

CDA Pidgins Claim Integration

File Work Orders P.	.O. Inventory MFG Dealers Vendors Communica
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역교 Work Order	
Main Unit Status	Parts Totals Completed Billing Accessorie
Claim #: 55555 # Days In: -122	Pidgins Message Thread
Customer Informatic Last Name DOUGHER Address 1011 BROA Zip Code 94520	ACME Services Hello, this is Chris with ACME Services, I'm your s to your location to work on your unit. Depending or soon!
Email PAUL@CDA	888-888-8005 Great.Thx
Unit Information Brand LG Prod Code REFR	ACME Services Please 'Schedule Online Now' at http://sch-now.com optionally text me back to schedule. Thank you!
Purchased 11/ 8/	ACME Services Hello this is Angela K. with ACME Services, I want 432417.
Job Information Complaint	888-888-8005 I am ready. When's your next available?
Default Parts Coverage 6 O C.O.D. O Warranty @ 3rd Party O C.O.D. O Warranty @ 3rd Pa	
In-House Sub-Status 1758 1758	3 - COD REJECT

CDA Software v.10 was rebuilt with a strong understanding that the lifestyle of the repair industry's customers has changed significantly these last two decades. So much so that over 90% of your customers now have a smartphone. For this reason, CDA Software implemented CDA Pidgins text messaging not only as a stand-alone application, but also built directly into the CDA desktop.

For every phone number field, you see in CDA we validate that phone number to see if it's a mobile number, voip number or a landline. If it's a landline phone number, we will not open the Pidgins texting thread; if it's a mobile or voip number we will open the texting thread.

Once you open the texting thread, you can start having a texting conversation with your customer in real-time time. Amazing? We agree!

Highlights

• Every phone number field in CDA is verified to see if it's a mobile number,

voip number or a landline. All mobile/voip numbers will be activated to open a CDA Pidgins thread so you can directly text the customer within the CDA desktop application.

- Attach pictures sent by customers directly to a claim with a right click.
- Text a scheduling link directly to the customer within CDA desktop.
- View all previous customer text conversations, and pictures sent, directly from CDA desktop.
- Start a texting conversation with your customer directly from CDA desktop.

Contact Us Today To Learn More

Text us: +1-510-422-0079 Call us: +1-800-451-0137



