Retired Features in TVP.X

After careful consideration, the following functionalities have been retired or updated. Please see below for a full list of retired features and their updates. You can click on any of the retired features to view more information.

[RETIRED: Confirm Appointment Request Page](#)

[RETIRED: Vehicle Tile Indicator showing the appointment has been confirmed by motorist](#)

[RETIRED: Prompt to review and send the inspection result to motorist when moving the vehicle to the Approval workflow step](#)

[RETIRED: Ability to reassign the inspection to the technician through a "reassign inspection" button from the work order popup](#)

[RETIRED: "Notify customer" and "text messages" tabs in "customer communication" popup](#)

[RETIRED: Smart Chat alert on the Today's Vehicle Page (TVP) highlights the job that was chatted about when the item is clicked from the TVP chat.](#)

[RETIRED: When you moved the vehicle into the Waiting for Work Finished workflow step, a popup would ask you to confirm the technician you want to assign any new work to. A service advisor who was already busy was then required to complete these additional clicks even when it is not necessary.](#)

[RETIRED: When the vehicle was moved into the Waiting for Pickup workflow step, a next appointment popup would ask you to schedule the next appointment.](#)

[RETIRED: Links to customer vehicle service center and vehicle profile from customer communication popup](#)

[RETIRED: Ability to perform an inspection from Today's Vehicle Page.](#)

[RETIRED: Canned chat messages for the SA on the Today's Vehicle Page and technician on the app](#)

[RETIRED: Tech app: Vib Alert Support](#)

[RETIRED: Tech app: Reassign jobs button in the Job Overview tab](#)

[RETIRED: Motorist Inspection Results: Ability to keep the topic order of the inspection sheet on the motorist inspection result](#)

[RETIRED: Inspection Metrics Report](#)

[RETIRED: "Teams" Feature](#)

[RETIRED: MyCarVitals App Support](#)

## RETIRED: Confirm Appointment Request Page

All open appointment requests are shown in the Task Manager. It is best to assign them to the production manager. If no one is marked as the production manager, the first SA on the staff list in Inspection Settings will receive the appointment requests. Requests are also listed in the Conversation Center, when the "appointment request" message type is selected.

RETIRED: Vehicle Tile Indicator showing the appointment has been confirmed by motorist

Removed.

RETIRED: Prompt to review and send the inspection result to motorist when moving the vehicle to the Approval workflow step

In order to not disrupt the service advisor, the service advisor will now choose when to send the inspection.
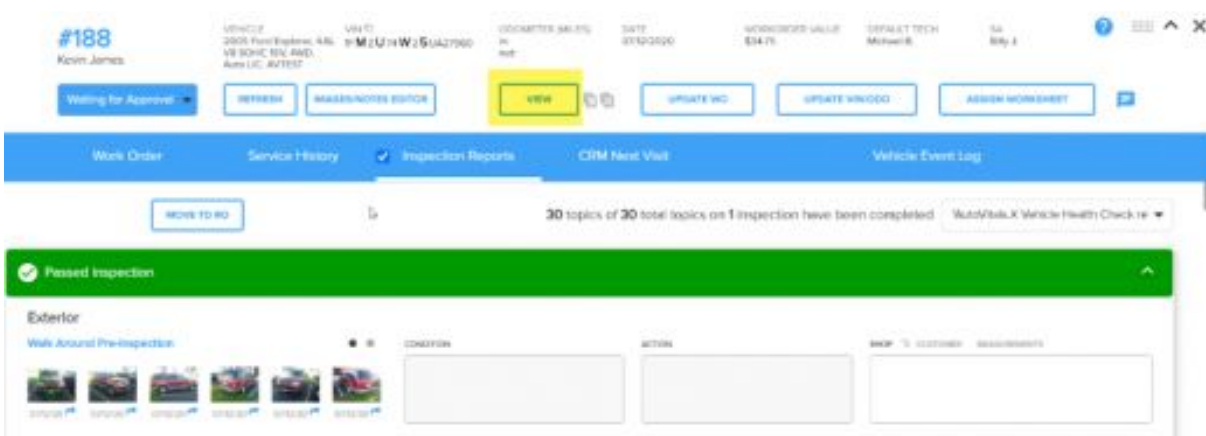

RETIRED: Ability to reassign the inspection to the technician through a "reassign inspection" button from the work order popup

The Service Advisor can easily communicate through chat if the technician needs to make any further modifications to the inspection.

RETIRED: "Notify customer" and "text messages" tabs in "customer communication" popup

By clicking the communication status icon on the vehicle tile the shop can communicate with the customer and review past communication
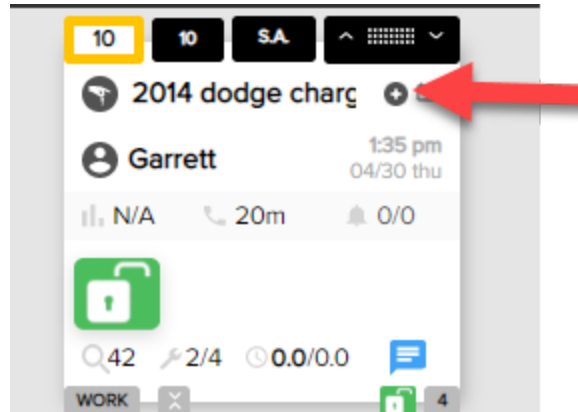
RETIRED: Smart Chat alert on the Today's Vehicle Page (TVP) highlights the job that was chatted about when the item is clicked from the TVP chat

The service advisor can click the RO from the chat
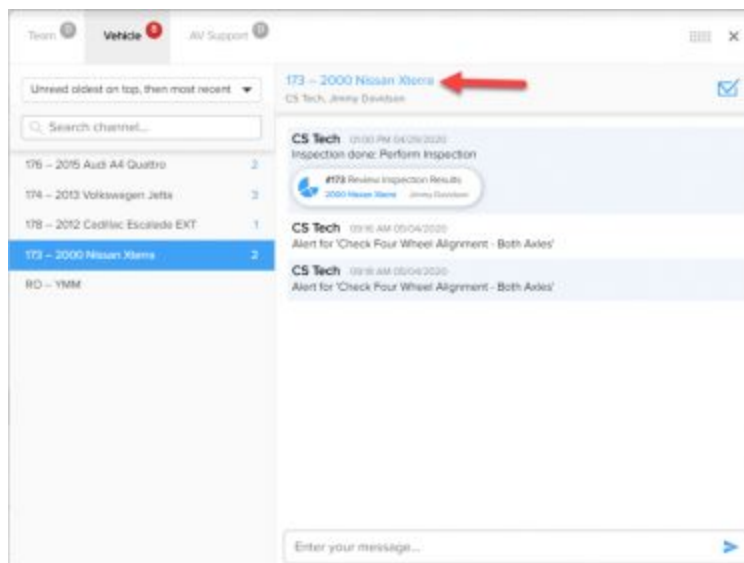
RETIRED: When you moved the vehicle into the Waiting for Work Finished workflow step, a popup would ask you to confirm the technician you want to assign any new work to. A service advisor who was already busy was then required to complete these additional clicks even when it is not necessary.

Option 1 (Default): When you move the vehicle into the Waiting for Work Finished workflow step, all newly added work is assigned to the default technician.

Configuring Option 1 (Default): In Inspection Settings, the Waiting for Work Finished workflow step must be configured to approve jobs when the vehicle is moved to this step.

Option 2 (best for shops that re-dispatch work after initial work is complete): When you move the vehicle into the Waiting for Work Finished workflow step, the newly added work is not automatically approved or assigned. An Assign Work task is created for the Service Advisor or Production Manager.

Configuring Option 2: In Inspection Settings, the Waiting for Work Finished workflow step must be configured to not approve jobs when the vehicle is moved to this step. Click here to learn more.
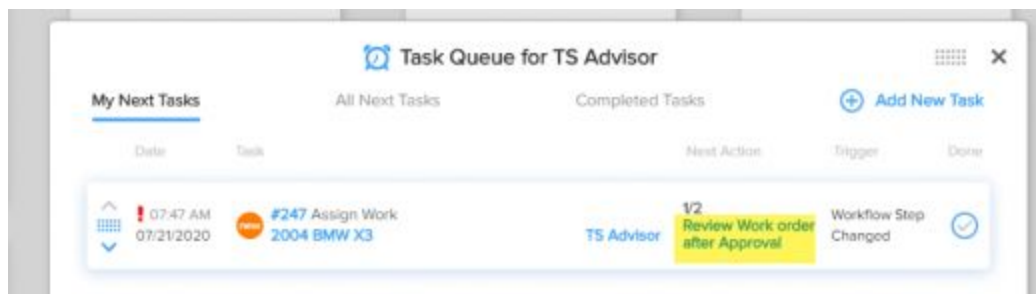
RETIRED: When the vehicle was moved into the Waiting for Pickup workflow step, a next appointment popup would ask you to schedule the next appointment.

No forced popup appears when moving the vehicle to the Pickup step. Instead the service advisor can click the Next button
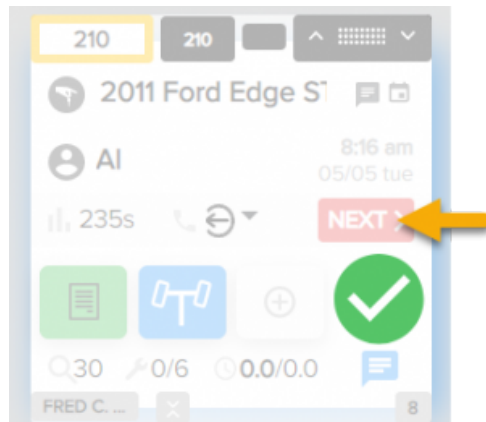
RETIRED: Links to customer vehicle service center and vehicle profile from customer communication popup

Removed due to low usage.

RETIRED: Ability to perform an inspection from Today's Vehicle Page.

The inspection should be performed from the tech app (which is now also supported on the phone), and only edited from the Today's Vehicle Page for best usability and results.

RETIRED: Canned chat messages for the SA on the Today's Vehicle Page and technician on the app

A tech submitting an inspection from the work order by clicking the 100% job completion and smart alert will populate the Review and Send Inspection task.
A tech submitting the work order using the Submit button will populate the Review Work Order task.
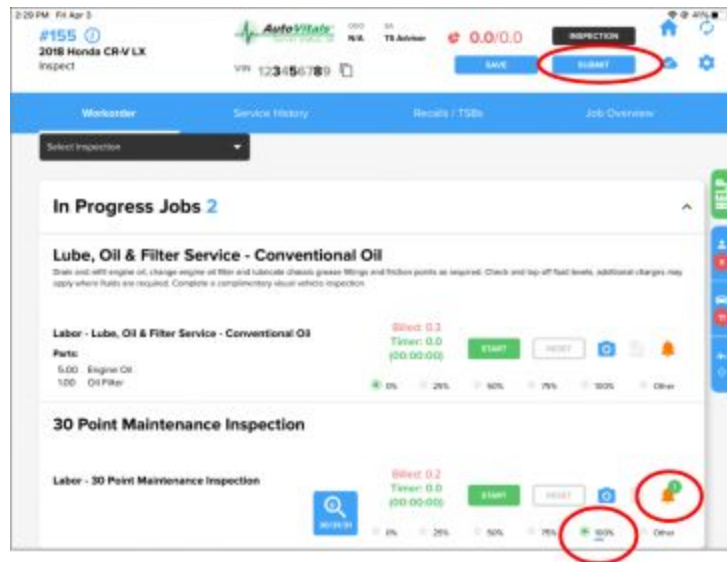
RETIRED: Tech app: Vib Alert Support

Removed.

RETIRED: Tech app: Reassign jobs button in the Job Overview tab

Job reassignment is completed in the Point of Sale or on the Today's Vehicle Page.

RETIRED: Motorist Inspection Results: Ability to keep the topic order of the inspection sheet on the motorist inspection result

In order for better readability, inspection topics can only be sorted by status. The order of the statuses is determined on the Edit Inspection Sheets page. Within the status topics with notes go first, then images, then check-marks.

RETIRED: Inspection Metrics Report

The Business Control Panel has relevant metrics. Note: The Technician Effectiveness Report, and TeE-Times reports are also available on TVP.X.

RETIRED: "Teams" Feature

Removed.

RETIRED: MyCarVitals App Support

Removed