soft-troubleizer

Turning angry customers into satisfied customers.

PARTS MANAGEMENT

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP
MANAGEMENT

ANALYSIS

WORKSHOP MANAGEMENT

FLEET MANAGEMENT

BUSINESS ORGANIZATION
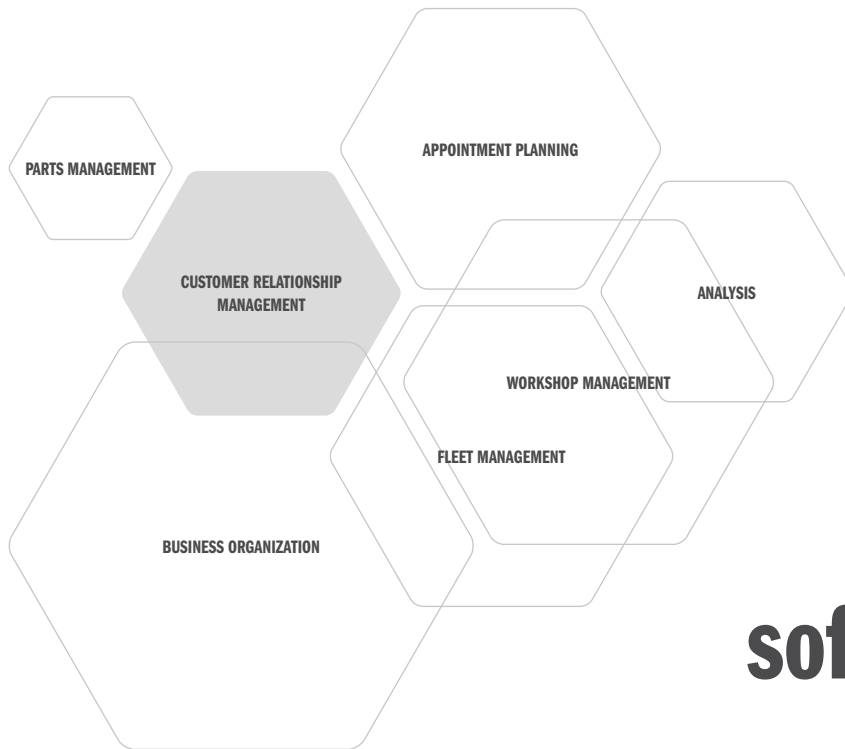
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Problem with a customer? Any complaint you receive is a big opportunity. But only if you are able to form a comprehensive picture and then respond appropriately. soft-troubleizer allows all complaints and claims to be recorded in detail, edited and managed. At the end of the process, you have a satisfied customer – just as you had at the outset.

- IT-based complaint management with practice-oriented email, newsgroup and message-board functionality

- Comprehensive recording of customer complaints for all departments with corresponding tracking – no complaint goes unprocessed!

- Setting of deadlines and priorities for individual processing steps and the complaint process as a whole

- Storage of a cost required to regain customer loyalty with analysis of the current cost situation compared to the estimated target
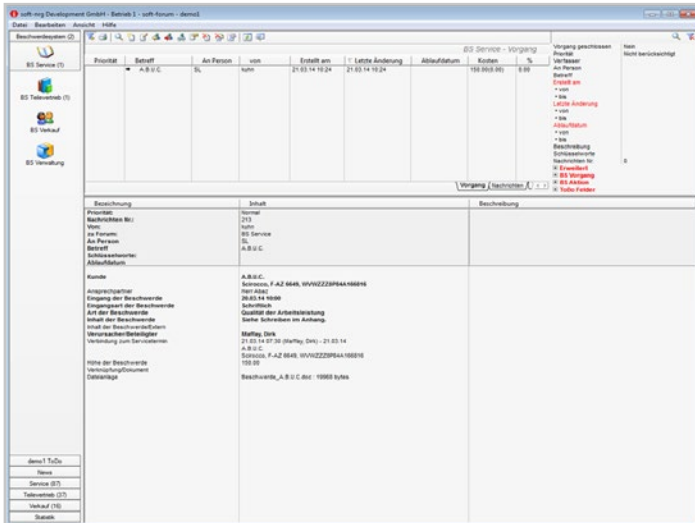
The complaint system with its supplied functions supports the internal complaint process. This includes the computer-controlled recording of problem cases, their processing as well as statistical analysis of the correction process.
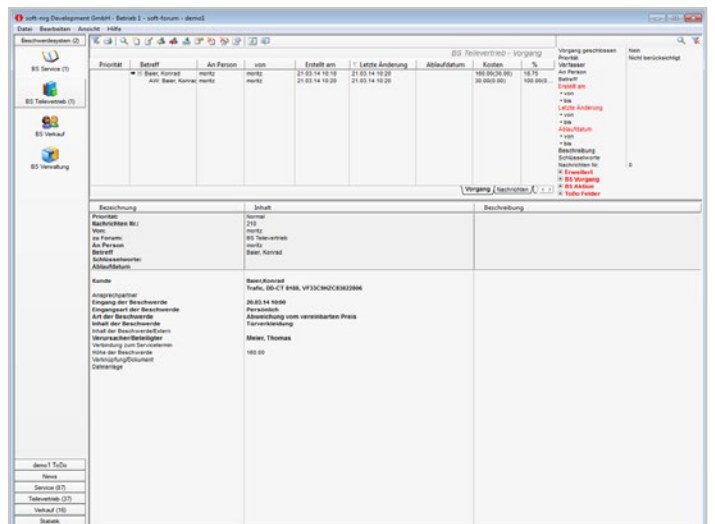
For a better overview and breakdown of incoming complaints, these are divided into individual forums for each department. The message templates contain predefined input and selection fields. You cannot change or extend these. Thus, the system can provide comprehensive statistics on all complaint processes.
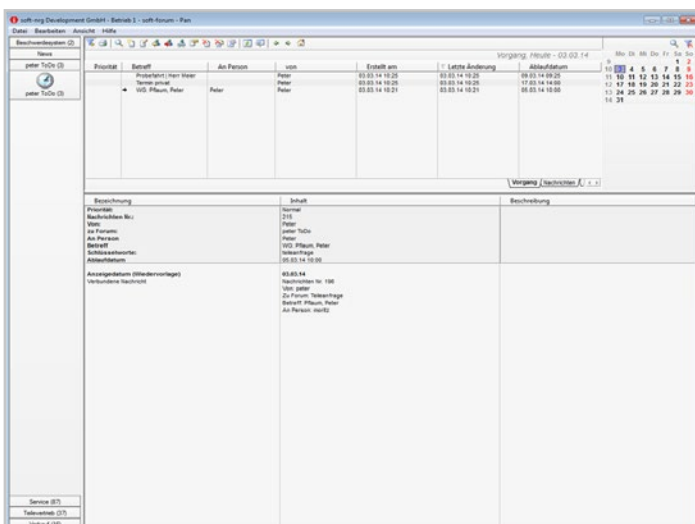
The Personal ToDo Forum of every employee ensures a simple and easy task management. When you create a to-do entry, you can rely on templates with predefined headers and standard content. Using „resubmission" it is also possible to control the reminder for individual appointments. The functionality of the ToDo Forum ensures a professional workplace design of appointments and their linked tasks.

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.

soft-nrg
automobile business solutions