



June 14, 2022

Hello Store Managers and Senior Assistant Managers,

To help improve our Happy Customers gauge and provide more data to support the customer journey, effective today, the Journey Tracker report is now available on the KC.

### **What you need to know**

- The Journey Tracker provides Our Customers with a real-time update of their vehicle's service to help them better plan and schedule their day.
- The report is updated each month and shows the frequency that each salesperson is engaging with customers to generate the SMS (text) message with their unique Journey Tracker link.
- The minimum target goal for each employee is to meet the company average (currently at 80%). Employees meeting or exceeding the goal are shown in green.
- The Journey Tracker Report can be accessed from the **Accurate Wait Times Secondary Drivers** link on the [Store Manager](#) and [Senior Assistant Manager](#) AOR pages.

### **Our ask of you**

#### **Senior Assistant Managers:**

- Please leverage this new reporting data to help you identify improvement opportunities in your store.
- Please ensure you are continuing to follow the [Journey Tracker Certified Best Practice](#) to enroll customers in the SMS message updates.

If you have any questions, please use the Feedback button on your AOR page.

Thank you for striving to be the BEST!