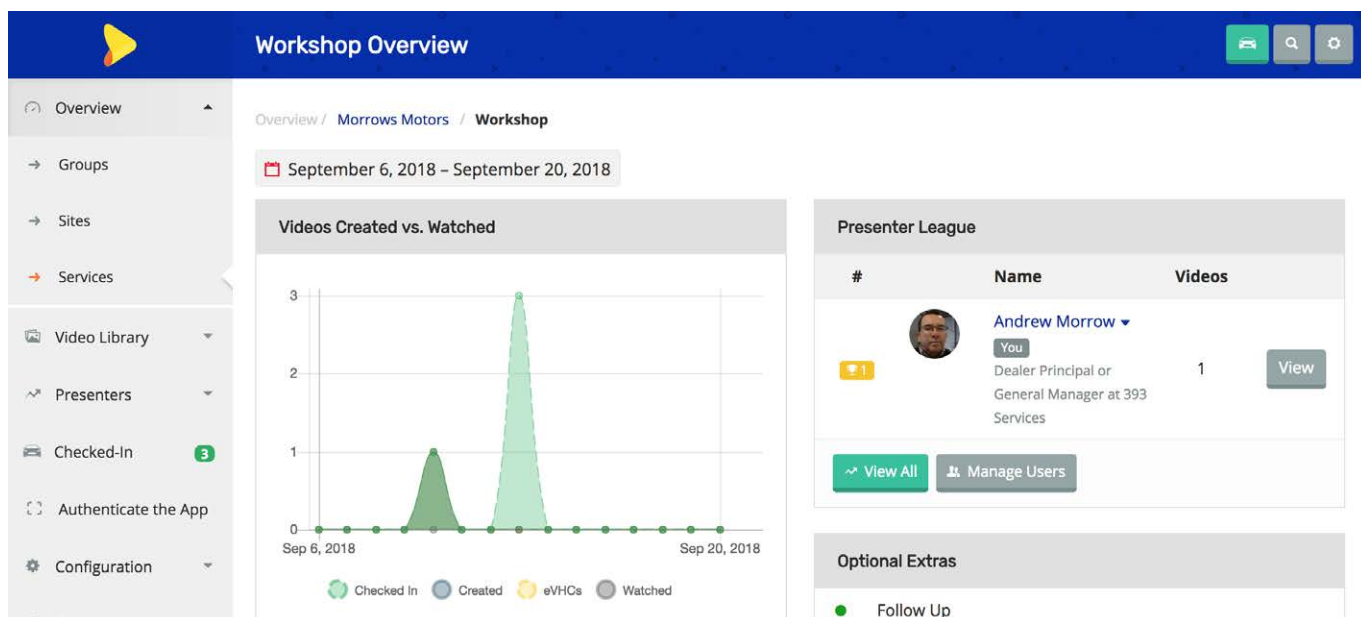
The dashboard homepage shows the overall group statistics with the individual dealerships listed separately. The statistics include 'days since last video', 'videos created last week' and 'videos created within the last year'.

You can change your dashboard view using the 'sort results' dropdown at the top of the page. The 'export' button also allows you to download a group report in a .csv file format.

You can view a summary report for each individual site by selecting the down arrow to the right of each dealership in the list.

To view the dashboard for an individual dealer simply click on the 'view dashboard' button, the dealer logo or the name of the dealer.

Workshop Overview

Overview / **Morrows Motors** / **Workshop**

📅 September 6, 2018 – September 20, 2018

Overview
→ Groups
→ Sites
→ Services
🎥 Video Library
📈 Presenters
🚗 Checked-In 3
⟨⟩ Authenticate the App
⚙ Configuration
📊 Reporting

Videos Created vs. Watched

Checked In ● Created ● eVHCs ● Watched

Statistics	Checked In	Created	eVHCs	Watched
Week to Date	0	0	0	0
Month to Date	5	2	2	1
Year to Date	82	51	43	6
Visible Period	4	1	1	0

✉ Email Export   🎥 View Videos

Red Work Identified

£600.00
£500.00
£400.00
£300.00
£200.00

Presenter League

#	Name	Videos
🏆1	Andrew Morrow ▾ You Dealer Principal or General Manager at 393 Services	1	View

📈 View All   👥 Manage Users

Optional Extras
● Follow Up
● Notify
● Rate This Video
● SMS
● Video Review
● eVHC Integration (Workshop Plus)

There are 547 users online. (?)

Follow Up

Displaying results up to Friday, 28 September 2018.

Statistics

Scheduled	0
Sent	52

🎥 View Videos

Ratings

Dealer Dashboard

The individual dealer dashboard shows the overall statistics for 'video purposes' used, 'work identified' and 'cars checked in vs videos made'.

The 'recent activity' section shows up to the minute information for videos created, viewed and sent by the dealership.

The options along the top of the page allow you to view results for a different dealership or change the date range for the current dashboard view.

You can hover your mouse over the pie charts to display more detail including total number and percentage.

By clicking on each segment of the pie charts, you can drill down into the video library relating to that specific segment of the chart.

Video Library

The Video Library lists all of the videos taken to date by the technicians at the dealership. The videos can be filtered using the 'status', 'purpose' and 'video taker' options at the top of the page.

The Icons on the right hand side indicate the status of each video, including 'delivered', 'opened', 'watched' and 'bounced'.

You can view a summary report for each individual video by selecting the down arrow to the right of each video in the list.

To play the video click on the video thumbnail. To view the details for an individual video simply click on the 'view full details' button. If Rate This Video is enabled and a customer has rated the video, the star rating will appear on the thumbnail.

Video View

The individual video view includes a summary on the right side showing the activity relating to the video itself including when it was 'created', 'sent' and 'viewed' by the customer.

More detailed information about the video is displayed at the bottom of the page including presenter and customer details.

The buttons underneath the video allow you to delete the video or keep it forever.

Customer View

The 'Customer View' button at the top opens the video on the video presentation page that the customer sees when they receive the video.

Manage Users

If you have 'manager' status or above the 'Manage Users' button on the menu bar allows you to add, delete and update user details and permissions.

You can also add and delete users, update their profile photo, give them access to other dealerships and view the videos they have created.
w the instructions on the screen.

Get the App

This is where Dealers can authorize the Application by scanning the QR Code. Simply follo...

Manage Devices

The Manage Devices tab available from the Configuration drop down on the left hand vertical menu, enables the Dashboard user to Manage the device being used by their Dealer site.

This page displays how many devices are being used at the Dealer site. The default number of licences is generally 10 although this number can vary according by Dealer.

Should the number of devices exceed the number of licenses, for example the Dealer might have used 9 out of 10 licences and want to add 2 new users, then the Dashboard user should click on Order more licences.

Please complete the form below to submit a request for help to our customer support team.

Email Address *

Your e-mail address.

Contact Number *

The best number to contact you on.

Request Subject *

A few words to summarise your issue.

Request Description *

To help us resolve your request as quickly as possible please provide a detailed description of the issue.

Submit Request

Fields with * are required.

Support

If you have any questions or issues relating to the dashboard you can raise a ticket using the 'Support' button on the menu bar. Clicking on "Knowledgebase" provides a list of useful articles answering the most common suppor issues.

CitNOW's dedicated customer support team will aim to respond to your query within two working hours during office opening hours which are 9:00am to 5:30pm Monday to Friday (excluding English Bank Holidays).

Account

The 'Account' button on the menu bar allows you to update your details, profile picture or change notifications and password.