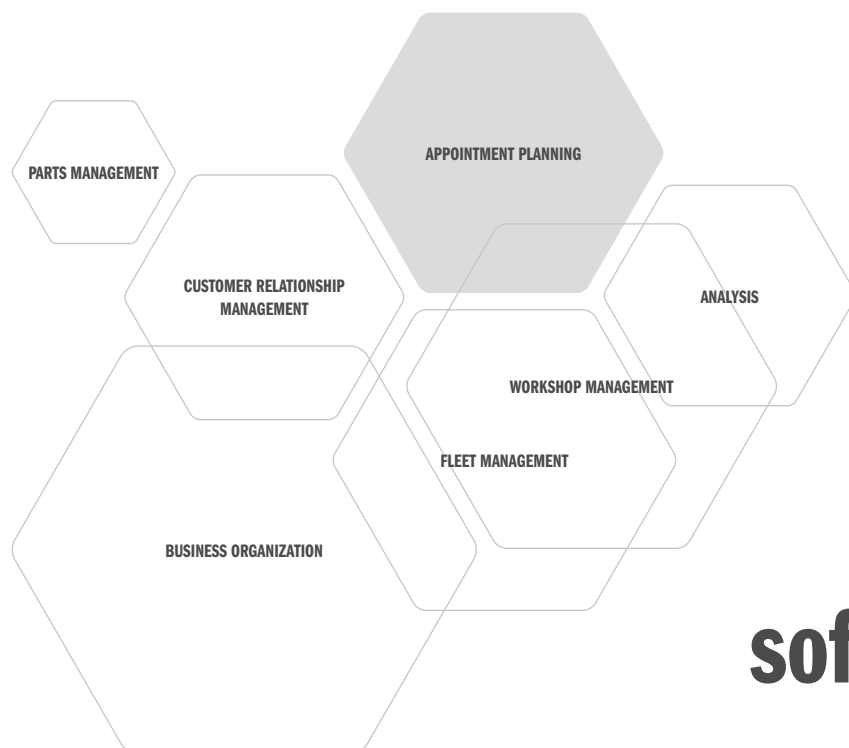


# soft-communicator

The program opens almost as soon as the customer is on the line.



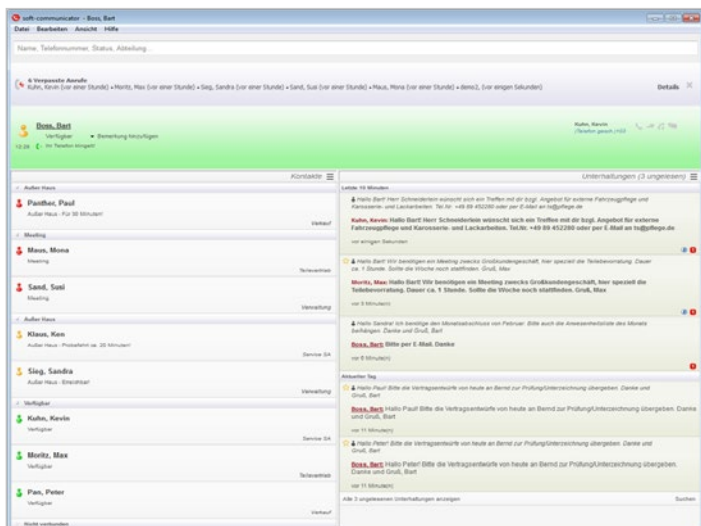
# soft-communicator

The program opens almost as soon as the customer is on the line. For incoming calls, soft-communicator connects all of the installed SOFT-SOLUTIONS to the dealership's telephone system. The customer's details are displayed in order to shed light on the situation and can be edited and interlinked immediately during the call.

- Clearly set out list showing all accepted, missed and forwarded calls
- Skilled call handling thanks to automatic caller recognition on the basis of the stored phone number and the display of the customer or vehicle history (e.g. previous workshop appointments or tires or wheels currently stored)
- Avoidance of queues when forwarding calls thanks to an on-screen indication of whether staff are present and access to their calendars and working hours arrangements
- Creation and forwarding of tasks, addition of own notes on a call or customer and immediate triggering of new actions in other SOFT-SOLUTIONS (e.g. creation/editing of a service appointment)

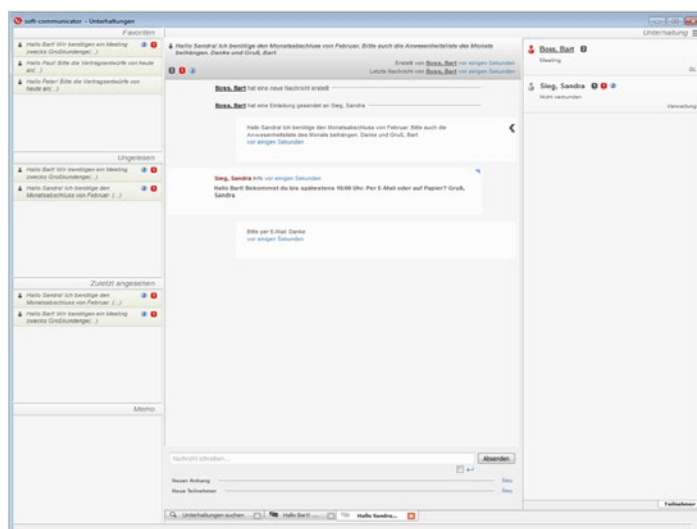


You can download further information on the various software solutions from [www.soft-nrg.de/en/documents](http://www.soft-nrg.de/en/documents)



In „contacts“ all configured users are displayed. The sorting or grouping can be configured individually. The displayed contacts contain information on the status and department affiliation. Functions to call and write e-mail are available as well as an overview of all conversations you are participating. If a call is not answered, it is automatically saved in the call list (with appropriate permission). In addition, missed calls are immediately shown.

The conversation browser provides you with an overview of the author, the total number of posts, the number of unread posts, information about attachments, information about split conversations etc. You also have direct access to any connected customer-/vehicle data or appointments as well as an overview of all current conversations and memos.



Based on the settings, all incoming, outgoing and missed calls are displayed in the „Call log“. Depending on whether there is an identified customer or an employee, you have various additional functions. Within the call log various filter functions, grouping and sorting are available for you to customize the list to your individual needs.

# 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 a 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.

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