



SERVICE AI BOOKING AGENT

AI that fills your workshop.

Conversational artificial intelligence, integrated directly into your Titan DMS, allowing customers to make service bookings with your dealership 24/7.

MORE BOOKINGS, LESS INPUT.

From initial enquiry to confirmed appointment, our Service AI Booking Agent gives your customers a fast, consistent experience while keeping your service team focused on the work that needs a human touch.

Service AI – Booking Agent is a conversational booking assistant built for dealerships on Titan DMS.

It chats naturally with customers online, understands intent, draws on owner and vehicle context, and books directly into your workshop schedule – complete with all the details your team needs.

[ENQUIRE NOW](#)



Designed to complement your service advisors - handling the repetitive steps, so your team can focus on higher-value customer interactions.



CUSTOMER EXPERIENCE

Always available, always engaging, and customers can enquire and book anytime, without delay.



WORKSHOP EFFICIENCY

Action-ready bookings with structured information, accurate scheduling, and fewer follow-ups for a more efficient service team.



DMS-INTEGRATED

Connected to Titan DMS for accurate owner and vehicle context, service history, and scheduling. No double entry.

WHY CHOOSE TITAN SERVICE BOOKING AGENT?

A complete end-to-end booking tool that turns online enquiries into workshop revenue - without compromising quality, control, or brand experience.

Workshop Scheduling

Books directly into the workshop scheduler with structured details - ready for your team to action.

Full Reporting and Insights

Smart dashboards allows you to monitor and improve the booking agent and your teams activities.

Captures Notes and Requests

Records customer comments and special instructions to accompany the booking.

DMS - Connected Booking

Reads and uses Titan DMS content and context to improve accuracy and reduce rework.

Enterprise Foundations

Built on Amazon Bedrock for performance, resilience, and security.



24/7 Service Bookings

Capture bookings after hours, on weekends, and during peak periods.

Conversational Flow

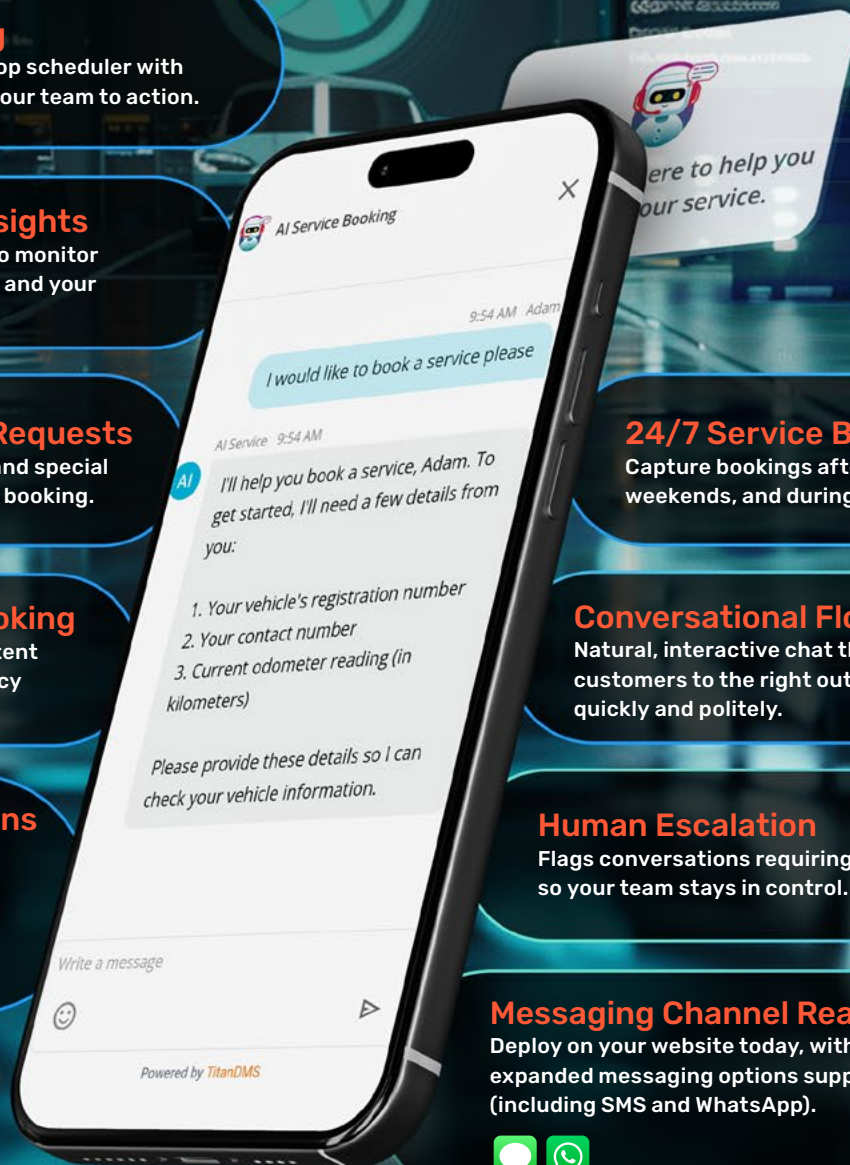
Natural, interactive chat that guides customers to the right outcome - quickly and politely.

Human Escalation

Flags conversations requiring step-in, so your team stays in control.

Messaging Channel Ready

Deploy on your website today, with expanded messaging options supported (including SMS and WhatsApp).



END-TO-END BOOKING - WITHOUT THE BACK-AND-FORTH

The Service AI Booking Agent offers a structured workflow that feels natural for customers, and effective for your dealership.



Enquiry

The customer starts a conversation with the booking agent via your website (or supported messaging channels), and sets out the reason for enquiry.

1



Identify & confirm

The booking agent collects and verifies key details, including customer and vehicle information, registration or VIN (where applicable), and current odometer or service needs.

2



Understand intent

The agent clarifies the job type and captures notes - requests, symptoms, preferences, transport needs, and timing constraints.

3



Match service

Maps the booking request to relevant service operation codes where possible, supporting efficient job set up.

4



Schedule accurately

Offers suitable dates/times based on workshop availability and scheduling rules, then books directly into the workshop schedule.

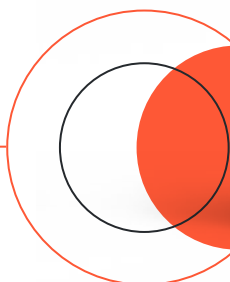
5



Confirm & handover

The booking is confirmed with the customer, and the service team receives a clean appointment record - plus any captured notes.

6



Track conversations in real-time, and take over if human involvement is required, or the booking agent can use sentiment analysis to flag for assistance.



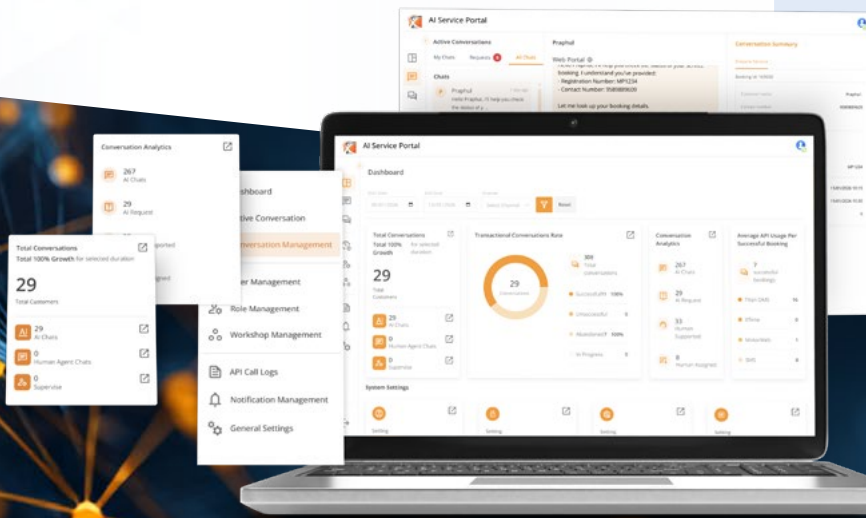
VISIBILITY THAT POWERS ACTION

Service AI doesn't just book appointments, it offers reporting that helps you understand demand, performance, and process improvements - unlocking insights that traditional booking environments simply can't provide.



Super smart customer conversations and nearly 100 bookings straight into our DMS in just one month of testing. This is AI genuinely delivering returns.

Rob Pappalardo - After Sales Manager
Windsor Auto Group, NSW, Australia.



Reporting and Insights

Booking Volume and Trends

Bookings by day/time, peak periods, after-hours capture, and seasonal changes.

Conversion Tracking

Measure enquiry-to-booking conversion and identify drop-off points in the conversation flow.

Workshop Demand Signals

Understand what customers are booking for (job types), helping capacity planning and service campaigns.

Channel Performance

Compare booking outcomes across website and messaging channels.

Handover and Follow-up Reporting

Track flagged conversations requiring human follow-up - volume, reasons, and response outcomes.

Customer Experience Indicators

Monitor conversation outcomes and common questions to continuously improve the booking journey.

GET STARTED.

For more information or to arrange a Service AI Booking Agent demonstration, please visit:

Titandms.com

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