Following are the Connect CRM enhancements and fixes released between Nov. 10 - Dec. 15 as a part of the continuous delivery process and the Dec. 13 monthly release. Click the links to jump to that section. If you have any questions regarding these enhancements, please contact your VinSolutions performance manager or VinCare Support at 800.980.7488.

New and Enhanced Features

Reporting & Analytics

- The Classic Lead Source ROI report has been retired. All users must use the new Lead Source ROI report. The new Lead Source ROI report is located on the **Dealer Dashboards** dropdown under **Leads**. It can also be added to a **User Dashboard**.

  Note: If the **Leads Dashboard** is not in the list of **Dealer Dashboards** or the **Leads** option is not available in the dropdown, please contact your administrator for access.

- **Connect Reporting** received significant performance enhancements for generating and running custom reports. In order to see the enhancements, a user must edit the report to regenerate the code. To edit the report, open the report, select the gear to edit the report, and select **OK**. In addition, more descriptive error messages were added to assist with troubleshooting.

Campaigns

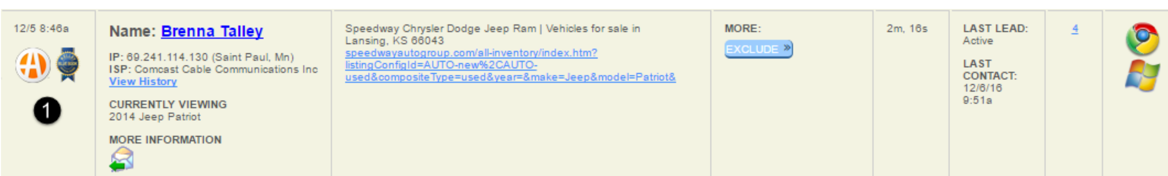
- To provide users with more detailed information about their campaigns, **Intended Customers** and **Actions Completed** columns have been added to the **Manage Campaign** page (**Campaigns > Manage Campaigns**). The **Intended Customers** 1 column will replace the current **Estimated Customers** column and represents the number of customers who matched the campaign criteria. The **Actions Completed** 2 column represents the number of customers who had the selected campaign action successfully completed.

  Note: There are multiple reason why customers may not have a campaign action completed (for example: Bad or no email address, duplicate customers in a campaign, missing customer data, etc.).

  To view additional details about a customer for the campaign, select the arrow to the left of the campaign. To view a list of customers for each category, select the number under each column.

VinLens

- To reinforce Cox Automotive's influence on the customer path to purchase, the Kelley Blue Book (KBB) and Autotrader (ATC) Attribution will be shown in VinLens. Users will see a KBB and/or ATC icon under the **Last Visit** column in **Live Traffic** 1. This will indicate if a customer has visited either site within 90 days and then visited the dealer's site on either VAW, CMS, or Dealer.com platform.



  Note: To see the attributes, a customer must visit the KBB and ATC website before the dealer's website.

  This will better illustrate how Autotrader and Kelley Blue Book are assisting dealers in driving quality traffic to their websites, rather than just a website referral to a dealer site from ATC and KBB. This feature will be available on Dec. 15.

Work-A-Quote

- In an effort to support users that use the CDK's Work-A-Quote desking tool, Vinsolutions has developed and completed certification with CDK to allow customer and vehicle data to be pushed from the Customer Dashboard to CDK's Work-A-Quote tool. There is no change from the current data push to CDKs, F&I, and W.E.B. Desking tools. Please contact VinCare Support with any questions.

Other Items

- Co-buyer records will now be created when matching deals with co-buyer information from the **DMS/CRM Matching** report.
- **Lead Source** names will be formatted correctly on the **Lead Source** List.
- Letters created from the **Sold (Delivered Vehicle) Follow Up** will display correctly in the list of letters to be printed.
- **Service Leads** created as part of a service appointment will no longer be displayed on the **New Opps** pie chart.
- When a user is viewing their **Leads**, separate groups will be displayed for the **Sales, Service, and Parts Leads**.
- The number of **Follow Ups** and **Overdue Tasks** will now be displayed the same on the **Tasks** panel and **VinDash**.
- When a **Lead** is created from an imported Service Appointment, the Sales Rep will now be assigned based on that stores **Service Lead Assignment** rules.
- Users who are configured to receive in-browser alerts for new **Leads** will now receive the alerts.
- Users are no longer prevented from being able to manually opt-in customers for SMS texting.
- Customers are no longer being prevented from opting in for SMS texting by texting **Yes** to a Dealer SMS number.
- Corrected issue discovered on the calculation for **Minutes Used** displayed on the **Call tracking Report** (**Reports > Telephony > Call Tracking Usage**).
- Corrected issue with the email bounce tracker services freezing and causing a back up of notifications in the database.