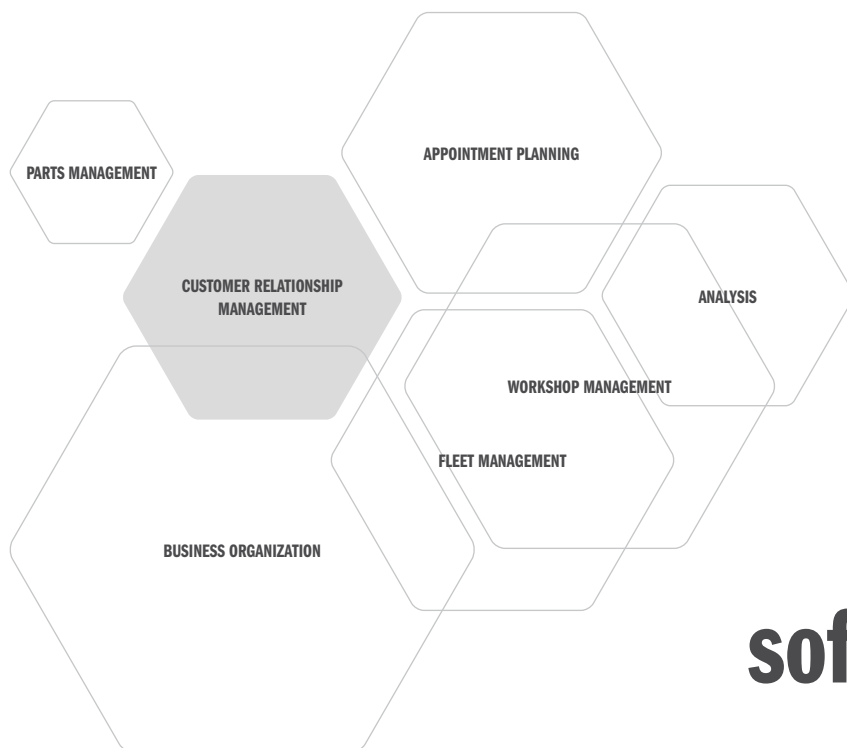


soft-messenger

Customer orientation in less than 160 characters.



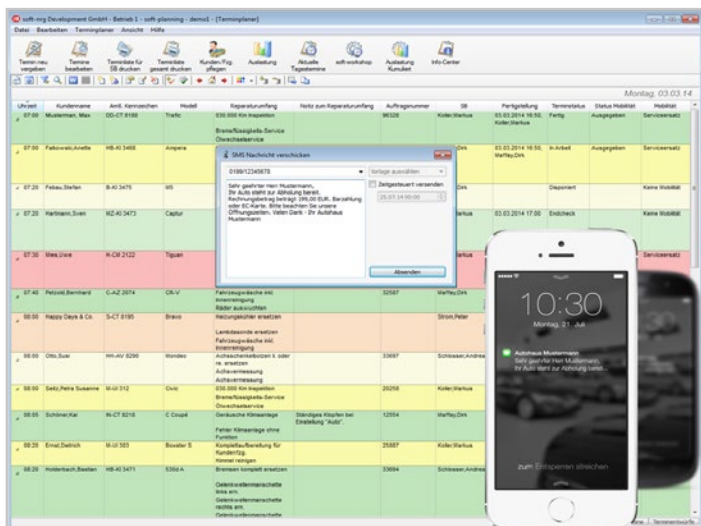
soft-messenger

Call, wait, call again? Leave a message? How do your customers know somebody will listen to the messages they leave? Why not do the work for your customer? The smart, efficient approach is to keep your customers informed with SMS text messages to remind them of their appointments or notify them of their vehicle's status... That's customer orientation in less than 160 characters.

- Linked to the soft-planning and soft-expert modules with automated sending of appointment reminders, notifications when vehicles are ready for collection or requests to return a call
- Automated search function for country-dependent cell phone numbers in a customer's telecommunication data
- Separate portal for maintaining standardized appointment-related SMS texts and viewing dispatch statistics
- Running of promotional campaigns by SMS text with upload functionality for cell phone numbers – for example, to remind customers of an upcoming seasonal change of tires

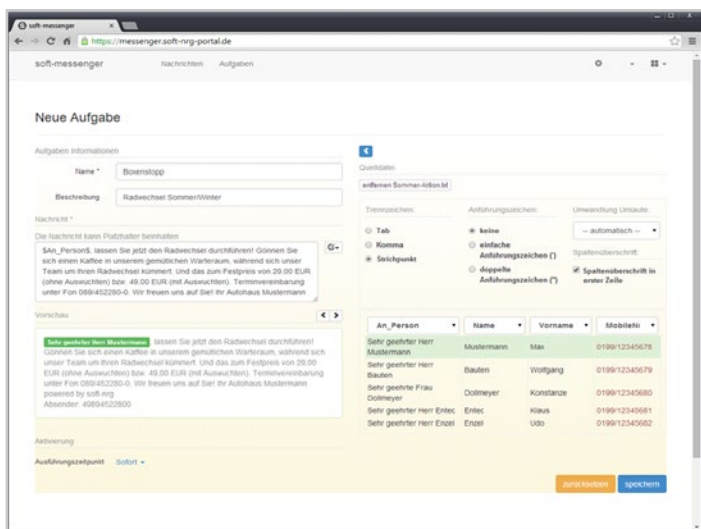
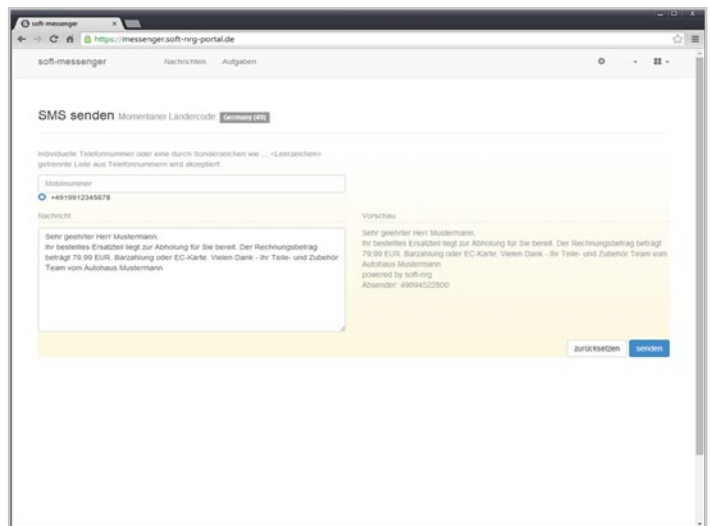


You can download further information on the various software solutions from www.soft-nrg.de/en/documents



With the help of soft-messenger, the functionality of soft-sms is now directly integrated in the SOFT-SOLUTIONS application. Through this integration, e.g. you can now directly send an SMS from your daily appointment list to the customer informing him about the current state of his appointment. This module also offers bulk text messages to multiple previously selected customers. So you now have the option to write bulk text messages to customers with overdue government technical inspections for the next month with a simple click.

The soft-messenger online portal allows you to send customized SMS to the customer, e.g. to indicate the availability of ordered spare parts, or automated reminders for workshop appointments.



Via the soft-messenger online portal you also have the possibility to perform dealer driven SMS campaigns such as tire change campaigns, seasonal checks, service and sales offers etc.

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

soft-nrg Development GmbH
Karl-Hammerschmidt-Str. 40
85609 Aschheim

T +49 89 452280-0
F +49 89 452280-100

www.soft-nrg.de
info@soft-nrg.de