

AutocheX Quick Start Guide

The Customer Experience Program (AutocheX)

Viewing your Mitchell AutocheX reports and surveys

There are a number of reports that all AutocheX users will have access to. You are able to view your data for each carrier program you participate in that utilizes AutocheX.

Go to your Desktop and double-click the RepairCenter™ icon.

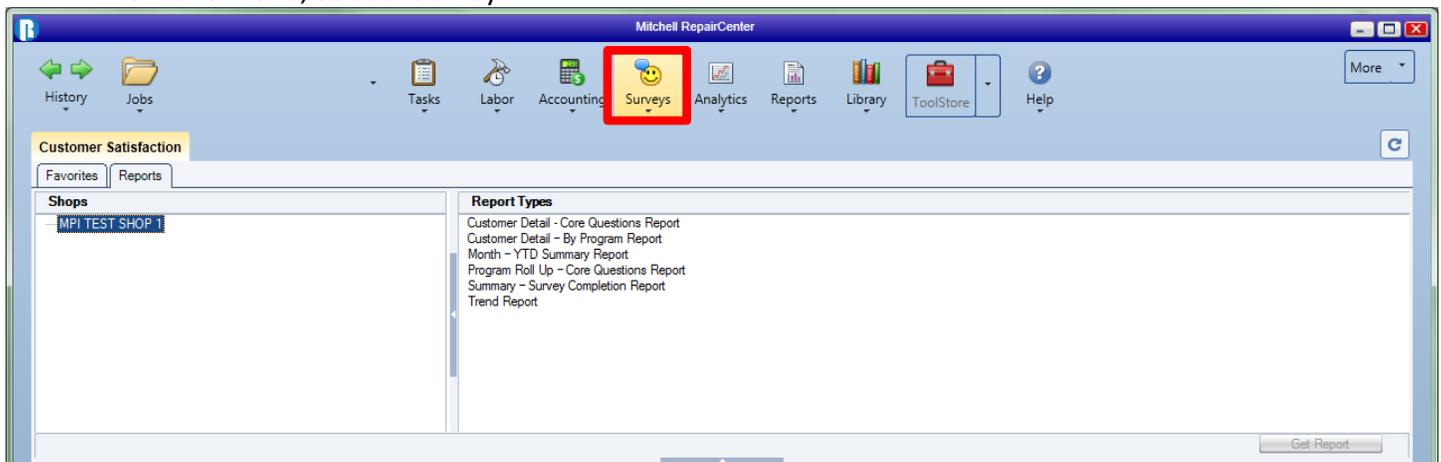


In order to access RepairCenter and your CEM reports, you will need to log into RepairCenter using your assigned username and password. Click Log In. Note: Your log-in information is confidential and specific to your shop. If you have forgotten your password, please select the Forgot Password link.

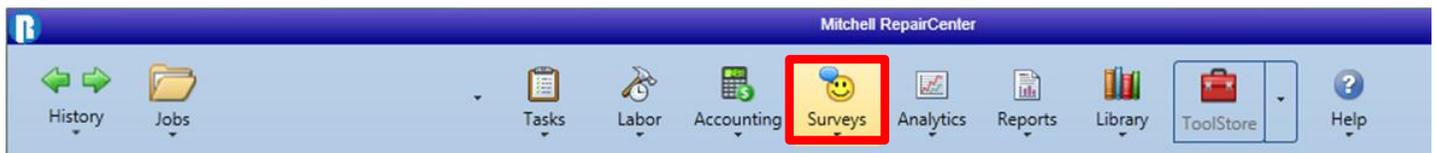
A screenshot of the Mitchell RepairCenter login window. The window has a blue header with the text 'Mitchell RepairCenter'. Below the header is the Mitchell RepairCenter logo. The main area contains a login form with the following elements: 'Username:' followed by a text input field; 'Password:' followed by a text input field; a checkbox labeled 'Remember me next time'; a green 'Log In' button; a grey 'Cancel' button; and two blue links: 'Forgot password' and 'Change password'. At the bottom left, there is the Mitchell logo and the text: 'Copyright © 2012 Mitchell International, Inc. Portions by ComponentOne. Copyright © ComponentOne LLC 1991-2001. All rights reserved.'

AUTOCHEX/REPAIRCENTER CEM ORIENTATION

From the menu, select "Surveys".

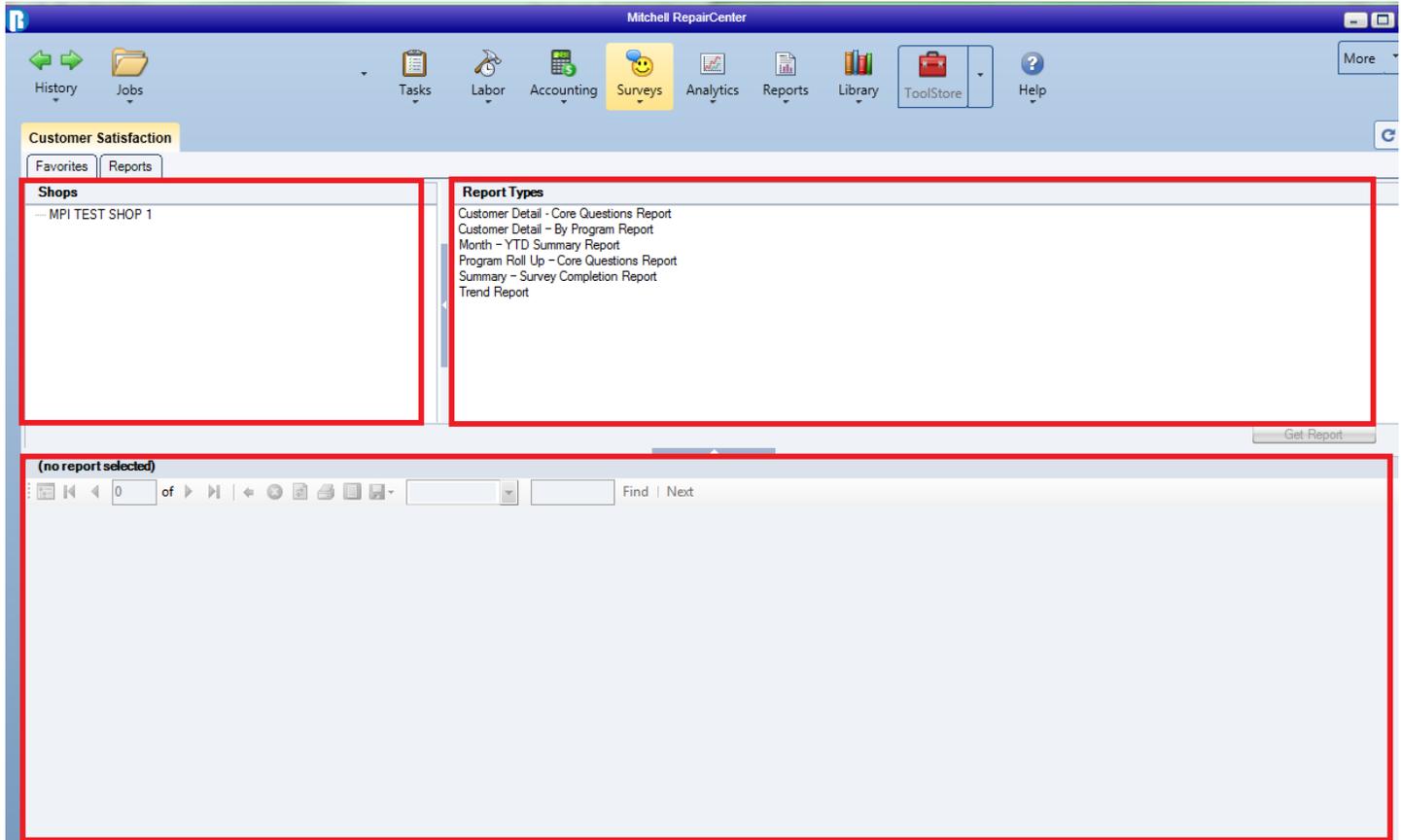


If the "Survey" icon does not appear in the Top Menu please contact Mitchell Tech Support at 1-800-448-4401, select Option 2 for Technical Support". Or you can create a support ticket via MiPortal Customer Support at <https://www.mitchell.com/support>

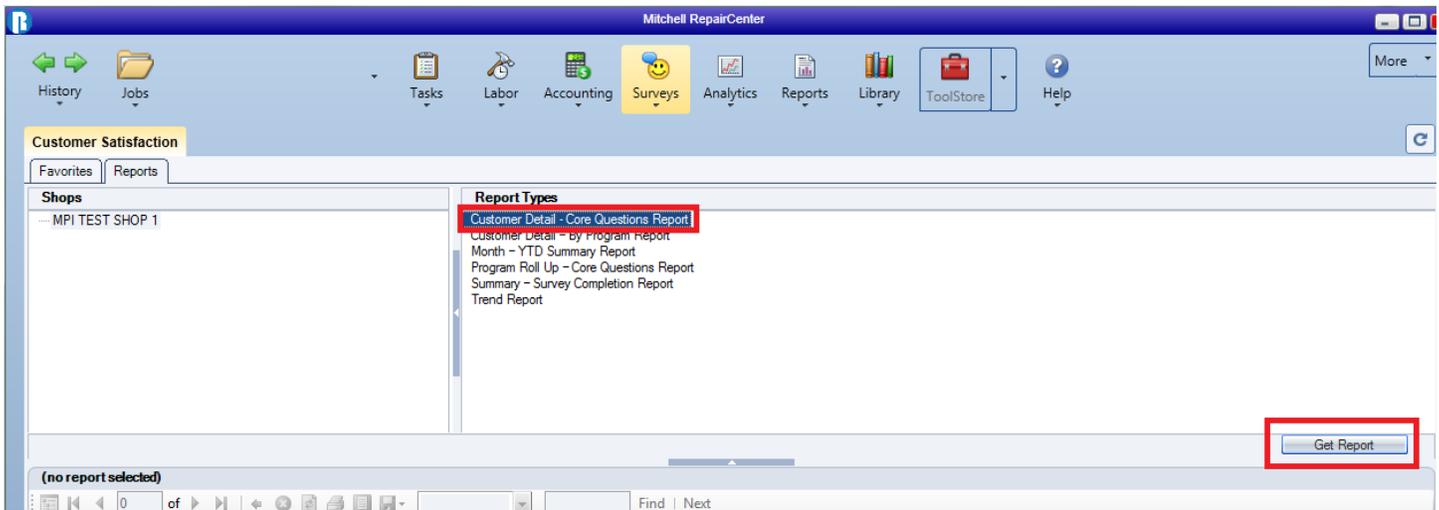


Select the reports tab. There are three main areas within the Customer Satisfaction section as shown below:

Shops, Report Types, and Report Information – this is where the report renders (located in the lower part of the screenshot)



In the Report Types section, choose the desired report. Once selected, click “Get Report”, the report will generate in the lower part of the screen.



If you would like to adjust the parameters on your report, you can select different options. In this example, if you would like to view the November date range, you would make your selection in the “Start Month” and “End Month”, and then click the “View Report” button.

The report will render in the lower section, depending on what was selected. Click on the **customer name** link within the report to view any comments the customer may have provided with their survey response.

Customer Detail - Core Questions Report

Program: All Date Range: Last Month Start Month: Nov 14 End Month: Nov 14 Service Writer: All Insurance Company: All View Report

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by Autochex

Customer Detail - Core Questions Report Insurance Company: All

Service Writers: All

November 14

All Programs

	Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 1	NA	40025160	11/21/2014	10	10	Yes	Yes
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 2	NA	40864994	11/21/2014	9	5	No	No
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 3	NA	41066522	11/21/2014	10	10	Yes	Yes
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 4	NA	42161755	11/21/2014	9	10	Yes	Yes
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01	11/21/2014	9	9	No	Yes

Once run, the reports can also be exported and printed in a variety of formats (Excel, PDF, CSV, etc.) by selecting the export icon, which will display a drop down and allow you to select your preferred format. This is located in the toolbar directly above the report.

Customer Detail - Core Questions Report

Program: All Date Range: Last Month
 Start Month: Nov 14 End Month: Nov 14
 Service Writer: All Insurance Company: All

1 of 1 Find | Next

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by Autochex

Customer Detail - Core Questions Report Insurance Company: All
 Service Writers: All
 All Programs November 14

Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 1	NA	40025160 11/21/2014
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 2	NA	40864994 11/21/2014
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 3	NA	41065622 11/21/2014
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 4	NA	42161755 11/21/2014
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01 11/21/2014

Mitchell AutocheX reports types

Customer Detail Core Questions

This report shows the survey responses and alerts to the core questions (quality, customer service, on-time delivery, kept informed, return vehicle and refer shop) for all customers across all carrier programs in which you participate. Alerts are displayed on all responses with an **A** and indicate where the person responded to the Refer Shop question with a score between 1 and 6. If you opted to receive emailed alerts, you would have also received a Customer Alert e-mail that included a copy of the survey. Customer Alerts are usually sent the next business day after the interview is completed.

Customer Detail - Core Questions Report

Program: All Date Range: Last Month
 Start Month: Nov 14 End Month: Nov 14
 Service Writer: All Insurance Company: All

1 of 1 Find | Next

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by Autochex

Customer Detail - Core Questions Report Insurance Company: All
 Service Writers: All
 All Programs November 14

Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	Alert
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 1	NA	40025160 11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 2	NA	40864994 11/21/2014	9	5	No	No	No	4	A
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 3	NA	41065622 11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 4	NA	42161755 11/21/2014	9	10	Yes	Yes	No	10	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01 11/21/2014	9	9	No	Yes	Yes	9	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 6	NA	43295092-01 11/21/2014	7	6	Yes	Yes	Yes	5	A
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 7	NA	43498254-01 11/21/2014	8	8	Yes	Yes	No	8	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 8	NA	43626860-01 11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 9	NA	43639455-01 11/21/2014	9	10	Yes	Yes	No	7	
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 10	NA	43703365-01 11/21/2014	7	8	No	Yes	No	5	A
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 11	NA	43721495-01 11/21/2014	10	10	Yes	Yes	No	10	

Customer Detail by Program

This report will display all the scores and alerts by customer for each question by specific carrier selected.

Customer Detail - By Program Report

Program: MPItest Date Range: Last Month
 Start Month: Nov 14 End Month: Nov 14
 Service Writer: All Insurance Company: All

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by Autochex

Customer Detail - By Program Report Insurance Company: All
 12/22/2014 11:06:15 AM PST Service Writers: All
 MPI-test November 14

	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Shop Quality	Shop Service	On Time	Return Vehicle	Kept Informed	Refer shop	Alert
MPI TEST SHOP 1	Blank	JANE.DOE.1	NA	40026160	11/21/2014	10	10	Yes	No	Yes	10	
MPI TEST SHOP 1	Blank	JANE.DOE.2	NA	40864994	11/21/2014	9	5	No	No	No	4	A
MPI TEST SHOP 1	Blank	JANE.DOE.3	NA	41086522	11/21/2014	10	10	Yes	No	Yes	10	
MPI TEST SHOP 1	Blank	JANE.DOE.4	NA	42161755	11/21/2014	9	10	Yes	No	Yes	10	
MPI TEST SHOP 1	Blank	JANE.DOE.5	NA	42886255-01	11/21/2014	9	9	No	Yes	Yes	9	
MPI TEST SHOP 1	Blank	JANE.DOE.6	NA	43295092-01	11/21/2014	7	6	Yes	Yes	Yes	5	A

The Month-YTD Summary Report

This Month-YTD Summary Report shows your shop's monthly and YTD performance on the core questions in the specific month selected for the program(s) selected.

Month - YTD Summary Report

Program: All Date Range: Last Month

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by Autochex

Month - YTD Summary Report

All Programs November 14

	Surveys		Quality		Service		On Time		Kept Informed		Vehicle Returned		Refer Shop		NPS	
	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD
MPI TEST SHOP 1	19	44	9.2	9.2	9.2	9.2	78.9 %	78.9 %	89.5 %	89.5 %	10.5 %	10.5 %	8.6	8.6	47.4 %	47.4 %
MPI TEST SHOP 1 TOTAL	13	24	9.2	9.2	9.2	9.2	78.9 %	78.9 %	89.5 %	89.5 %	10.5 %	10.5 %	8.6	8.6	47.4 %	47.4 %

Program Roll Up – Core Questions Report

This report shows each of the AutocheX programs your shop participates in, and your shop’s performance on the core questions for those programs during the time period selected. The core questions are Quality, Service, On Time, Kept Informed, Vehicle Returned and Refer Shop. The result for NPS (Net Promoter Score) is also displayed.

Program Roll Up - Core Questions Report

Program: All Date Range: Last Month
 Start Month: Nov 14 End Month: Nov 14

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MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by AutocheX

Program Roll Up – Core Questions Report

All Programs November 14

Program	Surveys	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	NPS
MPI-test	19	9.2	9.2	78.9 %	89.5 %	10.5 %	8.6	47.4 %
Total	19	9.2	9.2	78.9 %	89.5 %	10.5 %	8.6	47.4 %

Summary Survey Completion Report

This report shows the number of surveys completed, alerts generated for the programs that utilize alerts, customer records received (sample) and time frame selected.

Summary - Survey Completion Report

Program: All Date Range: Last Month

1 of 1 Find |

MPI TEST SHOP 1 Mitchell RepairCenter CEM powered by AutocheX

Summary – Survey Completion Report

November 14

All Programs

	Surveys		Alerts		Samples	
	Mo	YTD	Mo	YTD	Mo	YTD
MPI TEST SHOP 1	8	44	2	4	19	107
MPI TEST SHOP 1 TOTAL	2	24	0	2	13	72

Trend Report

This report shows how the shop has performed on every question in the survey, month by month, over the past year. Select the applicable program to see the trending for that program.

Mitchell RepairCenter CEM <small>powered by Autochex</small>															
Trend Report															
5/7/2014 8:53:11 AM PST															
May 14															
On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend <insert carrier name> to a friend, family member or business colleague?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.8	10.0	10.0	10.0	10.0	10.0	10.0	9.7	10.0	10.0	10.0	0.0	10.0	9.9	9.9
Number of responses	5	3	4	1	2	1	5	3	4	2	3	0	3	12	33
On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.8	10.0	10.0	10.0	10.0	10.0	10.0	9.8	10.0	10.0	10.0	0.0	10.0	9.9	10.0
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
On a scale of 1 to 10, how would you rate your satisfaction with the quality of the work completed to your vehicle?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.4	9.8	9.5	10.0	10.0	10.0	10.0	10.0	10.0	9.5	10.0	0.0	10.0	9.9	9.8
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
How would you rate the courtesy of the shop's representatives?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	10.0	10.0	0.0	10.0	10.0	10.0
Number of responses	0	0	0	0	0	0	0	5	5	2	3	0	3	15	15
Was your vehicle ready when promised?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Percentage 'Yes'	100.0 %	83.3 %	100.0 %	100.0 %	100.0 %	100.0 %	80.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	100.0 %	100.0 %	95.5 %
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
Was your vehicle repaired correctly the first time?															
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Percentage 'Yes'	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	80.0 %	100.0 %	100.0 %	100.0 %	0.0 %	100.0 %	93.3 %	93.3 %

Mitchell AutocheX managing Favorites and Subscriptions

Creating a Favorite

If you tend to use the same reports frequently, you can save it for future use by opening the report and then clicking on the Favorites tab in RepairCenter. To do this, click on the “Save as Favorites” button located at the bottom right corner of the reports area. Manitoba Public Insurance would like all Repair Shops to add the following reports to their “Favorites”.

Customer Detail - Core Questions Report

Program Roll Up - Core Questions Report

Once the report is saved, just click on the Favorites tab and double click the report name to open it. The report will generate based on the parameters selected at the time the favorite was created.

Manage Favorite / Subscription

Favorite Name

Schedule for Automatic Delivery



Customer Detail - Core Questions Report

Program: Date Range:

Start Month: End Month:

Service Writer: Insurance Company:

Mitchell RepairCenter CEM powered by AutocheX

Customer Detail - Core Questions Report Insurance Company: All
Service Writers: All
November 14

Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	Alert
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 1	NA	40025160	11/21/2014	10	10	Yes	Yes	No	10
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 2	NA	40864994	11/21/2014	9	5	No	No	No	4
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 3	NA	41065522	11/21/2014	10	10	Yes	Yes	No	10
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 4	NA	42181755	11/21/2014	9	10	Yes	Yes	No	10
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01	11/21/2014	9	9	No	Yes	Yes	9
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 6	NA	43296092-01	11/21/2014	7	6	Yes	Yes	Yes	5
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 7	NA	43498254-01	11/21/2014	8	8	Yes	Yes	No	8
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 8	NA	43626890-01	11/21/2014	10	10	Yes	Yes	No	10
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 9	NA	43639455-01	11/21/2014	9	10	Yes	Yes	No	7
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 10	NA	43703365-01	11/21/2014	7	8	No	Yes	No	5
MPI TEST SHOP 1	MPI-test	Blank	JANE DOE 11	NA	43721495-01	11/21/2014	10	10	Yes	Yes	No	10

Creating a Subscription

When you save a report as a Favorite, there is also an option to schedule automatic delivery of the report daily, weekly or monthly to the email address (es) you designate. To create a subscription, check the “Schedule for Automatic Delivery” and complete the information in the “Send To” and “Schedule” area. Once completed, save your subscription.

MPI Recommended Report Subscriptions

Manitoba Public Insurance would like all Repair Shops to subscribe to automatic delivery of the following “Favorite Reports”. Manitoba Public Insurance asks that all Repair Shops schedule automatic delivery of the report daily, weekly or monthly to the email address (es) you designate.

Customer Detail - Core Questions Report

Program Roll Up - Core Questions Report

Manage Favorite / Subscription

Favorite Name:

Schedule for Automatic Delivery

Send To

E-mail address:

E-mail subject:

E-mail message:

Report format:

Schedule

One time only

Every day

Day of the week S M T W T F S

Specific time

Last Sent on

All times are Pacific Time

This concludes the overview of RepairCenter CEM.

If you have questions about using RepairCenter CEM call Mitchell Customer Service at 1-800-922-5129 or send an email to acxcustsvc@mitchell.com.

If you need technical support call Mitchell Tech Support at 1-800-448-4401, select Option 2 for Technical Support or you can create a support ticket via MiPortal Customer Support at <https://www.mitchell.com/support>