Brandt Auto Service · Approval Board · 5 bays · Mentor, OH

Tue, Nov 17 · 10:20 AM · **Thu night low 19°F**

BAY-HOURS WAITING ON APPROVAL TODAY
2.1 hrs
Last Tuesday (phone calls): 9.4 hrs −7.3

MEDIAN TIME TO ANSWER
14 min
was ~2 hrs by phone

INSPECTIONS SENT
17
15 answered by text

APPROVED TODAY
$4,860
23 line items

"NOT TODAY" SAVED
9
each with a trigger

Bays right now

timer = minutes waiting on the customer

Bay 1	**2017 Ford Escape** M. Ortiz · 88,400 mi	Battery + terminals approved 8:52 by text	WORKING 0 min
Bay 2	**2012 Chevy Silverado** T. Novak · 141,200 mi	Front pads + rotors inspection sent 9:58	WAITING 22 min
Bay 3	**2014 Honda Pilot** Dana R. · 102,700 mi	Oil + heater check → water pump found sent 9:22 · answered 9:31 · off lift 10:15	ANSWERED 9 min
Bay 4	**2016 Toyota RAV4** J. Kaplan · 76,900 mi	Tire swap (stored set) + rotation winter-prep wave 1	WORKING 0 min
Bay 5	**2011 Subaru Outback** L. Brooks · 129,500 mi	No-start tow-in → starter quote sent 9:12 · 2 texts, no answer	PULL IT DOWN 68 min

What Dana sees

text link · 9:22 AM

2014 Honda Pilot · inspected by Ramon · 4 photos, 1 video



Water pump + timing belt needs it soon — **$1,180**
Weeping coolant at pump. Pump runs off the timing belt, so we'd do both.
Approve | **Call me** | Not today

Oil change + wiper blades today — **$96**
Approved | Call me | Not today

Front struts keep an eye on — **$340**
Light seepage, ride still OK.
Approve | Call me | **Not today**

"Is it safe to drive?"

answers only from the tech's note

Can I drive it to Columbus Friday? About 170 miles.
Dana · 9:33 AM

Source, Ramon's note 9:14: "Weeping, not dripping, coolant full. OK around town this week, do it before any long highway trip."

Ramon says it's OK around town this week, but he'd want the pump done before a long highway trip. We can have it finished Wednesday by 4 if you drop it at 8. Want that slot?
Brandt Auto · 9:33 AM

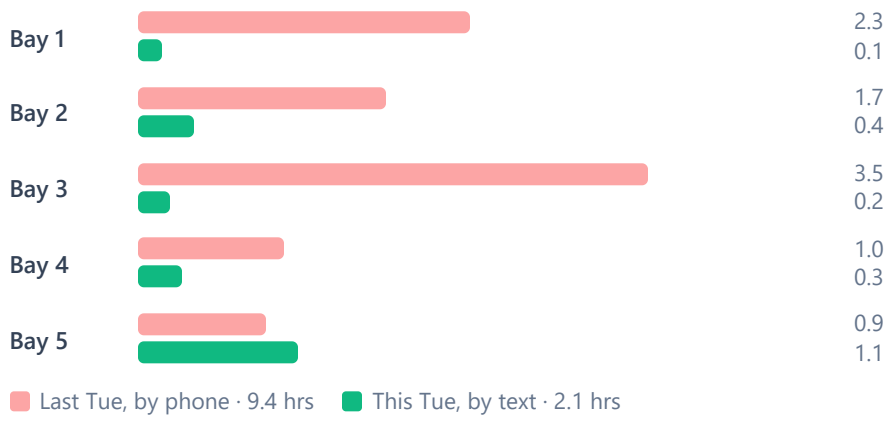
Yes, book Wednesday 8.
Dana · 9:36 AM

NEVER ANSWERED BY AI ALONE → STRAIGHT TO A PERSON

Brakes | Steering | Overheating | Fuel leak | Flashing warning light | Tires showing cords | No driving note written

Hours waiting on approval

this Tue vs last Tue



Rule: **amber at 30 min, red at 60.** Red bay = car comes down, next car goes up, customer gets one "we've set it aside" text.

Declined work queue

every "not today" waits for a reason, never a blast

CUSTOMER / VEHICLE	DECLINED ITEM	DECLINED	TRIGGER	STATUS
Dana R. · 2014 Pilot	Front struts, light seepage $340	Nov 17	Next oil change — photo sent 2 days before	waiting · ~Apr
G. Petrakis · 2015 Camry	Battery 410 of 650 CCA, tested weak	Oct 22	First night under 20°F	texted Mon 2 PM · booked Wed
S. Mahler · 2013 Equinox	Rear tires at 4/32"	Oct 30	First snow in forecast	texted Mon 2 PM · booked Tue
R. Duval · 2018 F-150	Coolant mix tested thin	Nov 3	First night under 20°F	texted Mon · no reply yet
K. Lindqvist · 2010 Accord	Rear brakes at 4mm	Nov 10	Next scheduled visit	Jan 8 oil change
P. Haynes · 2009 Sienna	Front brake hose cracked (safety)	Nov 12	Person calls in 7 days	Kevin · Thu Nov 19

Winter-prep list from last year's records

booked in waves the bays can absorb

64
Wave 1 · from Nov 9
Winter tire sets in our storage room. 20 swaps a week.

23
Wave 2 · first cold-snap forecast
Batteries tested marginal last fall, not replaced.

9
Wave 3 · personal call
Cars that came in on a tow truck Dec–Jan last winter.

6
Wave 4 · before Thanksgiving
Heater and coolant work recommended and declined.

Bay capacity this week (5 bays × 9 hrs = 45 bay-hrs/day)



How the replies are set up

- **Three buttons on every line:** approve, call me, not today.
- **Driving answers** come only from the tech's written note, quoted by name.
- **"Why both parts?"** answers come from the shop's own one-paragraph explanations per common job.
- **Price questions** ("cheaper way?") go to the service writer.
- **Approval taps** are timestamped on the repair order.
- **First 2 weeks:** Kevin approves every AI reply before it sends.