

soft-expert

Paint or leather? Truck or trailer? It would be better to plan your specialist department in ...



soft-expert

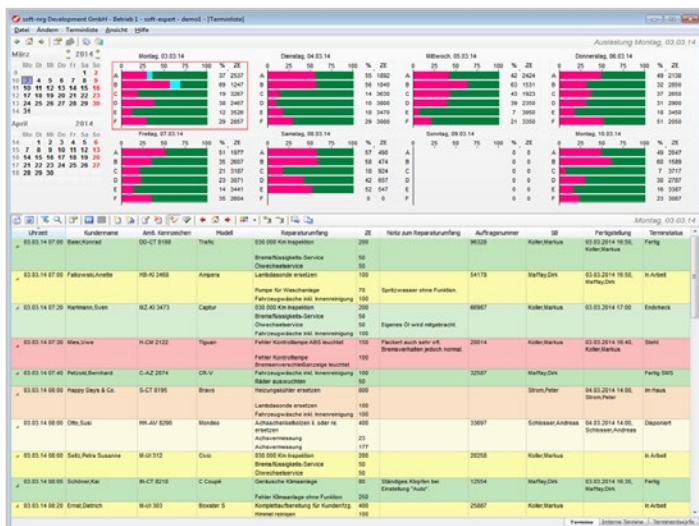
Paint or leather? Accessories or upgrading? You can plan all of that better with soft-expert, our tool for specialist departments, commercial vehicles or cases in which service advisers want to make their own appointments. The graphical display of the distribution of operations shows you at a glance what's been planned in when and which workshop departments are involved. More specialist knowledge is required to use this – but an optimized workflow isn't just a matter of chance...

- Configuration of the screen view on the basis of specific specialist areas and their service advisers – ideal for the organization of team concepts and specialist departments
- Template for arranging work-related data or items in a specific sequence for orders that span a number of days in the workshop – typically for areas such as bodywork, trucks or buses
- Graphical display for a quick view of different workshop operations and how they are divided up
- Planning can be carried out on the team, group or mechanic level – for direct control of your mechanics and specialists

You will find additional benefits at www.soft-nrg.de

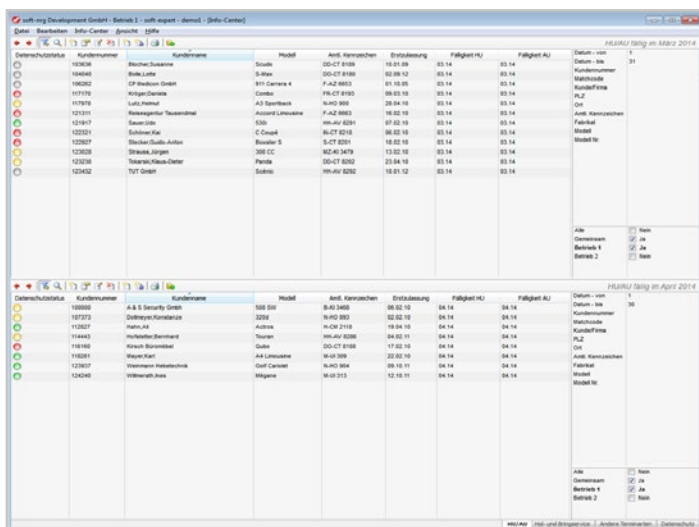
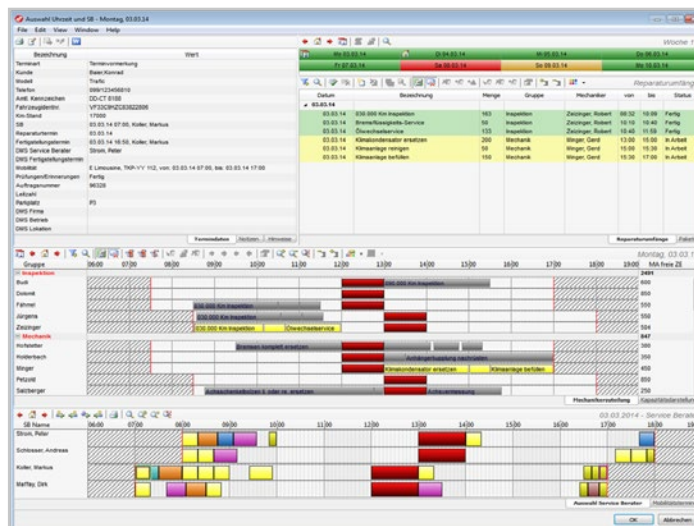


You can download further information on the various software solutions from www.soft-nrg.de/en/documents



For each selected day, you can immediately see the planned appointments respectively. Daily appointment list and utilization overview at a glance. The current appointments and the utilization of the workshop are always displayed here. Based on the settings, you can either scroll into the future or the past. Depending on the configuration, different types of appointments (e.g. Waiting customer) are presented to you in different colors.

soft-expert improves capacity planning by considering external services and additional work performed and allows for detailed planning of services either on team or technician level. At a glance you can see the most important customer-/vehicle data, information about appointment times, information on mobility and other appointment information, such as notes and hints. Furthermore, you recognize workload already allocated to mechanics. You can also add new work and edit existing ones.



The „Info Center“ can display all customer-/vehicle data. Among other things, you can view the vehicles, which are currently due for a government technical inspection either this or next month and currently have no appointment in advance. The view is divided into two areas. Initially it will show the current month at the top and the next month at the bottom. Clicking the magnifying glass will display the relevant customer-/vehicle data for the corresponding month. Customers with an overdue government technical inspection which have at least one appointment in advance, will not appear in this view. This will allow you to process customer-/vehicles with due GTV, without contacting these customers multiple times. Furthermore a branch filter is available, which enables you to also show customer/vehicles of other branches.

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.

soft-nrg
automobile business solutions

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