

Audi UK have launched their first online booking facility capable of managing servicing and MOT (vehicle inspection) requests in real-time and confirming appointments almost immediately.



Audi owners can visit the 'Owners Area' at www.audi.co.uk throughout the day or night, seven days a week, and arrange everything they need from their local Audi Centre in just a few clicks, Audi says.

The online system facilitates booking of a range of appointments, including major and minor services, complimentary health checks, MOTs, general investigations and diagnostics. It also offers various mobility preferences for convenience, including courtesy car booking, collection and delivery, courtesy lift arrangements, while-you-wait services and the option to select the Audi Cam video-based diagnosis service.

Customers first choose their preferred Audi Centre, and can find the nearest one to their location by entering a town or postcode. They are then asked to select the service they require. Available times and dates are then offered, and can be selected along with additional services such as a courtesy car or courtesy lift. Once a selection is made, the chosen date and time is immediately blocked out by the system for the customer and a confirmation is displayed including a booking reference number and an estimated total cost for the work booked. Finally, this price is confirmed by the Audi Centre by either email or text.

This new system debuts only a few months after Audi Cam revolutionised workshop servicing by enabling Audi Centre technicians equipped with video cameras to film diagnoses and beam the resulting clips, along with an estimated price for the necessary job highlighted, to owners' computers and smartphones before work begins.