



Audi Quality Reporting Platform (AQR)

- User guide



Version 2.0



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Audi Quality Reporting Platform (AQR)



1 AUDI QUALITY REPORTING CONSOLE

1.1 LOG IN

To log into the Audi Quality Reporting Console, open your internet browser and navigate to <https://aqr.audi.com.au/admin>. Enter your username and password to continue.

➔ Login

Username

Username is required

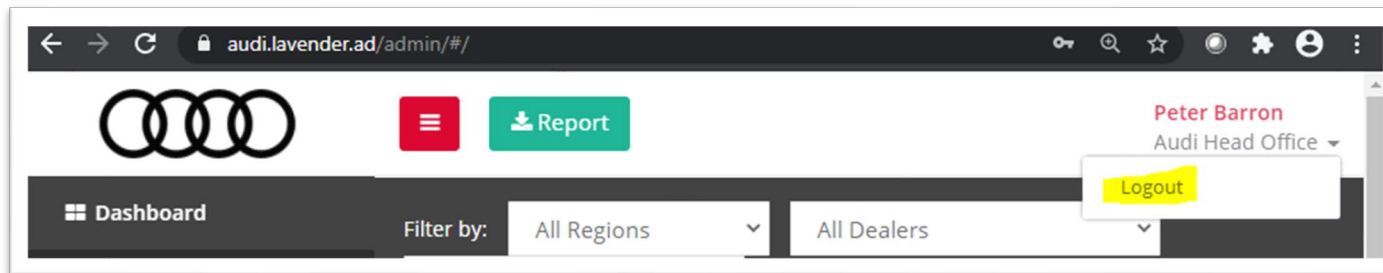
Password

Password is required

Login

1.2 LOG OUT

To log out, click on the Log out link in the top right-hand corner as per below screenshot.



1.3 AQR DASHBOARD

The menu on the left-hand side allows you to navigate to different sections of the reporting console.

The Filter bar allows you to filter results. You can select the type of report you want to view results for as well the time-period when reports were completed.

Click on the button to download the report in csv.

The menu at the top right-hand corner allows you to logout.

Report statistics for the selected period.

Filter by: All Regions | All Dealers | All reports

Date range: 2020-10-01 | 2020-11-05 | Week | Month

Export Report

Report Statistics:

- 6600 Reports** (Overall for the past month)
- 76 Score** (Average for this week)
- 68% Uplift** (In reports completed)
- 56% Vehicles checked** (of total (retail and warranty) throughput (6600 of 11766))

Latest Reports

Search VIN: **Search** **Refresh**

Date	RO#	Score	VIN	Registration	Report Type	Dealer Name	Dealer Code
2020-11-05		100	WAUZZZ4M2LD021831	Ekt66k	Vehicle Delivery Checklist	Audi Centre Sydney	A2012

Audi Quality Reporting Platform (AQR)



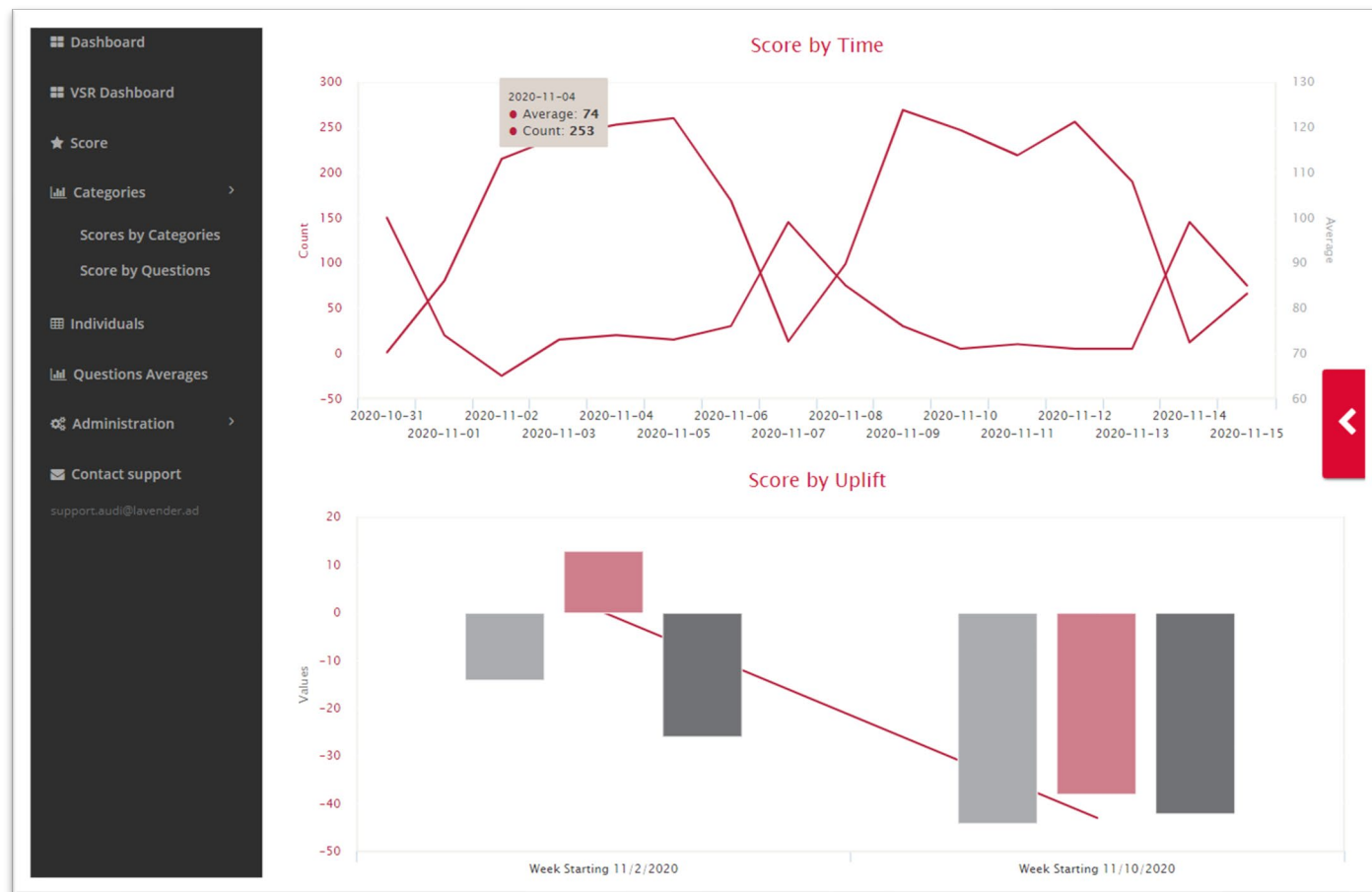
VIN search
function.

Selecting a report from the
list will provide you with
the specific report details.

1.4 REPORTS

1.4.1 SCORE BY TIME

This report provides an overview of the AQR scores over time and the quantity completed.



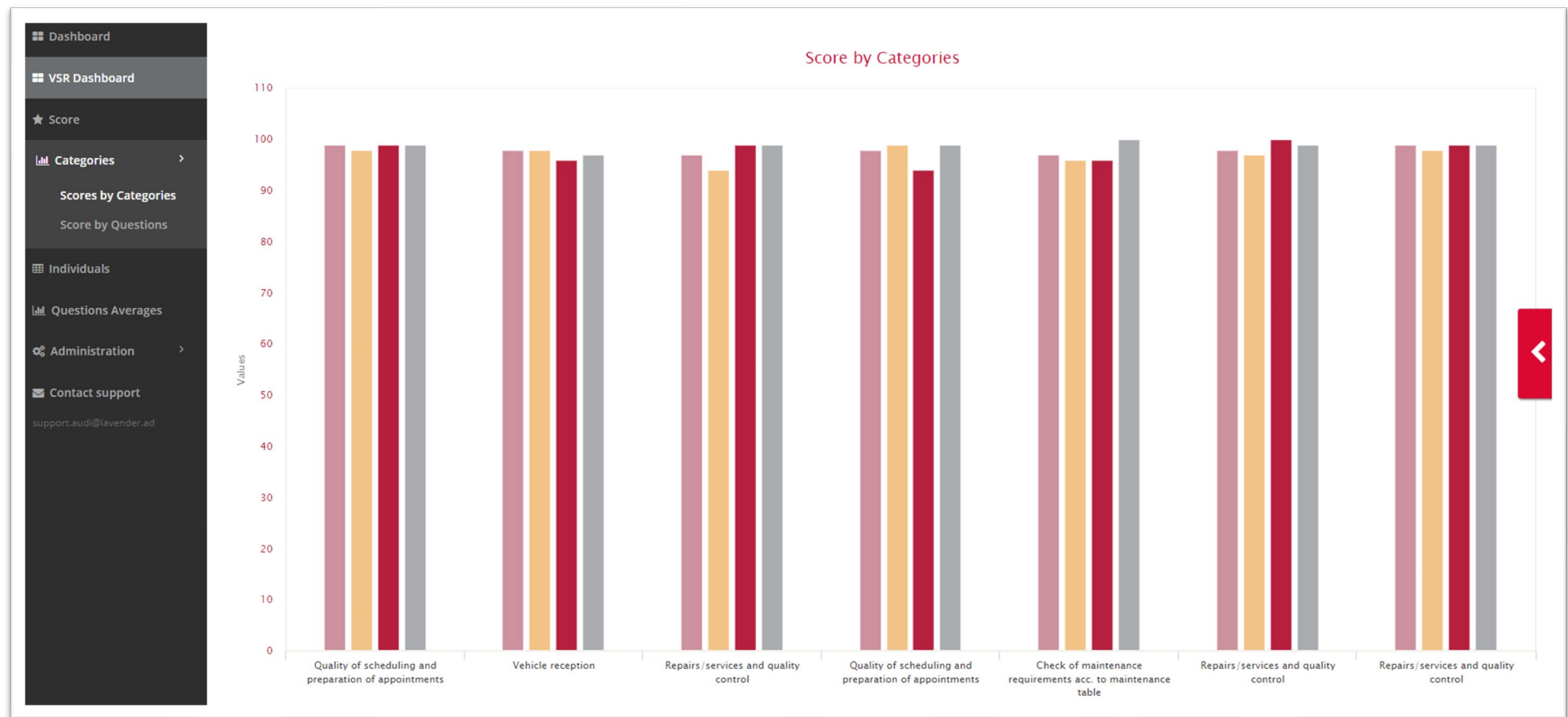
Shows the average score and number of checks completed for the selected report over the date range provided.

Shows whether there has been an increase or decrease in the number of checks completed relative to the previous period. It also shows how your dealer is performing relative to other regions and the national

1.4.2 SCORE BY CATEGORIES AND QUESTIONS

These reports allow you to identify trends and problem areas in the service/repair or quality control process. By identifying areas that have a lower score than others, you can investigate and resolve the underlying cause.

By Category:



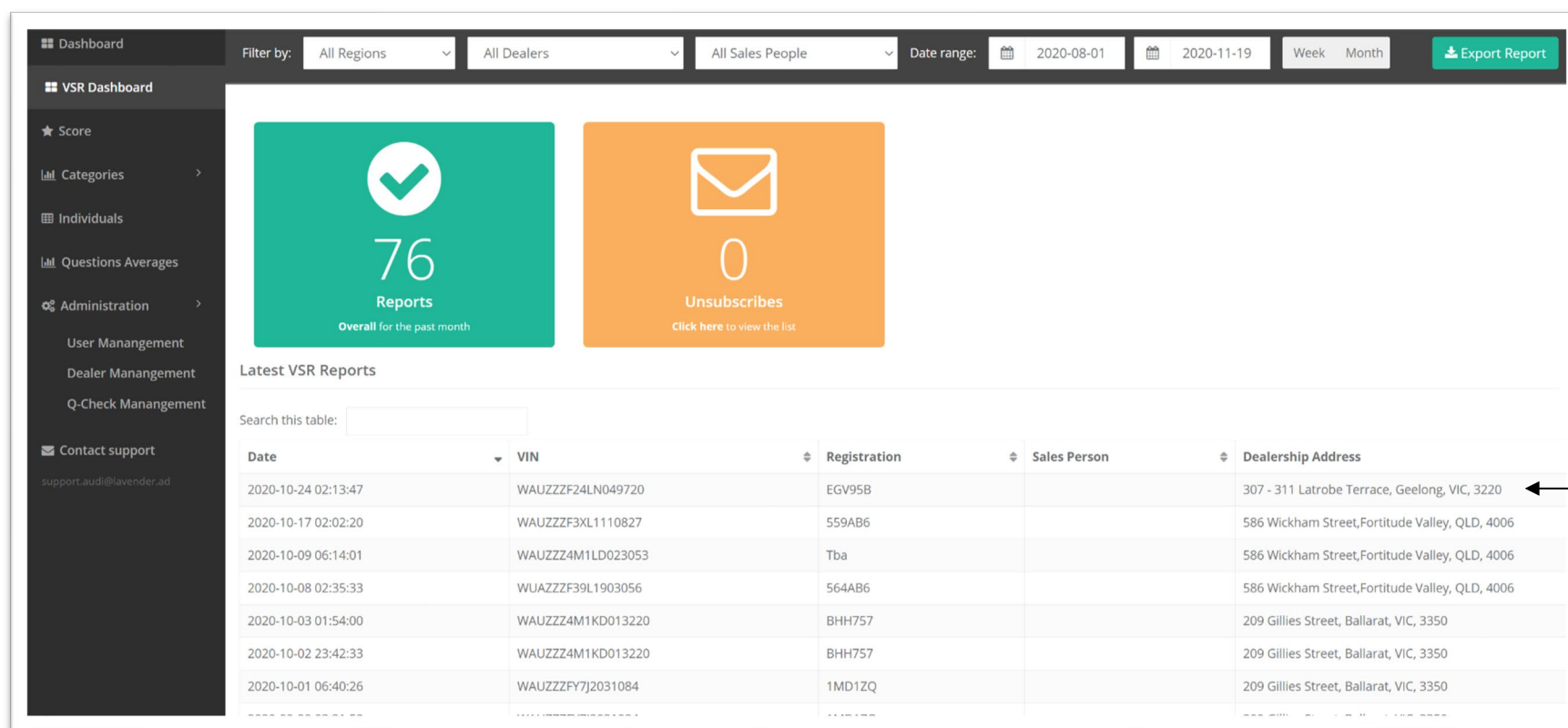
By Question:



1.5 VSR DASHBOARD

VSR is a platform that provides the Audi dealer network with the ability to utilise the power of video combined with hyper-personalised communication and industry leading technology to entice, engage and ultimately convert a prospective customer into an Audi advocate and ultimately, owner.

This dashboard provides useful statistics and access to detailed report information including email, vehicle, landing page tracking statistics and videos sent to the customer.



Selecting a report from the list will provide you with the full report details.

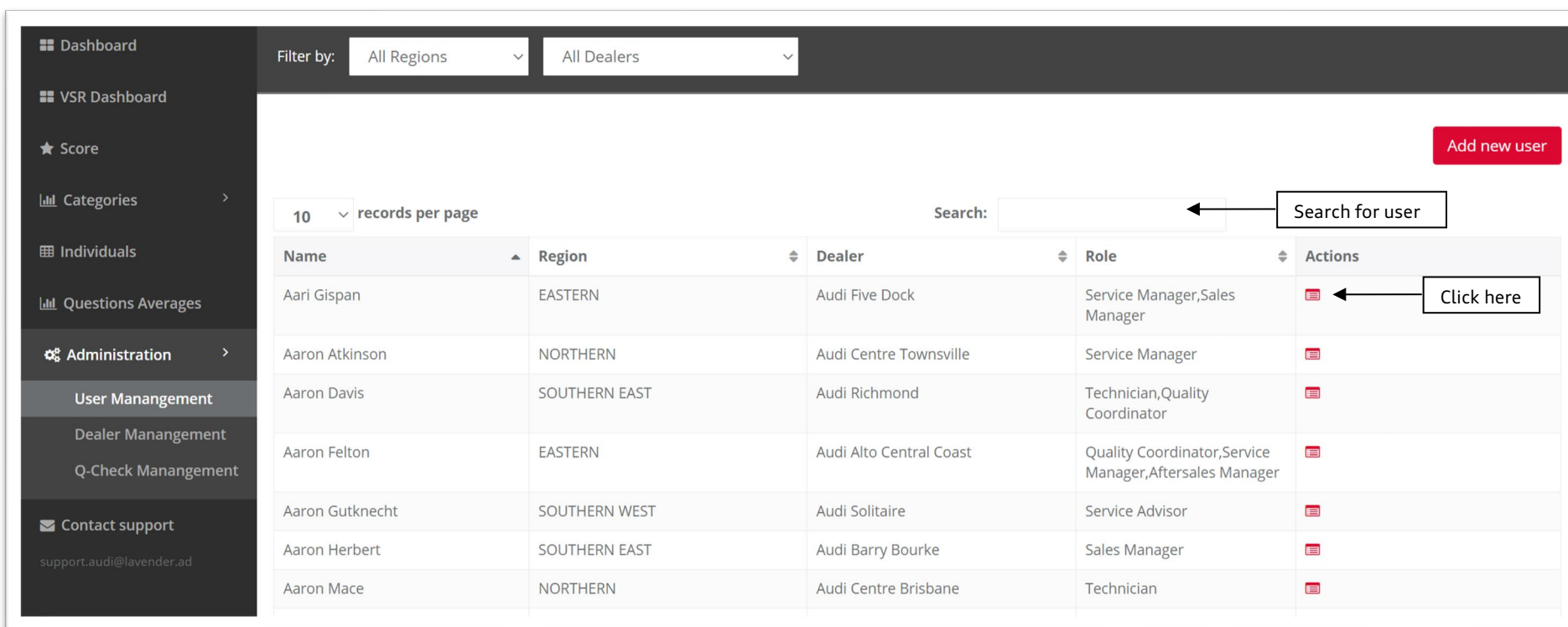
Note: This dashboard is only available to individuals who have the right permissions.

1.6 ADMINISTRATION

1.6.1 USER MANAGEMENT

To edit an existing user, navigate to **Administration>User Management** and search for the user using the search field, once found click the profile edit icon as indicated below.

Note: This functionality is restricted to roles that have administration privileges i.e. Dealer principal or Service Manager.



Dashboard

VSR Dashboard

Score

Categories

Individuals

Questions Averages

Administration

User Management

Dealer Management

Q-Check Management

Contact support

support.audi@lavender.ad

Filter by: All Regions All Dealers

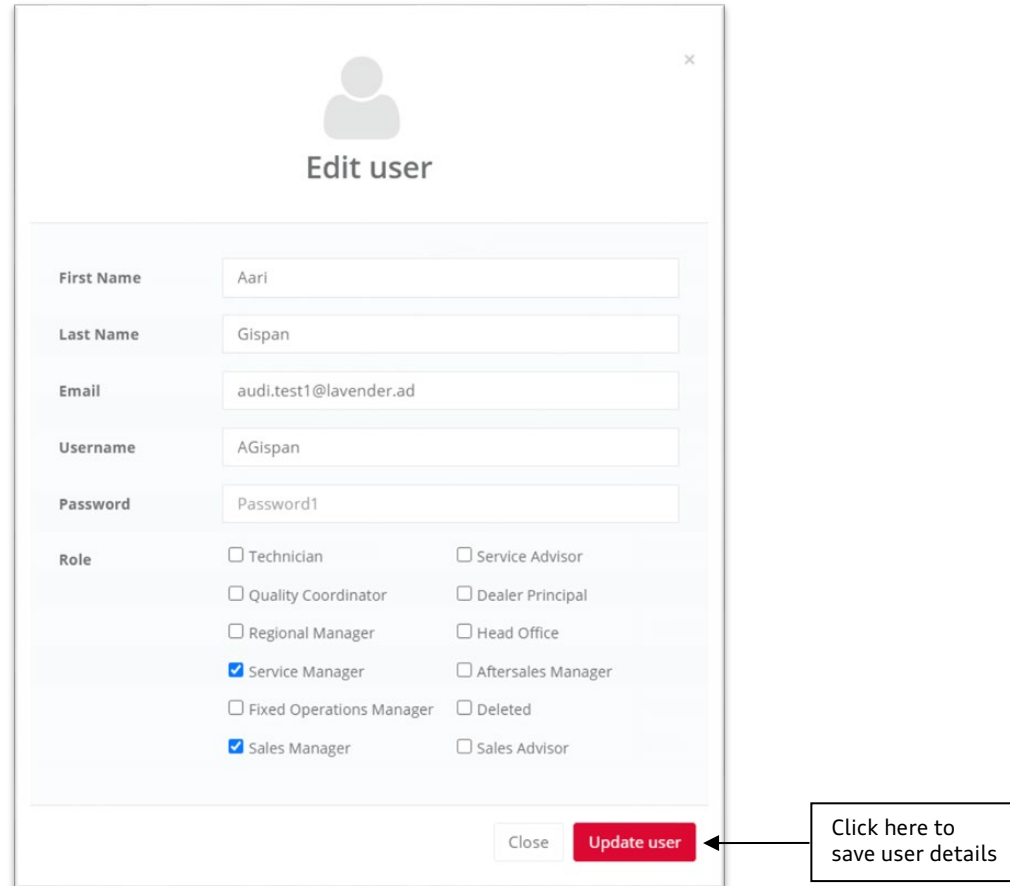
10 records per page

Search: Search for user

Name	Region	Dealer	Role	Actions
Aari Gispan	EASTERN	Audi Five Dock	Service Manager,Sales Manager	 Click here
Aaron Atkinson	NORTHERN	Audi Centre Townsville	Service Manager	
Aaron Davis	SOUTHERN EAST	Audi Richmond	Technician,Quality Coordinator	
Aaron Felton	EASTERN	Audi Alto Central Coast	Quality Coordinator,Service Manager,Aftersales Manager	
Aaron Gutknecht	SOUTHERN WEST	Audi Solitaire	Service Advisor	
Aaron Herbert	SOUTHERN EAST	Audi Barry Bourke	Sales Manager	
Aaron Mace	NORTHERN	Audi Centre Brisbane	Technician	

Add new user

Once the user has been selected you can then proceed to update the user's details including their name, password, and roles in the details window. Ensure you click the **Update user** button to save user's new details.



Edit user

First Name: Aari

Last Name: Gispan

Email: audi.test1@lavender.ad

Username: AGispan

Password: Password1

Role:

☐ Technician	☐ Service Advisor
☐ Quality Coordinator	☐ Dealer Principal
☐ Regional Manager	☐ Head Office
☒ Service Manager	☐ Aftersales Manager
☐ Fixed Operations Manager	☐ Deleted
☒ Sales Manager	☐ Sales Advisor

Close **Update user**

Click here to save user details

1.6.2 UNDERSTANDING AQR USER ROLES

Roles	Permissions and functions
Technician	Access to all tabs except for Administration, VSR and Appears within the list of technicians on the AQR app
Quality Coordinator	Access to all tabs except for Administration, VSR and Appears on the AQR operator list on the AQR app
Service Advisor	Access to all tabs except for Administration, VSR and Appears on the list of Service Advisors on the AQR app
Dealer Principal	Access to all tabs except for AQR management and has dealer specific admin access
Regional Manager	Same as above and manages the dealers in that specific region
Head Office	Same as above, with elevated access to manage dealers in the network.
Service Manager	Access to all tabs except for AQR management, VSR and user management specific for the dealer.
After Sales Manager	Access to all tabs except for AQR management and user management specific for the dealer.
Sales Manager	Access to all tabs except for AQR management and user management specific for the dealer.
Fixed Operations Manager	Same as above.
Sales Advisor	Access to VSR dashboard only and appears on the list of Sales Advisors on the AQR app for VSR.
Deleted	Removes access and hides the user from the AQR app

1.6.3 ADDING A NEW USER

To add a new user, navigate to **Administration > User Management** and simply click the Add new user button on the top right of the list view. You can then complete all fields required to set up the new AQR user. All fields are mandatory and must be completed.

Add a new user

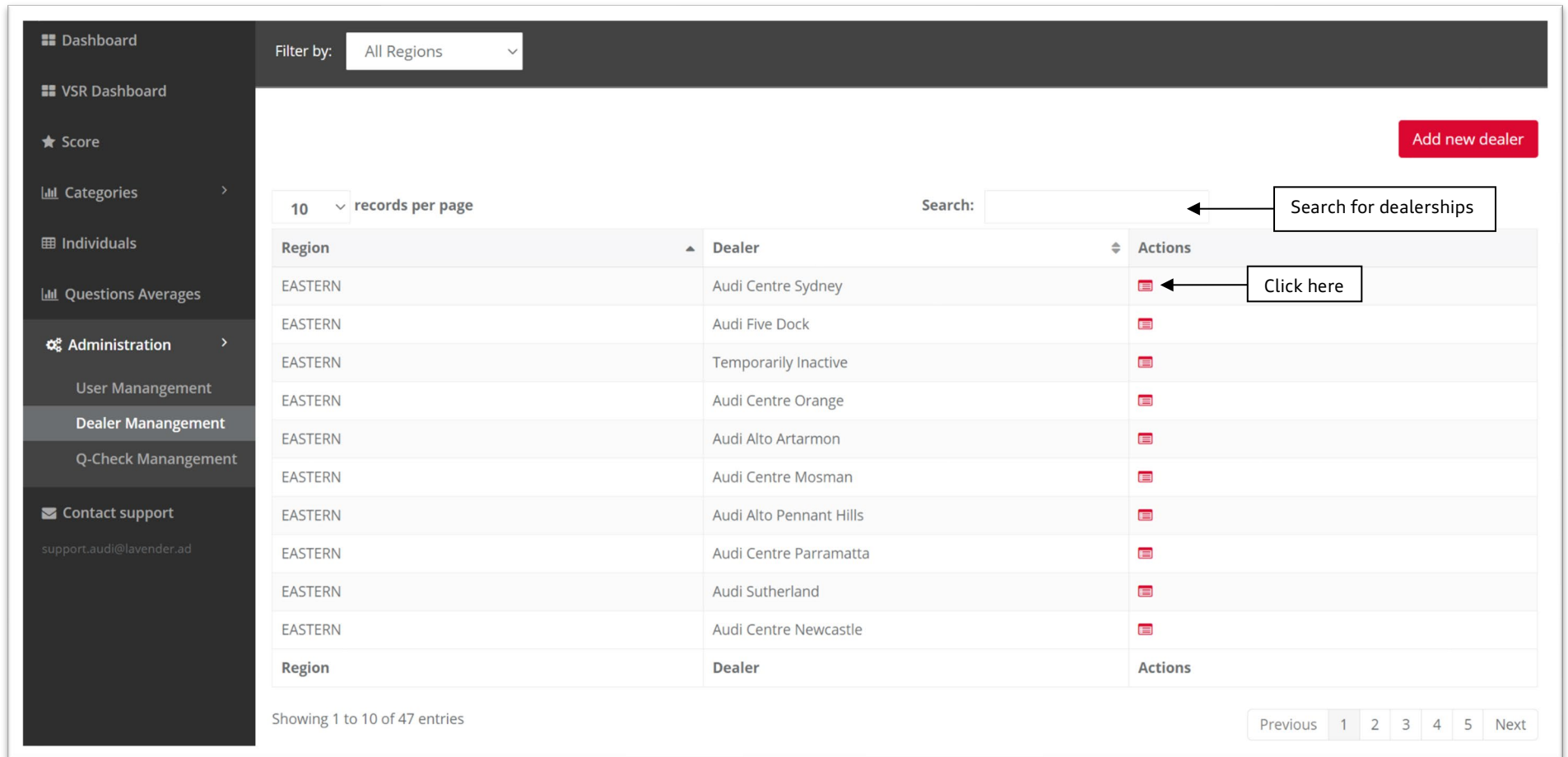
Region	EASTERN
Dealer	Audi Centre Sydney
First Name	eg. Joe
Last Name	eg. Smith
Email	joesmith@example.com
Username	joesmith Username is required
Password	Password1 Password is required
Role	☐ Technician ☐ Quality Coordinator ☐ Regional Manager ☐ Service Manager ☐ Fixed Operations Manager ☐ Sales Manager ☐ Service Advisor ☐ Dealer Principal ☐ Head Office ☐ Aftersales Manager ☐ Deleted ☐ Sales Advisor Select at least 1 user role

Click here to create the new user

Note: This functionality is restricted to roles that have administration privileges i.e. Dealer principal or Service Manager.

1.6.4 DEALER MANAGEMENT

To edit the details of a dealership, navigate to **Administration > Dealer Management** and search for the specific dealer using the search function. Once found click the edit icon as indicated below, to view and edit the dealership details.



The screenshot displays the Audi Quality Reporting Platform (AQR) Dealer Management interface. The sidebar on the left contains navigation options: Dashboard, VSR Dashboard, Score, Categories, Individuals, Questions Averages, Administration (selected), User Management, Dealer Management (highlighted), Q-Check Management, and Contact support. The top bar shows a filter by 'All Regions' and a search bar. A red button 'Add new dealer' is in the top right. The main table lists dealerships with columns for Region, Dealer, and Actions. The first row shows 'EASTERN' for Region and 'Audi Centre Sydney' for Dealer. The Actions column contains an edit icon. Annotations include a box 'Search for dealerships' pointing to the search bar and a box 'Click here' pointing to the edit icon. The bottom of the table shows 'Showing 1 to 10 of 47 entries' and a pagination bar with 'Previous', '1', '2', '3', '4', '5', and 'Next'.

Region	Dealer	Actions
EASTERN	Audi Centre Sydney	
EASTERN	Audi Five Dock	
EASTERN	Temporarily Inactive	
EASTERN	Audi Centre Orange	
EASTERN	Audi Alto Artarmon	
EASTERN	Audi Centre Mosman	
EASTERN	Audi Alto Pennant Hills	
EASTERN	Audi Centre Parramatta	
EASTERN	Audi Sutherland	
EASTERN	Audi Centre Newcastle	

Audi Quality Reporting Platform (AQR)



Note: This functionality is restricted to roles that have administration privileges i.e. Dealer principal or Service Manager.

Update dealership details as required in the form and fields provided.

Edit dealer

Region	EASTERN
Dealer Name	Audi Centre Sydney
Dealer Email	eg. audicenter@example.com
Dealer Address	Edit dealer address

Click here to update dealership details

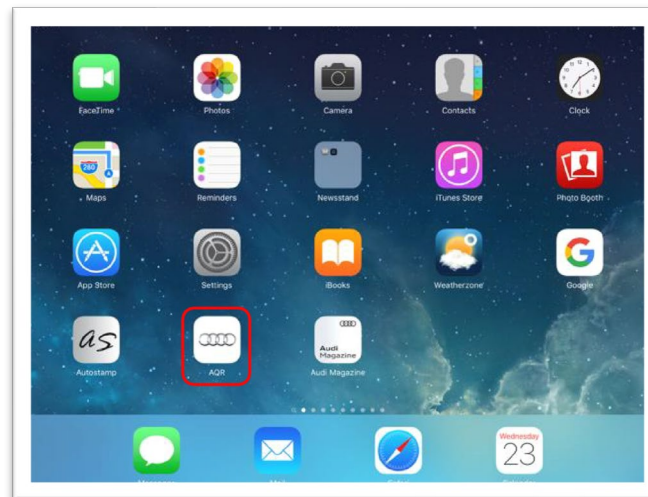
2 AUDI QUALITY REPORTING APPLICATION

2.1 INSTALLATION

Step 1: To install the Audi Quality Reporting (AQR) app on your iPad/mobile, open Safari  and then browse to <https://aqr.audi.com.au>

Step 2: Tap the share icon  and then select "Add to Home Screen":

The application will be then added to your Home Screen as indicated below for future ease of access:



Step 3: For Chrome, Firefox and IE you can bookmark the above site.

2.2 LOG IN

Audi Australia

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INTERNAL

Audi Quality Reporting Platform (AQR)



To log into the Audi Quality Reporting app, open the AQR app from the Home Screen and then enter your username and password:

Telstra #StaySafe 6:47 am

Refresh

Audi logo

Welcome to AQR

Please enter your details

Username

Password

Login

Forgot Password ?

Contact support - support.audi@lavender.ad

Contact support - support.audi@lavender.ad

2.3 LOG OUT

Audi Australia

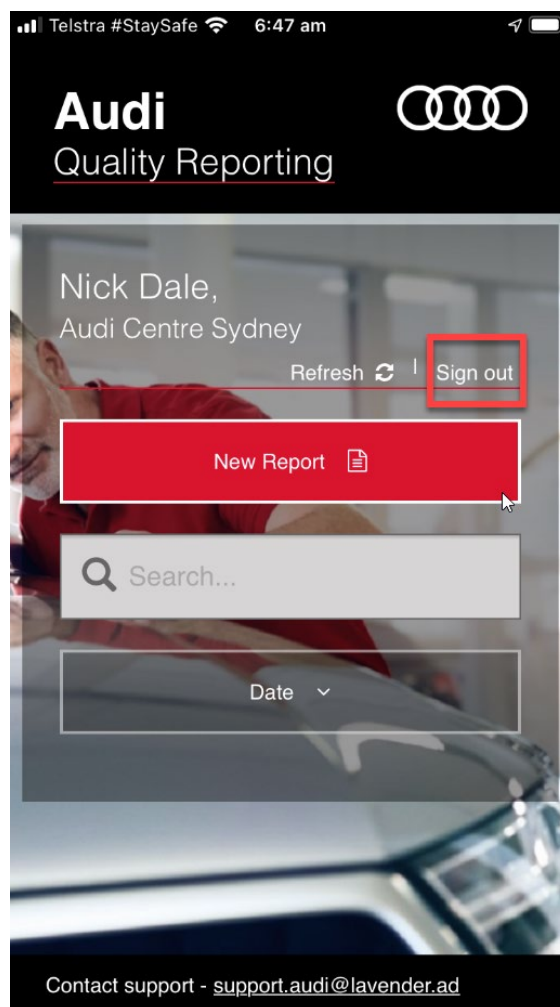
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INTERNAL

Audi Quality Reporting Platform (AQR)



To log out, tap "Sign out" in the top right-hand corner as indicated:



2.4 SEARCHING FOR A REPORT

Audi Australia

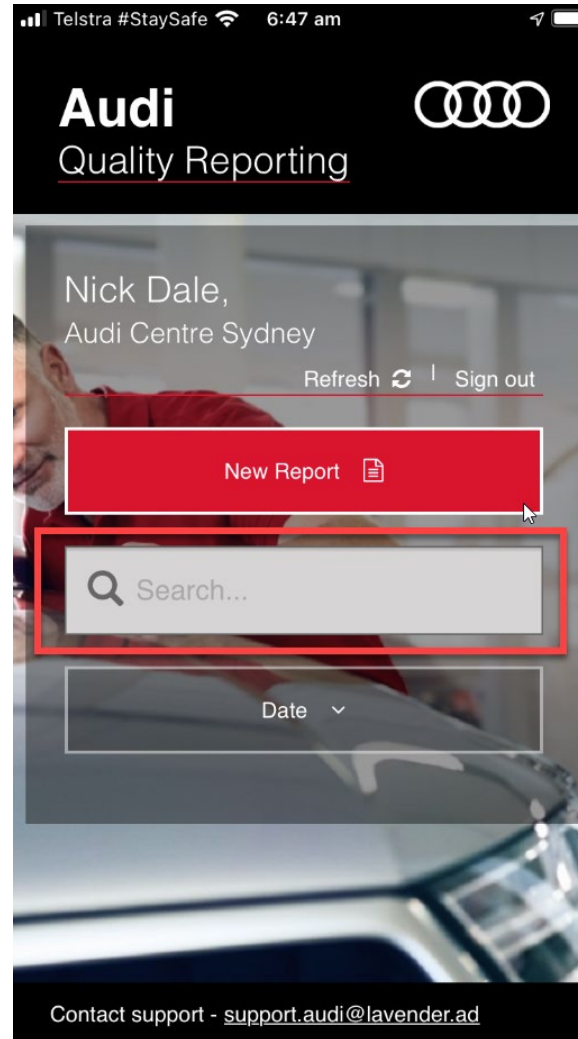
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INTERNAL

Audi Quality Reporting Platform (AQR)



To search for a report, you can enter either a VIN or a repair order into the search bar. You can also sort the results by date completed my most or least recent.



2.5 COMPLETING A CHECK/ REPORT

Audi Australia

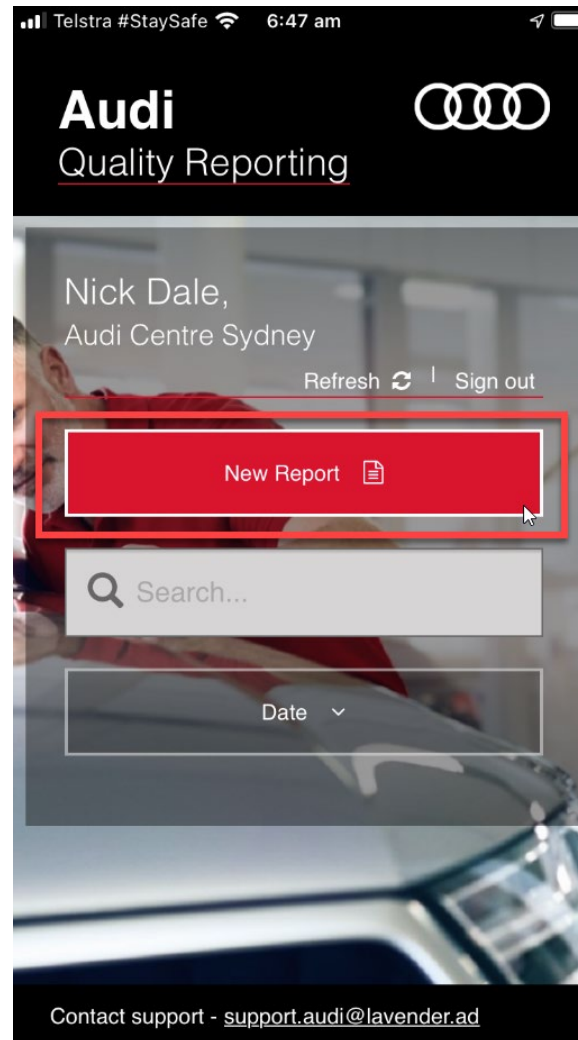
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INTERNAL

Audi Quality Reporting Platform (AQR)



1. To create a new report, tap "New report" from the main screen:



Types of reports

Audi Australia

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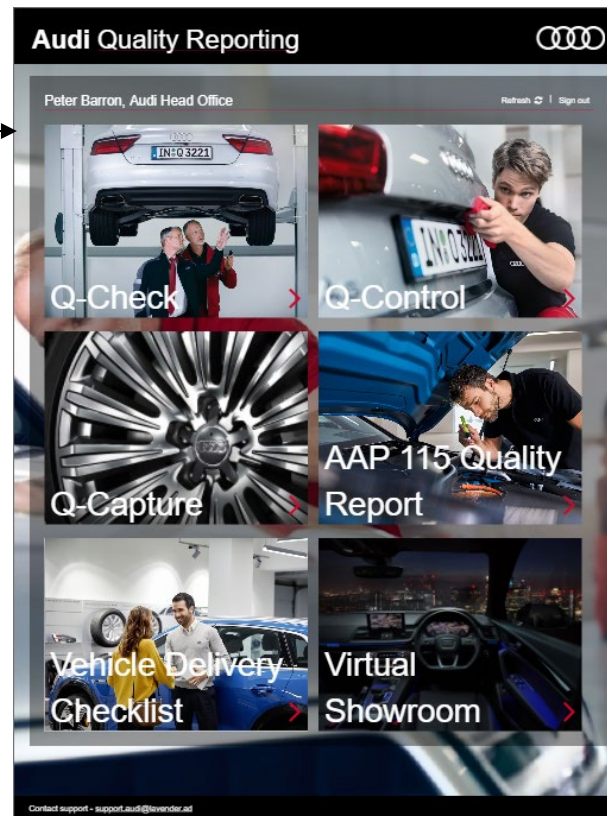
INTERNAL

Audi Quality Reporting Platform (AQR)



- **Q-check** – Use to conduct a Quality Check of the Service Core Process
- **Q-Control** – Used for Quality Control of the work going through the workshop
- **Q-Capture** – Used to capture warranty defects with either photos or video
- **AAP 115 Quality Report** – Used to conduct an AAP, 115 point inspection
- **Vehicle Delivery Checklist** – Used to complete a vehicle delivery check on handover to the customer
- **Virtual Showroom** – Used to send a customised sales video of a new or used car to the customer via email

Select any one of the report types displayed on this page.



2. Select the appropriate type of report. We have selected the **Q-Check** report in this instance.

Audi Quality Reporting Platform (AQR)



3. Enter the Repair Order No, VIN, Kilometre's, Technician, Service Advisor and Quality Check Operator.
Press continue.

Audi Quality Reporting

Peter Barron, Audi Head Office Refresh Sign out

JOB TYPE: Q-Check

Repair Order #
Repair Order #

VIN #
VIN #

Take Photo

Kilometres
Kilometres

Technician
Technician

Model
Car Model Name

Registration
TBA

Tester
Tester

Service Advisor
Service Advisor

Cancel **Continue**

Contact support - support.audi@lavender.ad

Audi Quality Reporting Platform (AQR)



4. After you enter the VIN details you will be presented with the model details. Please confirm these details match the actual vehicle being serviced.
5. Enter the registration number if it is blank. Press continue.

Audi Quality Reporting

Peter Barron, Audi Head Office Refresh | Sign out

JOB TYPE: Q-Check

Repair Order #
123456

Technician
Alan Yeates

VIN #
_TEST

Model
A3 Sportback

Take Photo

Registration
TBA

VIN MATCH FOUND

Body Hatch
Build Date: Jul 27, 2010
Warranty Period: Aug 22, 2011 to Aug 22, 2014

Kilometres
123652

Tester
Jens Locker

Service Advisor
Bill Highway

Cancel Continue

Audi Quality Reporting Platform (AQR)



6. For each Q-Check category, please mark each question as OK, Not OK or N/A.

ORDER DOCUMENTATION **MAINTENANCE ORDER** **HANDOVER DOCUMENTATION**

Quality of scheduling and preparation of appointments

Customer and vehicle data recorded completely	OK	NOT OK
Customer appointment documented (date/time)	OK	NOT OK
Scope of repair and service recorded	OK	NOT OK
Customer complaint / "live" statement documented	OK	NOT OK
Field campaigns checked / processed if applicable	OK	NOT OK

Vehicle reception

Direct reception with customer or check in performed at the vehicle	OK	NOT OK	
Exterior of vehicle checked for damage/documented	OK	NOT OK	
Method of payment documented/agreed	OK	NOT OK	N/A
Pick-up appointment documented (date/time) with contact details for the day	OK	NOT OK	
Customer's signature on order form	OK	NOT OK	

Repairs/services and quality control

Repair order extensions documented/agreed with pricing	OK	NOT OK
Road test performed / documented (mileage, date/time)	OK	NOT OK
Final inspection (Road Test) performed (date/time)	OK	NOT OK

Customer Details

Email this report (optional)

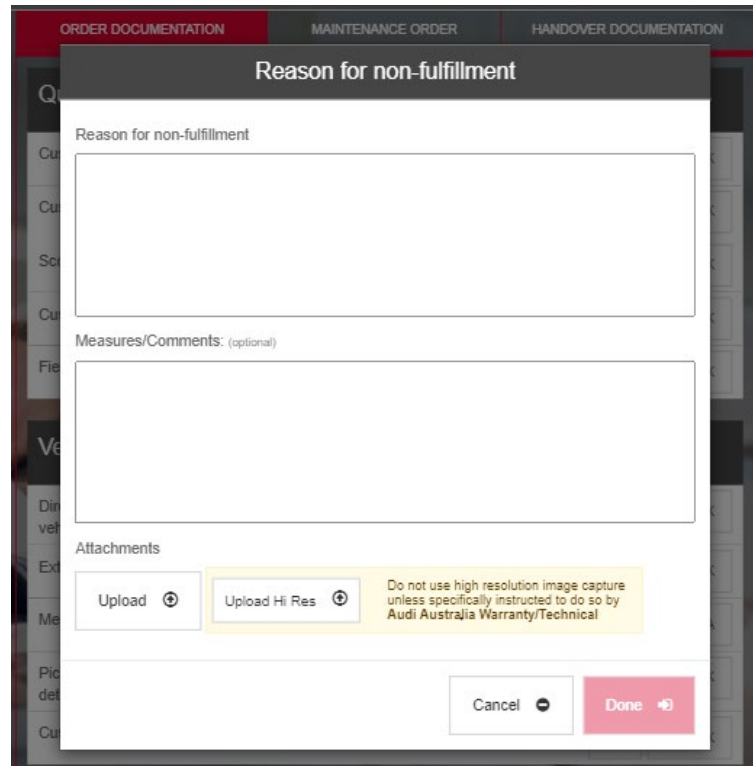
Email Addresses

Cancel Save Draft Submit

Contact support - support.audi@lavender.ad

Select OK, Not OK or N/A, as required for each question.

7. If a quality assurance item has not been completed correctly or to the required standard, mark it as "NOT OK" and then enter the reason why.
8. Additionally, if required as verification or for further clarification, you can take a photo by clicking "Upload" and then "Take photo". Click done when complete to submit.



9. Once you have finalised the report with all the answers, click **Done** to submit the report and you will additionally have an option to email the report if needed.

2.6 COMPLETING A Q-CONTROL REPORT

1. Enter the Repair Order No, VIN, Kilometre's, Technician, and Quality Check Operator. Press continue.



Audi Quality Reporting

Peter Barron, Audi Head Office Refresh | Sign out

JOB TYPE: Q-Control

Repair Order # Technician

VIN # Model

Take Photo Car Model Name

Registration

Kilometres Tester

Cancel Continue

Audi Quality Reporting Platform (AQR)



2. For each section below, mark each question as OK, Not OK or N/A.

Audi Quality Reporting

Peter Barron, Audi Head Office

Refresh | Sign out

QUALITY CONTROL

Repair Order

Interior

Operation of Interior/boot lights and cigarette lighter/12v socket

Clock, date, time set and service light reset

Service sticker changed

Lubricated doors, boot and bonnet hinges and latches

Exterior

Customer Details

Email this report (optional)

Email Addresses

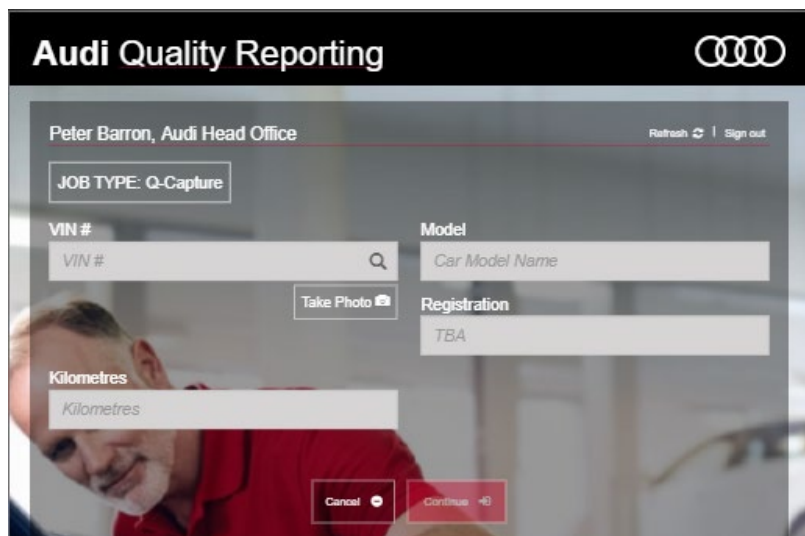
Cancel Save Draft Submit

Select OK, Not OK or N/A, as required for each question.

3. If an item has not been done properly, mark it as "NOT OK" and enter the reason why. If relevant you can take a photo by clicking "Upload" and then "Take photo".
4. Once you have finalised the report with all the answers, you can submit the report and you will have an option to email the report if needed.

2.7 COMPLETING A Q-CAPTURE REPORT

1. Enter the VIN, Kilometre's.



Audi Quality Reporting

Peter Barron, Audi Head Office

JOB TYPE: Q-Capture

VIN #
VIN #

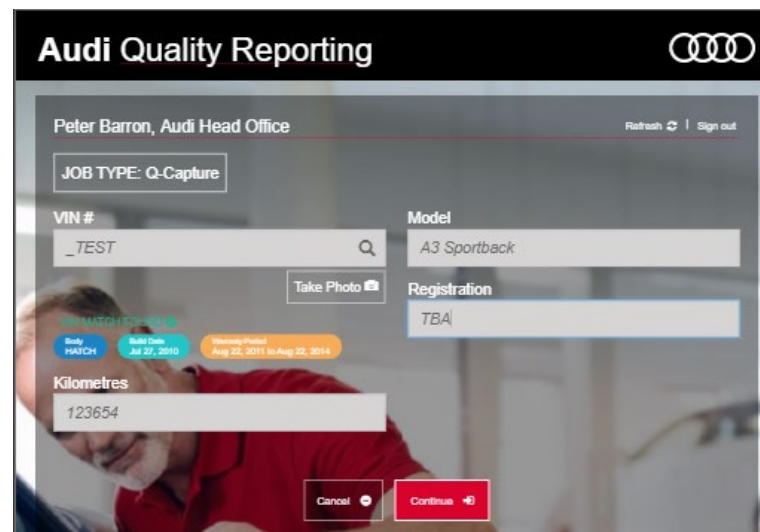
Model
Car Model Name

Registration
TBA

Kilometres
Kilometres

Take Photo

Cancel Continue



Audi Quality Reporting

Peter Barron, Audi Head Office

JOB TYPE: Q-Capture

VIN #
_TEST

Model
A3 Sportback

Registration
TBA

Kilometres
123654

Take Photo

Cancel Continue

VIN MATCHED SUCCESS

Body: HATCH
Build Date: Jul 27, 2010
Warranty Period: Aug 23, 2011 to Aug 23, 2014

Audi Quality Reporting Platform (AQR)



2. For each section below, you have an option to select N/A or upload an image or a video.

Audi Quality Reporting

Peter Barron, Audi Head Office

Refresh | Sign out

Vehicle details

VIN	N/A	IMAGE/VIDEO
Vehicle including rego	N/A	IMAGE/VIDEO
Km's	N/A	IMAGE/VIDEO

Images

Image 1	N/A	IMAGE/VIDEO
Image 2	N/A	IMAGE/VIDEO
Image 3	N/A	IMAGE/VIDEO
Image 4	N/A	IMAGE/VIDEO
Image 5	N/A	IMAGE/VIDEO
Image 6	N/A	IMAGE/VIDEO
Image 7	N/A	IMAGE/VIDEO

Customer Details

Email this report (optional)

Email Addresses

Cancel Save Draft Submit

Reason for non-fulfilment

Measures/Comments: (optional)

Attachments

Upload Upload Hi Res

Do not use high resolution image capture unless specifically instructed to do so by Audi Australia Warranty/Technical

Cancel Done

Images

Image 1	N/A	IMAGE/VIDEO
Image 2	N/A	IMAGE/VIDEO
Image 3	N/A	IMAGE/VIDEO

3. Once you have finalised the report with all the answers, you can submit the report and you will have an option to email the report if needed.

2.8 COMPLETING A 115 QUALITY REPORT

1. Enter the Repair Order No, VIN, Kilometre's.



Audi Quality Reporting

Peter Barron, Audi Head Office [Refresh](#) | [Sign out](#)

JOB TYPE: AAP 115 Quality Report

Repair Order #

VIN # [Take Photo](#)

Model

Registration

Kilometres

[Cancel](#) [Continue](#)



Audi Quality Reporting

Peter Barron, Audi Head Office [Refresh](#) | [Sign out](#)

JOB TYPE: AAP 115 Quality Report

Repair Order #

VIN # [Take Photo](#)

Model

Registration

Kilometres

VIN MATCH ALERT

[View](#) [Build Date: Jul 27, 2010](#) [Warranty Period: Aug 22, 2011 to Aug 22, 2014](#)

[Cancel](#) [Continue](#)

Audi Quality Reporting Platform (AQR)



2. For each section below, mark each question as OK, Not OK or N/A.

Audi Quality Reporting

Peter Barron, Audi Head Office Refresh Sign out

VEHICLE DOCUMENTATION AND REPAIR HISTORY **ELECTRONIC CONDITION** **INTERIOR CONDITION** **BODY CONDITION** **MECHANICAL CONDITION**

Vehicle documentation OK NOT OK ^

1. Complete set of vehicle registration papers OK NOT OK

2. Owners Manual and Service Book supplied with the vehicle OK NOT OK N/A

3. Service plan documentation supplied OK NOT OK N/A

4. Evident proof of Clear Title OK NOT OK

5. AAP Warranty certificate supplied OK NOT OK

Repair history OK NOT OK ▼

Customer Details

Email this report (optional)

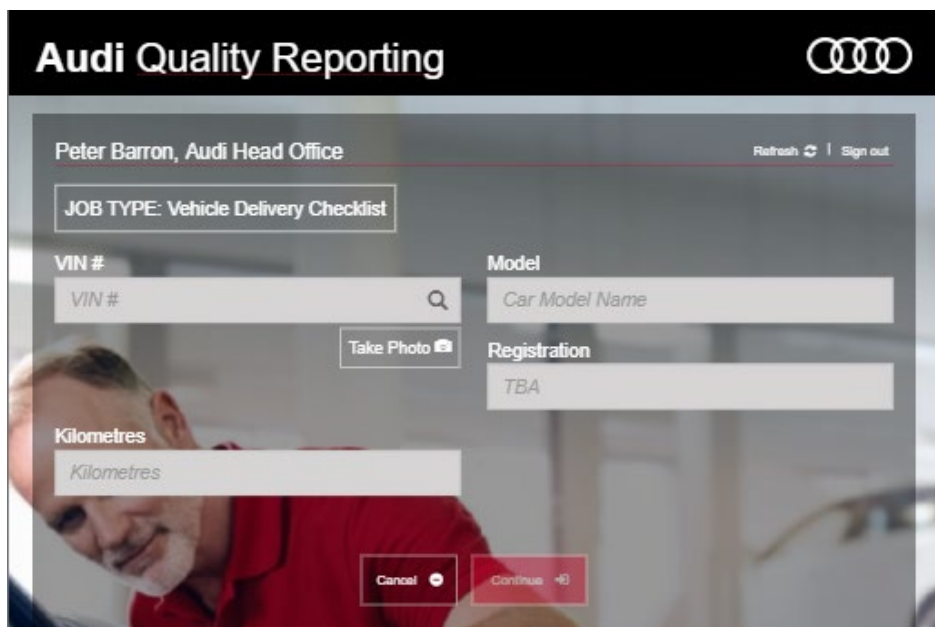
Email Addresses

Cancel Save Draft Submit

3. If an item has not been done properly, mark it as "NOT OK" and enter the reason why. If relevant you can take a photo by clicking "Upload" and then "Take photo".
4. Once you have finalised the report with all the answers, you can submit the report and you will have an option to email the report if needed.

2.9 COMPLETING A VEHICLE DELIVERY CHECKLIST

1. Enter the VIN, Kilometre's.



Audi Quality Reporting

Peter Barron, Audi Head Office [Refresh](#) | [Sign out](#)

JOB TYPE: Vehicle Delivery Checklist

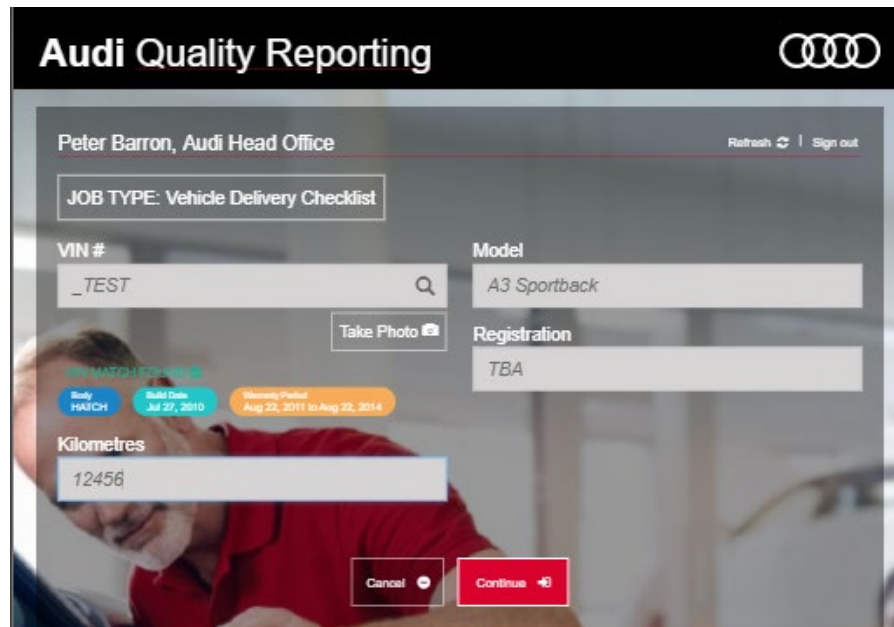
VIN # [Take Photo](#)

Model

Registration

Kilometres

[Cancel](#) [Continue](#)



Audi Quality Reporting

Peter Barron, Audi Head Office [Refresh](#) | [Sign out](#)

JOB TYPE: Vehicle Delivery Checklist

VIN # [Take Photo](#)

Model

Registration

VEHICLE HISTORY

Body: HAUCH | Build Date: Jul 27, 2010 | Warranty Period: Aug 22, 2011 to Aug 22, 2014

Kilometres

[Cancel](#) [Continue](#)

2. For each section below, mark each question as OK, Not OK, YES, NO or N/A where applicable.

Audi Quality Reporting

Peter Barron, Audi Head Office
Refresh | Sign out

DEALER - VEHICLE CONDITION

CUSTOMER

Exterior Visual Check - What is the condition of the below?

Paintwork	OK	NOT OK	
Tyres	OK	NOT OK	
Wheels	OK	NOT OK	
Overall vehicle presentation	OK	NOT OK	
Aerial	OK	NOT OK	N/A
Side mirrors	OK	NOT OK	
Bumpers	OK	NOT OK	
Headlights	OK	NOT OK	

Interior Visual Check - What is the condition of the below?

Cleanliness	OK	NOT OK
Owner manual(s)	OK	NOT OK
Seat operation	OK	NOT OK
Dash features	OK	NOT OK

Audi Quality Reporting

Peter Barron, Audi Head Office
Refresh | Sign out

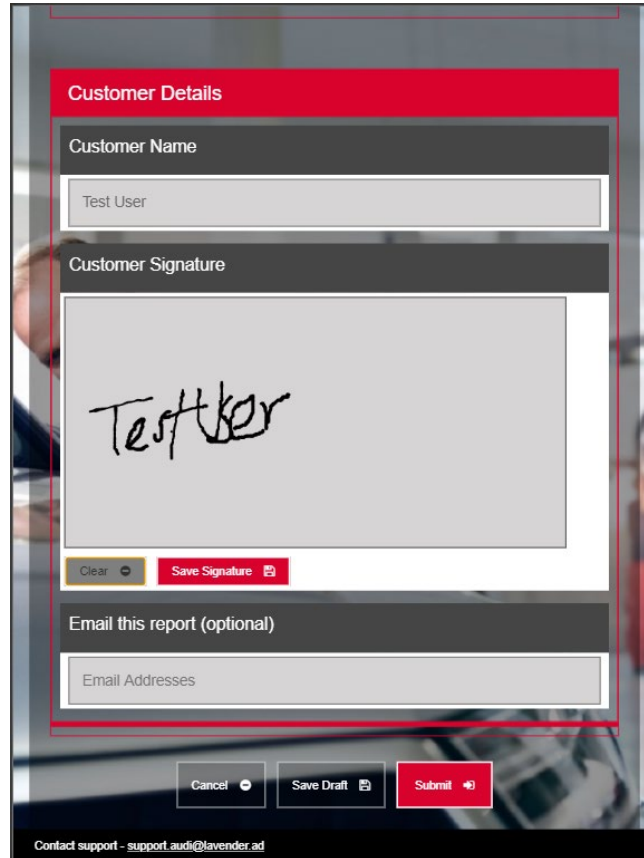
DEALER - VEHICLE CONDITION

CUSTOMER

Please ask the following questions

Did you receive the Audi Privacy Policy and were your contact details updated?	YES	NO	
Was myAudi and Audi Connect explained to you?	YES	NO	
Was the Audi New Vehicle Warranty and Service Schedule explained to you?	YES	NO	
Was the Audi Roadside Assist program explained to you?	YES	NO	
Was the location and contact details of the Aftersales Department provided to you?	YES	NO	
Was a spare key provided to you?	YES	NO	
Were the dash features, controls and switches, bonnet release, petrol flap, washer reservoir, oil dipstick(s), oil cap, Safety features and benefits including key controls/alarms explained to you?	YES	NO	
Was the functionality of the vehicle systems (lane assist, park assist, DPF, electric charging, etc.) explained to you?	YES	NO	
Were you shown how to charge your e-tron? (e-tron only)	OK	NOT OK	N/A
Were Chargefox subscription and RFID card explained to you? (e-tron only)	OK	NOT OK	N/A
Was home installation discussed with you? (e-tron only)	OK	NOT OK	N/A
Were the benefits of an Insurance Policy with Choice of Repairer and Genuine Parts, such as Audi Premier Motor Insurance explained to you?	YES	NO	

3. There is an additional step where you are required to record the customer name and signature.



Customer Details

Customer Name

Test User

Customer Signature

Test User

Clear Save Signature

Email this report (optional)

Email Addresses

Cancel Save Draft Submit

Contact support - support_audi@lavender.ad

4. Once you have finalised the report with all the answers and the signature you can submit the report and you will have an option to email the report if needed.

2.10 COMPLETING A VSR (VIRTUAL SHOWROOM REPORT)

1. Enter the VIN, Salesperson details, Customer details, personalised message, and upload video.

Audi Quality Reporting

Peter Barron, Audi Head Office

JOB TYPE: Virtual Showroom

VIN #

Model

Registration

Salesperson Name

Salesperson Phone

Salesperson Email

Dealership Address

Customer Name

Customer Email

Message

Thank you for registering interest in the Audi {{VEHICLE}}. To assist you with your enquiry, I'd like to virtually introduce you to some of the key features of this stunning vehicle via a short video.

To view your personal introduction, please click on the image tile above, and select the play button. You will be redirected to a landing page to view the video, and of course, please also feel free to use the landing page to send me any questions you may have.

Upload Video

Cancel Send to customer

Contact support - support.audi@lavender.ad

Audi Quality Reporting

Peter Barron, Audi Head Office

JOB TYPE: Virtual Showroom

VIN #

Model

Registration

Salesperson Name

Salesperson Phone

Salesperson Email

Dealership Address

Customer Name

Customer Email

Message

To view your personal introduction, please click on the image tile above, and select the play button. You will be redirected to a landing page to view the video, and of course, please also feel free to use the landing page to send me any questions you may have.

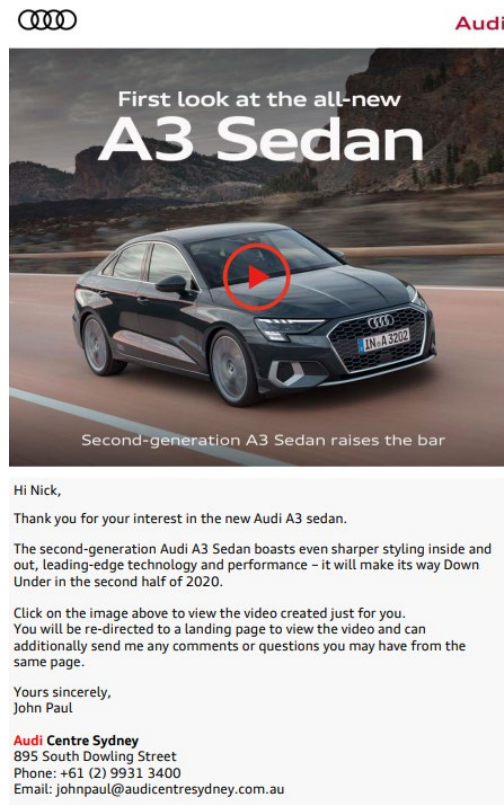
I would also like to extend an invitation to you to join me at Audi Head Office for a test drive at a time that's convenient for you and I am available on +61400000000 to discuss.

Remove Video

Cancel Send to customer

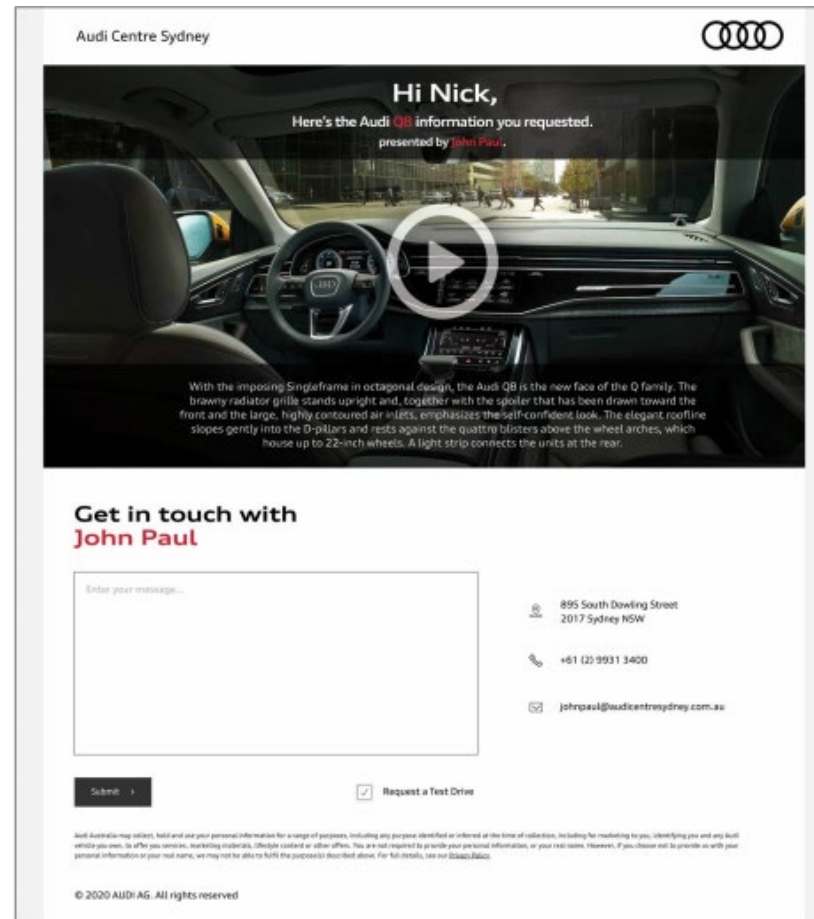
Contact support - support.audi@lavender.ad

- Once you have filled all the fields in the above form, you will hit **Send to Customer** button, which will trigger an email to the customer with the video link and the salesperson details. The customer will be taken to a personalised landing page upon clicking on the video link in the email. See an example below.



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3 SUPPORT PROCESS

3.1 DEALER/AUDI HO SUPPORT RESPONSIBILITIES

The following general user requests are to be managed by the dealership. A person who is a Dealer Principal, Sales Manager or a Service Manager can self-service and perform the below actions in AQR Administration.

- Reset password for a user
- Find Username (if user has forgotten)
- Add a new user to the system
- Remove a user from the Dealership

3.2 CX LAVENDER RESPONSIBILITIES

For any other application or technical related issues please use the following:

1. For application related support please email support.audi@lavender.ad
2. Call +61 2 8224 3111 and request Donald Martinez or Kaleshwar Ambati