ServiceIQ INDiQATOR

DEALER CHECKLIST

THE NEW SERVICE ECONOMY

Your service **health check**

Eleven checks to take back to your dealership, with the ServiceIQ network numbers to compare yourself against.

3.42M	1.38M	900+	13
service bookings taken through ServiceIQ	driveway check-ins completed in Engage	dealers using ServiceIQ	OEMs using ServiceIQ

Xtime is now ServiceIQ

xtime → ServiceIQ

SERVICEIQ LIVE WEBINAR
Thursday 12 November 2026
Network data: Nov 2025 – Oct 2026

How to use this checklist

Work through each check with your service manager. Tick what's in place, and note what isn't. Where we show a network number, compare it with your own on the last page. None of this is a silver bullet; together, these are the set-ups that help you protect service margin.

01 Booking

How customers get into your workshop

- [ ] **Customers can book online**
  Online service booking is live on your website and easy to find from your service pages.

  27%
  of ServiceIQ bookings are made online by the customer

- [ ] **Online shows the same times as the phone**
  Compare the next available time online with what your team offers on the phone today. They should match.

  38%
  of online bookings are made outside business hours

- [ ] **You know your real lead time**
  Check how many days ahead your customers actually book, not just your next available slot.

  11 days
  typical (median) time booked ahead

- [ ] **Loan car share checked against the network**
  If your loan car share is well above the network, ask what the loan cars are for, and offer a wait or an express slot first.

  About 1 in 8
  bookings take a loan or courtesy car

02 Workshop set-up

How the work is split once it's booked

- [ ] **Teams: express, main shop, EV, diagnostic**
  Booking teams control the mix of work, so you hit budget every month. In ServiceIQ: **Teams**.

  2.7%
  of bookings are fully electric today

- [ ] **An express bay with its own capacity**
  Choose which jobs count as express, set daily slots and duration, and open them online. In ServiceIQ: **Capacity**.

  3x
  online customers are three times as likely to wait

- [ ] **Skills set, with daily limits on specialist jobs**
  Match jobs to the technicians who can do them, and cap specialist work per day. In ServiceIQ: **Skills**.

  Set once
  then bookings follow the rules

- [ ] **Custom hours for long jobs**
  Book long or uncertain jobs, like diagnosis, into set times (for example, mornings only) so they don't block the express line.

  Example
  diagnosis booked into mornings only

03 Retention

Winning the next visit

- [ ] **Future service appointments switched on**
  Set the rule for when the next invitation goes out (for example 10, 11 or 12 months after the visit). The ServiceIQ team sets it up once.

  Automatic
  offer, confirm, booked

- [ ] **Next visit offered before every customer leaves**
  Make booking the next service part of every handover, at the counter or on collection.

  About 5%
  leave with the next service already booked

- [ ] **Return rate checked against the network**
  Of the cars you serviced a year ago, how many came back? Compare your share with the network.

  57%
  come back for another booking within 13 months

Compare yourself with the network

Fill in your own numbers. Your Dealer Performance Consultant can help you pull them from ServiceIQ.

MEASURE	SERVICEIQ NETWORK	YOUR DEALERSHIP
Typical time booked ahead (median)	**11 days**	
Bookings made 4 or more days ahead	**85%**	
Bookings made online by the customer	**27%**	
Online bookings made outside business hours	**38%**	
Customers who take a loan or courtesy car	**12.3%**	
Customers who wait at the dealer	**8.2%**	
Customers who leave with the next service booked	**About 5%**	
Customers back for another booking within 13 months	**57%**	

Source: ServiceIQ, live Australian dealers, Nov 2025 – Oct 2026. Lead time: 2.3M bookings made ahead by customers. Online bookings: made by the customer on the dealer's website, as a share of 3.42M bookings; times in the dealer's local time. Transport: 3.25M service bookings. Next service booked: 48-day sample, up to 8% including bookings in the dealer's own system. Return rate: visits Oct 2024 – Sep 2025 followed to Oct 2026; 63% including returns booked in the dealer's own system. Fully electric share: ServiceIQ bookings by vehicle type.

NEXT STEP

Not sure where you stand? We'll run this check with you.

Contact details are on the back page.

Talk to our team →

TALK TO US

Want help with any of these checks?

Our team sets these up with dealers every week. Get in touch and we'll walk through your results with you.



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Learn more about ServiceIQ

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