soft-agent

Here to serve your workshop.

PARTS MANAGEMENT

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP
MANAGEMENT

ANALYSIS

WORKSHOP MANAGEMENT

FLEET MANAGEMENT

BUSINESS ORGANIZATION
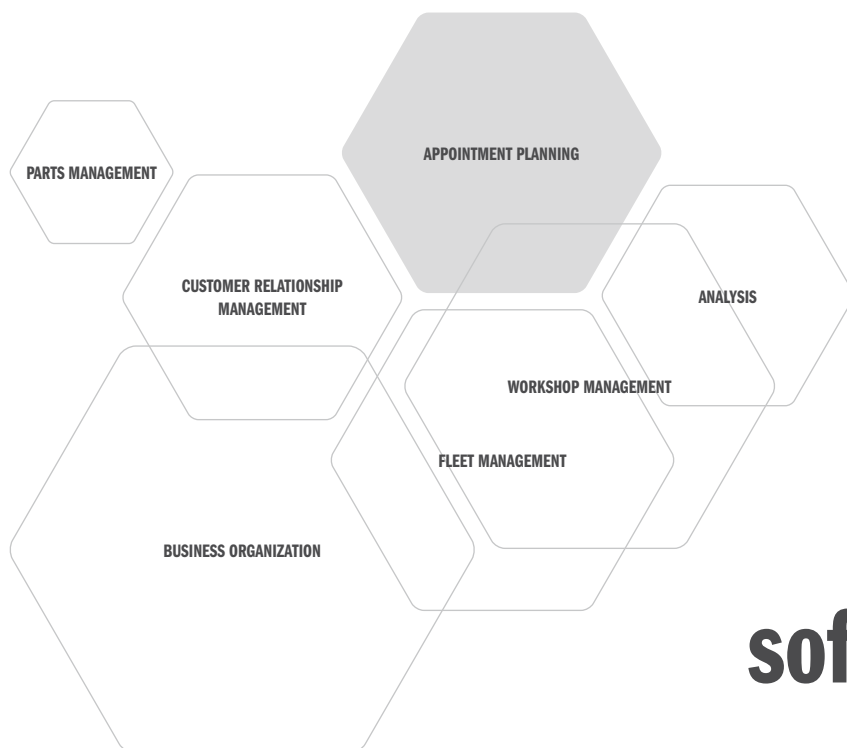
soft-agent

Whether you rely on external service providers at peak times, permanently work with call centres or you are only just starting to think about outsourcing how you allocate appointments - using soft-agent renders local applications irrelevant and makes external appointment allocation simple and efficient.

**And this is how it works:**

- Customer/vehicle search on the existing SOFT-SOLUTIONS database (Autohaus)

- Configuration of ALIAS repairs and replacement vehicles (example: soft-net)

- Calculation and notification of appointment suggestions beyond the participating branches

- Saving, amending and deleting appointments

- Two-tier security concept by means of authentication via the soft-nrg platform and an authori-sation via the local SOFT-SOLUTIONS components

The benefits are clear:

Order volumes at peak times can be controlled without intervention into your existing structures and processes. Unobtrusive, invisible and silent, soft-agent will provide a buffer for such times – even 007 couldn't do better in Her Majesty's service.

You can download further information on the various software solutions from **www.soft-nrg.de/en/documents**
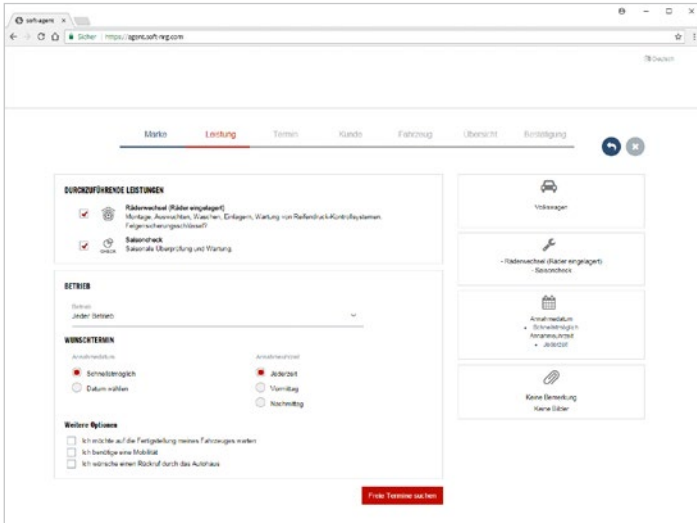
soft-agent, our web-based online appointment booking system will support the service de-partment and the call centre, can be used to arrange appointments and will ensure that the employees of your dealership have time for the most important thing – your customers.

The call centre which arranges appointments has an overview of all appointment pro-posals of all of the participating branches and can directly allocate the required ap-pointments online.
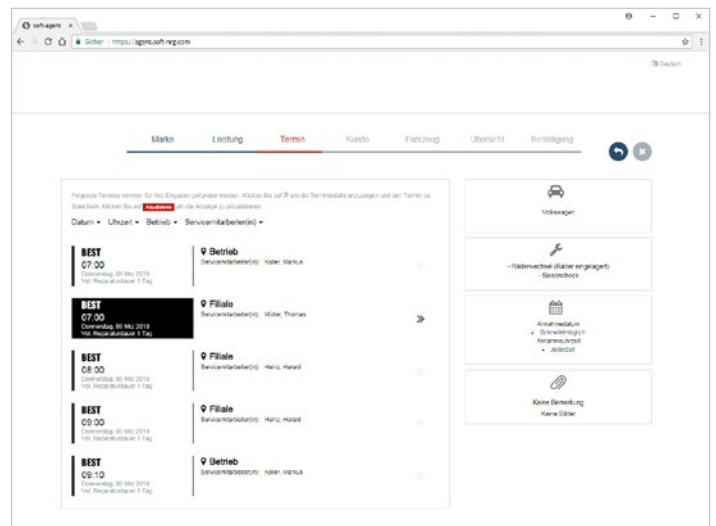
The booking process is simple and can be intuitively understood at every call centre. Efficient appointment planning avoids clashes.
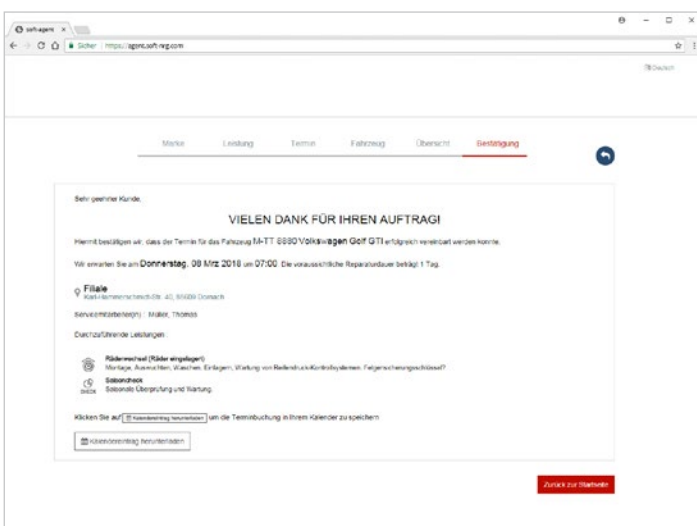
SOFT-SOLUTIONS

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-agent

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

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-confirm

Web application to notify customers of required order extensions.

soft-wheeler

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

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.

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.