



**soft-welcome**

Put what your dealership has to offer on display.

**soft-nrg**  
automobile business solutions



## soft-welcome

soft-welcome allows you to present your workshop or delivery schedules professionally and display marketing campaigns on a flat screen or large screen. Your dealership appears innovative and well organized, and your customers' waiting times become much more tolerable if you display information on the progress of the jobs in your workshop, for example, or show photographs or films of your dealership or run digital promotional campaigns. Put what your dealership has to offer on display.

- Service and delivery appointments are alternated with photographs of your dealership or selected promotional campaigns in a multimedia presentation
- Moving images or films on a monitor, TV screen, LCD screen or projector attract a great deal of attention from customers
- Department-specific promotional material can be presented at the same time in different locations in the dealership
- It is easy to integrate images, slogans, animations and text, combine them as required and promote current or seasonal offers



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

**Herzlich Willkommen.**  
Wir freuen uns über Ihren Besuch.

BMW Service

Termin	Service Berater Annahme	Kundenname	Terminstatus
17:00	Strom, Peter	ABS Maschinen u. Anlagenbau	Disponiert
15:00	Schlosser, Andreas	Arnold	Endcheck
16:50	Maffay, Dirk	Buchversand Delf	Im Haus
17:25	Strom, Peter	Erler	In Arbeit
16:35	Maffay, Dirk	Fahrzeugbau Stooft	Disponiert
08:40	Maffay, Dirk	Falkowski	Erwartet
17:00	Koller, Markus	Fischer	In Arbeit
17:35	Schlosser, Andreas	Fähmel	Disponiert
17:00	Schlosser, Andreas	Haamel	Fertig
17:00	Schlosser, Andreas	Hahn	Endcheck
13:00	Koller, Markus	Herzog	Disponiert
08:20	Strom, Peter	Hotel Business Service	Erwartet
13:00	Maffay, Dirk	Interloging	Erwartet
17:45	Schlosser, Andreas	Marucelli	Endcheck
17:40	Strom, Peter	Müller	Im Haus
14:00	Schlosser, Andreas	Otto	Disponiert
16:35	Koller, Markus	Pflaum	In Arbeit
07:50	Koller, Markus	Seiderer	Erwartet

Dienstag, 04.03.14 11:43

soft-welcome enables you to present all pending (updated daily) service and sales appointments as well as advertising images or commercial clips to the customer. Furthermore, the columns can be individually configured freely. Within the scenario setup, you decide the order of items to be displayed, e.g. images, movies or web pages as well as their duration in seconds. Here is an example showing appointments.

Another example of service appointments.

Mercedes-Benz

Herzlich Willkommen in Ihrem Autohaus.

Wir freuen uns über Ihren Besuch.

Alles rund um unseren Service erfahren Sie von unseren qualifizierten Ansprechpartnern.

Gerne beantworten wir Fragen zu unserem Teile- und Zubehörservice und nehmen Ihre Bestellung für PKW- und LKW-Teile entgegen.

Ihr Service Team

Termin	Service Berater Annahme	Kundenname	Terminstatus
17:00	Strom, Peter	ABS Maschinen u. Anlagenbau	Disponiert
15:00	Schlosser, Andreas	Arnold	Endcheck
16:50	Maffay, Dirk	Buchversand Delf	Im Haus
17:25	Strom, Peter	Erler	In Arbeit
16:35	Maffay, Dirk	Fahrzeugbau Stooft	Disponiert
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17:40	Strom, Peter	Müller	Im Haus
14:00	Schlosser, Andreas	Otto	Disponiert
16:35	Koller, Markus	Pflaum	In Arbeit
07:50	Koller, Markus	Seiderer	Erwartet

Dienstag, 04.03.14 11:52

**Herzlich Willkommen zu Ihrem Servicetermin!**

Wir lieben Autos.

Termin	Service Berater Annahme	Kundenname	Terminstatus
17:00	Strom, Peter	ABS Maschinen u. Anlagenbau	Disponiert
15:00	Schlosser, Andreas	Arnold	Endcheck
16:50	Maffay, Dirk	Buchversand Delf	Im Haus
17:25	Strom, Peter	Erler	In Arbeit
16:35	Maffay, Dirk	Fahrzeugbau Stooft	Disponiert
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13:00	Maffay, Dirk	Interloging	Erwartet
17:45	Schlosser, Andreas	Marucelli	Endcheck
17:40	Strom, Peter	Müller	Im Haus
14:00	Schlosser, Andreas	Otto	Disponiert
16:35	Koller, Markus	Pflaum	In Arbeit
07:50	Koller, Markus	Seiderer	Erwartet

Dienstag, 04.03.14 11:44

And a further example of displaying the service appointments.

# 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-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-wheeler

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

## soft-agent

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

## 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 or e-mail.

## 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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