



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>

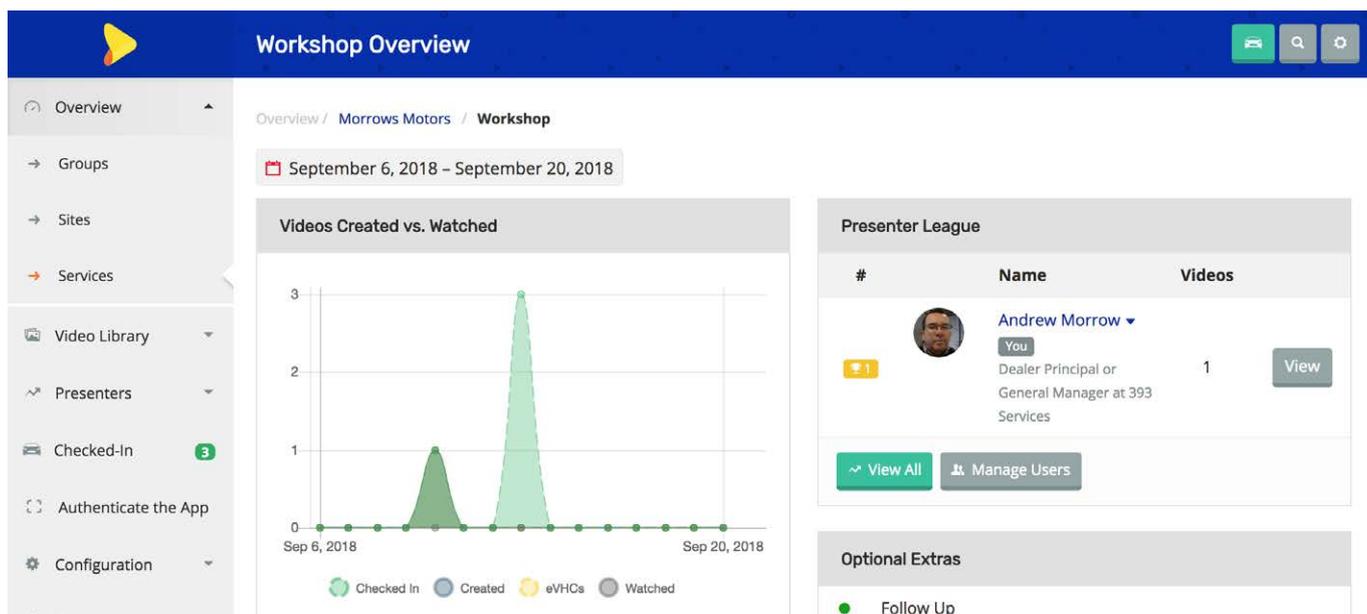
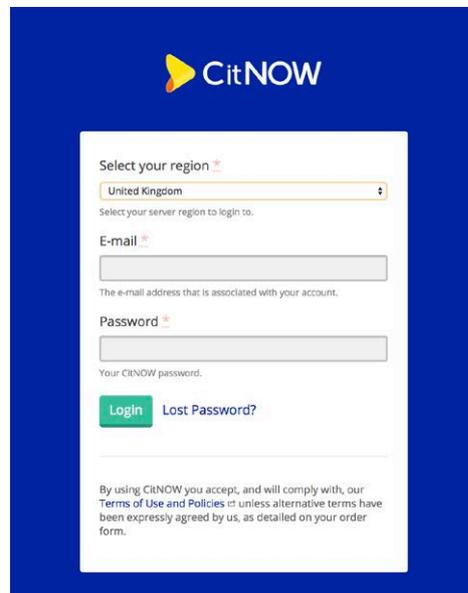
If you forget your password select 'Lost Password?' at the bottom of the login screen.

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

Videos Created vs. Watched

Line chart showing metrics from Sep 6, 2018 to Sep 20, 2018. Legend: Checked In (green), Created (blue), eVHCs (yellow), Watched (grey).

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

Buttons: Email Export, View Videos

Red Work Identified

Line chart showing Red Work Identified from £200.00 to £600.00.

Presenter League

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

Buttons: View All, Manage Users

Optional Extras

- Follow Up
- Notify (There are 547 users online. (?)
- Rate This Video
- SMS
- Video Review
- eVHC Integration (Workshop Plus)

Follow Up

Displaying results up to Friday, 28 September 2018.

Statistics

Scheduled	0
Sent	52

Button: 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.

The screenshot displays the 'Video Library' interface. At the top, there's a navigation bar with a yellow play button icon and the text 'Video Library'. Below this, a breadcrumb trail shows 'Video Library / ŠKODA - Workshop / Workshop'. A search bar and a date range filter ('July 24, 2018 - August 23, 2018') are visible. The main content area shows a list of four video thumbnails, each with a customer name and license plate (e.g., 'Mrs XZ', 'Mr MO', 'Mrs DF', 'Mr DE'). To the right of each thumbnail are icons for 'Overview', 'Manage', and a status icon (e.g., 'Sent', 'Watched', 'Details').

The detailed view of a video (license plate 'VE') is shown below. It includes a star rating (5 stars), a 'View Full Details' button, and a 'Customer View' button. The 'Latest Activity' section shows a customer rating of 5 out of 5, a watch event, and two system messages (SMS sent and email queued). The 'Details' section lists recording information, watch count, and costs for urgent and advisory work.

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.

The screenshot shows the 'Video - VE' interface. On the right, there is a summary of activity:

- Customer:** The customer has given this video a rating of 5 out of 5. Always good to see what's going on underneath. Thanks. Thursday, 23 August 2018 11:18
- Customer:** The video, VE, has been watched. Thursday, 23 August 2018 11:16 - 100% Watched
- System:** An SMS for the video VE, has been sent to the customer. Thursday, 23 August 2018 11:15
- System:** An email for this video has been queued to send. Thursday, 23 August 2018 11:14

Below the video, there are buttons: **Nominate for Video Award**, **Keep Video Forever**, **Delete Video**, **Download Video**, and **Resend**.

The **Details (Edit)** section includes:

- Stock ID: VE
- Customer: Mr
- Video Rating: ★★★★★
- Presenter: Steve
- Video Purpose: eVHC
- Device Name: iPod touch
- Video Authorised: Yes
- Uploaded: 5 hours ago

The screenshot shows the 'Customer View' interface. Below the video, there is a registration summary:

- Registration: VE
- Technician: Steve
- Service Advisor:
- Email: skoda.co.uk
- Phone: 0151

There are buttons for **Call Retailer** and **Email Retailer**.

Below that is the **Cost Breakdown** section:

Please review the items listed below and authorise work that you'd like carried out on your vehicle.

Legend: ● Visually Ok ● Advisory ● Urgent ● Not Checked Full Report

Item	Status	Price	Include
Under Bonnet			
Engine Oil Level	●	-	-
Engine oil level full			

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. with the instructions on the screen.

Name	Created	Login Access	
Paul Dealer Principal or General Manager at 3 Services	15 Feb 2013	✓	View Details
James Workshop Controller	17 Oct 2017	✓	View Details
Tony Service Advisor	17 Oct 2017	✓	View Details
Keir Service Advisor	17 Oct 2017	✓	View Details
Kris Service Advisor	17 Oct 2017	✓	View Details
Brown Technician	17 Oct 2017	✓	View Details
Bayliss Workshop Controller	17 Oct 2017	✓	View Details

- Video Library
- Presenters
- Checked-In 18
- Authenticate the App
- Configuration**
- Manage Devices
- Manage Users
- Edit Configuration
- Documents
- Reporting
- Academy
- Support
- Account

Get ready to make videos for **ŠKODA** - Workshop by following instructions below.

1. Download and install the application to your iPod/iPhone/iPad using the link below.
2. If you received the device from CitNOW, the application is already pre-installed.
3. Once installed, click 'Scan QR'.
4. Point your camera at the QR code below to download your licence key. You will be prompted to create a user account.
5. Make videos!

* If you are unsure about your device time setting you can refer to [this guide](#).

Download Links

<https://apps.citnow.com/go/workshop>



Configuration

QR code valid for: 14 minute(s)



Get the App

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

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 licences, 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.

The screenshot shows the 'Manage Devices' page for 'ŠKODA's Devices'. At the top, a yellow banner states: 'You have used 3 out of a total of 10 licences.' Below this is a table with three columns: 'Information', 'Install Source', and 'User'. The table lists three devices, all of which are 'iPod Touch 6G - iPod touch'. The first device is 'Activated', while the other two are marked with a red 'X' and 'Deactivate' buttons. A note at the bottom of the table states: 'Devices marked with [red X] are active, and count towards the licence total.'

Information	Install Source	User
iPod Touch 6G - iPod touch (Edit) 2ABC	Pre-Installed	Multi-user [Active]
iPod Touch 6G - iPod touch (Edit) 4090	App Store	Multi-user [Deactivate]
iPod Touch 6G - iPod touch (Edit) 434A	App Store	Multi-user [Deactivate]

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

Email Address * **Contact Number ***
Your e-mail address. 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.

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 support 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.

Edit Profile

Account Details

You can update your profile using the form below. We'll use some of these details on customer facing pages, so please make sure they are accurate—we don't want any mistakes!

Title *
Mr

First Name *

Last Name *

E-mail

E-mail address is a protected field. If you require your e-mail address to be updated, then please raise a support request by [clicking here](#).

Biography 0/450

Telephone

WeChat ID

Reply To

Specify a Reply To e-mail address to mask your e-mail address from customers. Instead we'll show the e-mail address you set here on video pages and emails. You'll still receive emails from us that you'd normally get such as notifications and reports.

E-mail Mask
email@company.com

Profile Photo

Please make sure your photo is no larger than 2MB and it's a GIF, JPEG or PNG. You can crop it afterwards.

Select a Photo