

		Category					
		Contact Plan Survey	Contact Plan Email	Customer Concern Survey	Personalised Video	Vehicle Invoice	Vehicle Order
Field Name	Description	Sends the CSI survey link to a customer as part of a contact plan following a vehicle invoice	Email as part of a vehicle contact plan	Sends the CSI survey link to a customer following the closure of a customer concern incident (CCI)	Used to email the customer a link with a personalised video	Sends a copy of the customers vehicle invoice	Sends a copy of the customers vehicle order
\$CUST\$	Customer name in the format – 'Title / First Name / Surname'	✓	✓	✓	✓	✓	✓
\$VEH\$	Vehicle make, model and spec	✓	✓			✓	✓
\$REG\$	Vehicle registration number	✓	✓			✓	✓
\$DEALER\$	Dealership / Department name	✓	✓	✓	✓	✓	✓
\$DEALER_ADDRESS\$	Dealership address	✓	✓	✓	✓	✓	✓
\$DEALER_NUMBER\$	Dealership telephone number	✓	✓	✓	✓	✓	✓
\$INVOICE_DATE\$	Date vehicle invoice was produced	✓	✓			✓	✓
\$SALESPERSON\$	Original salesperson	✓	✓		✓	✓	✓

\$VEHICLE_IMAGE\$	Image of vehicle	✓	✓				
\$QUESTION\$	First question in a given survey	✓		✓			
\$UNSUBSCRIBE\$	Unsubscribe link – removes email from allowed contact type	✓	✓	✓	✓	✓	✓
\$BROWSER_LINK\$	Hyperlink to display the email in web browser	✓	✓	✓			
\$INCIDENT_DESCRIPTION\$	Displays the incident description from the customer concern			✓			
\$INCIDENT_REF\$	Displays the incident ref number generated by the system			✓			
\$INCIDENT_GROUP\$	The incident group assigned to the customer concern			✓			
\$FAULT_TYPE\$	Displays the fault type assigned to the customer concern			✓			
\$INVOICE_DATE\$	Will display invoice date of vehicle		✓				
\$VIDEO_LINK\$	Embeds video as clickable link				✓		