soft-planning

Promises are good, but good planning is better.

PARTS MANAGEMENT

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP
MANAGEMENT

ANALYSIS

WORKSHOP MANAGEMENT

FLEET MANAGEMENT

BUSINESS ORGANIZATION
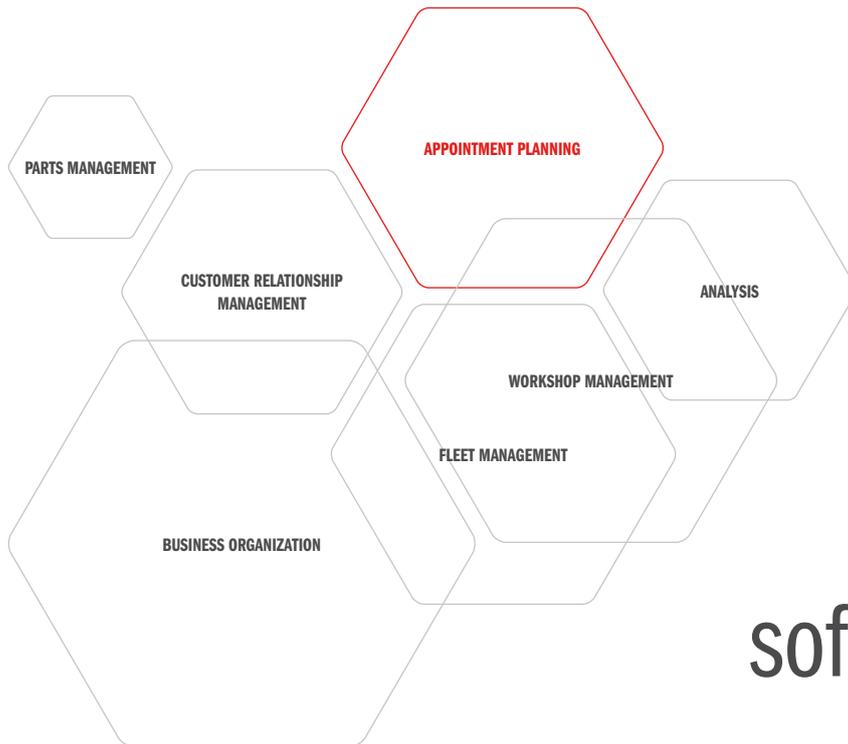
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This is a classic piece of software that has proved itself time and again in the service departments of market-leading car dealerships for arranging appointments! This appointment planning software takes into account the intervals at which cars can be checked in and results in more efficient deployment of resources and continuous utilization of capacity in terms of both workshop space and mechanics. Transparent service workflows at all times, thanks to progress reports on each vehicle pass and the associated repair steps, result in streamlined, efficient service processes that remain on schedule. As your customers will appreciate, promises are all very well, but good planning is better.

- Professional appointment arrangement taking into account delayed check-in and the current daily workshop capacity

- Continuous capacity utilization of workshop departments and teams and even distribution of vehicles checked in and out throughout the day

- Transparent service process on the basis of status reports of a vehicle pass and the associated repair steps

- Customizable to take into account dealership-specific aspects such as workshop areas, teams, shift work models or check-in intervals

The „Daily appointment list" displays all scheduled service appointments for the current or selected day. Depending on your settings, you can either scroll into the future or the past. You can view customer-/vehicle data as well as the status of each repair. Based on your color management, the list can be colored in reference to the appointment status. You can also see more detailed information about the appointment in the info line as well as an overview of the workshop utilization.

The „Info Center" can display all customer-/vehicle data. Among other things,, you can view and edit the details of the "privacy" settings. The „Privacy" window is divided into two areas. At the top the list of customer-/vehicle data is displayed whereas on the bottom you'll find the detailed privacy settings of the corresponding customers. Furthermore a branch filter is available, which enables you to also show customer/vehicles of other branches.

A graphical overview of the workshops overall utilization. The screen shows the utilization of all mechanic teams for the selected calendar week. You can also get more detailed information, such as an overview of all present or absent employees, the assigned repair scopes, review of rental vehicles and an overview of the reception appointments of all service advisors for every single day, if required.

SOFT-SOLUTIONS

soft-planning
Service appointment planning taking into account the check-in intervals of service advisers and workshop capacities.

soft-expert
Comprehensive service appointment planning and management for your specialist departments.

soft-communicator
Opens SOFT-SOLUTIONS and sets up a link to the dealership's telephone system when there is an incoming customer call.

soft-pad
Mobile vehicle check-in functionality on an tablet, including all of the relevant information from soft-planning and soft-expert.

soft-net
Car dealership app that synchronizes and schedules appointments online, while matching customers' requests to your workshop capacity.

soft-workshop
Workshop planning with access to existing appointments/orders for the management of the subsequent workshop process step.

soft-clock
Internal controlling module with clocking in/out for recording and identifying all staff, performance and transaction data.

soft-wheeler
Organization of seasonal hardtop, tire and wheel stock, including storage, analysis, price calculation and quotation preparation.

soft-agent
Requirement-based support for your workshop for third-party appointment planning.

soft-rent
Planning of all vehicles to ensure customers remain mobile.

soft-fleet
Management of a dealership's own and external vehicles, e.g. for courtesy cars when customers' cars are being serviced, rental vehicles and vehicles for test drives, including all demonstration cars and company cars or fleets.

soft-troubleizer
Recording, editing and management of all complaints and claims.

soft-marketing
Creation, organization and implementation of customized after-sales marketing campaigns.

soft-welcome
Professional customer presentations and display of marketing campaigns.

soft-messenger
Customer appointment reminders and vehicle progress reports by SMS text message or e-mail.

soft-forum
Cross-departmental information and messaging system for tracking information and processing steps.

soft-statistics
Statistical analyses of a variety of SOFT-SOLUTIONS for comparison and monitoring purposes.

soft-analytics
Web application to visually prepare SOFT-SOLUTIONS data with extensive analyses and evaluations.

soft-nrg
automobile business solutions

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