

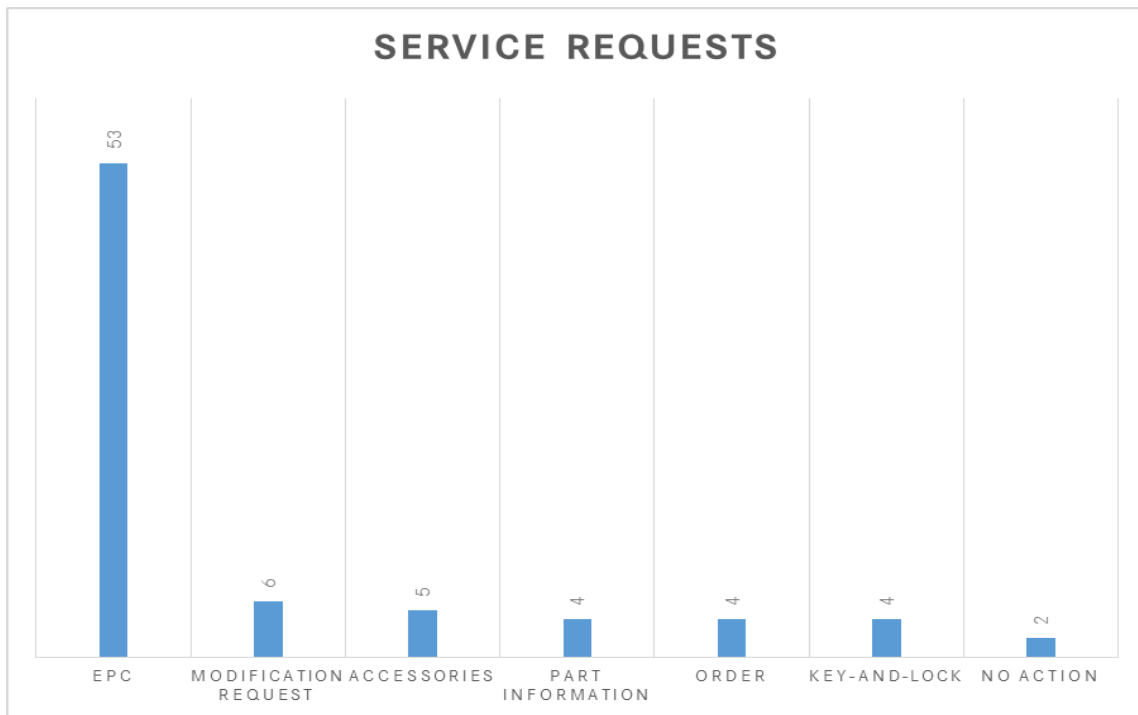
# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 4, 2017

## PAC SERVICE REQUEST VOLUME

For the week of **July 24<sup>th</sup>**, the PAC received 78 Sprinter service requests; 7 unnecessary calls (9%).



\*The above chart does not include emails or faxes.

## ETA REQUESTS

For the week of July 24<sup>th</sup>, the PAC processed 805 ETA requests (688 emails; 117 calls).

## PAC PERSONNEL

The PAC welcomes 2 new team members to Support Services on August 7<sup>th</sup> - Elijah Dixon and Jacquelyn Larkin. They will be in training before going live. Please extend a warm welcome during your initial call.

## PROGRAMS AND PRODUCT UPDATES

### Learning Link Update

The Learning Link will activate 3 improvements that will make the course catalog easier to use. It has been refined for a cleaner, friendlier user interface:

1. Text, pictures and columns have been removed.
2. A search bar has been incorporated that can be used to find courses based on either the course code or the course name.
3. Within the next weeks, we will be launching courses that are optimized and can be taken on a mobile device. To accommodate this future development a column indicating mobile-friendliness has been added. Stay tuned for a communication in the coming weeks that announces the first “Mobile Optimized” eLearnings.

Please refer to the *Improvements: Learning Link Course Catalogue* NCA dated August 7, 2017 for additional information.