soft-agent

Here to serve your workshop.

soft-nrg
automobile business solutions

PARTS MANAGEMENT

ANALYSIS

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP MANAGEMENT

FLEET MANAGEMENT

WORKSHOP MANAGEMENT

BUSINESS ORGANIZATION
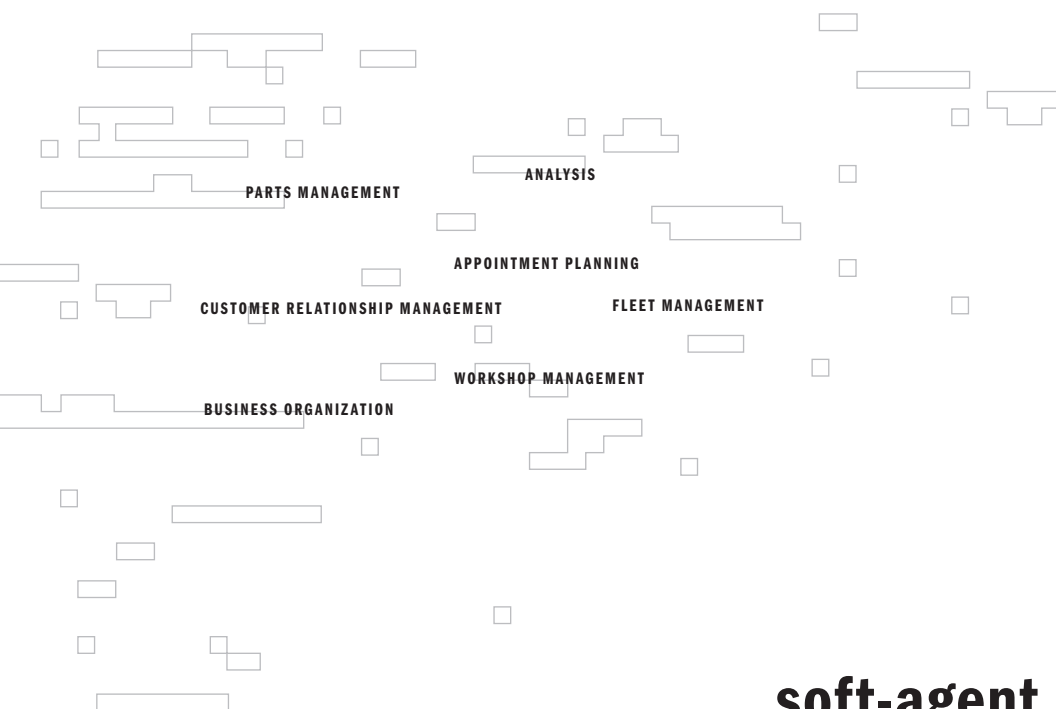
soft-agent

Whether you rely on external service providers at peak times, permanently work with call centres or you are only just starting to think about outsourcing how you allocate appointments - using soft-agent renders local applications irrelevant and makes external appointment allocation simple and efficient.

And this is how it works:

- Customer/vehicle search on the existing SOFT-SOLUTIONS database (Autohaus)
- Configuration of ALIAS repairs and replacement vehicles (example: soft-net)
- Calculation and notification of appointment suggestions beyond the participating branches
- Saving, amending and deleting appointments
- Two-tier security concept by means of authentication via the soft-nrg platform and an authori-sation via the local SOFT-SOLUTIONS components

The benefits are clear:

Order volumes at peak times can be controlled without intervention into your existing structures and processes. Unobtrusive, invisible and silent, soft-agent will provide a buffer for such times – even 007 couldn't do better in Her Majesty's service.
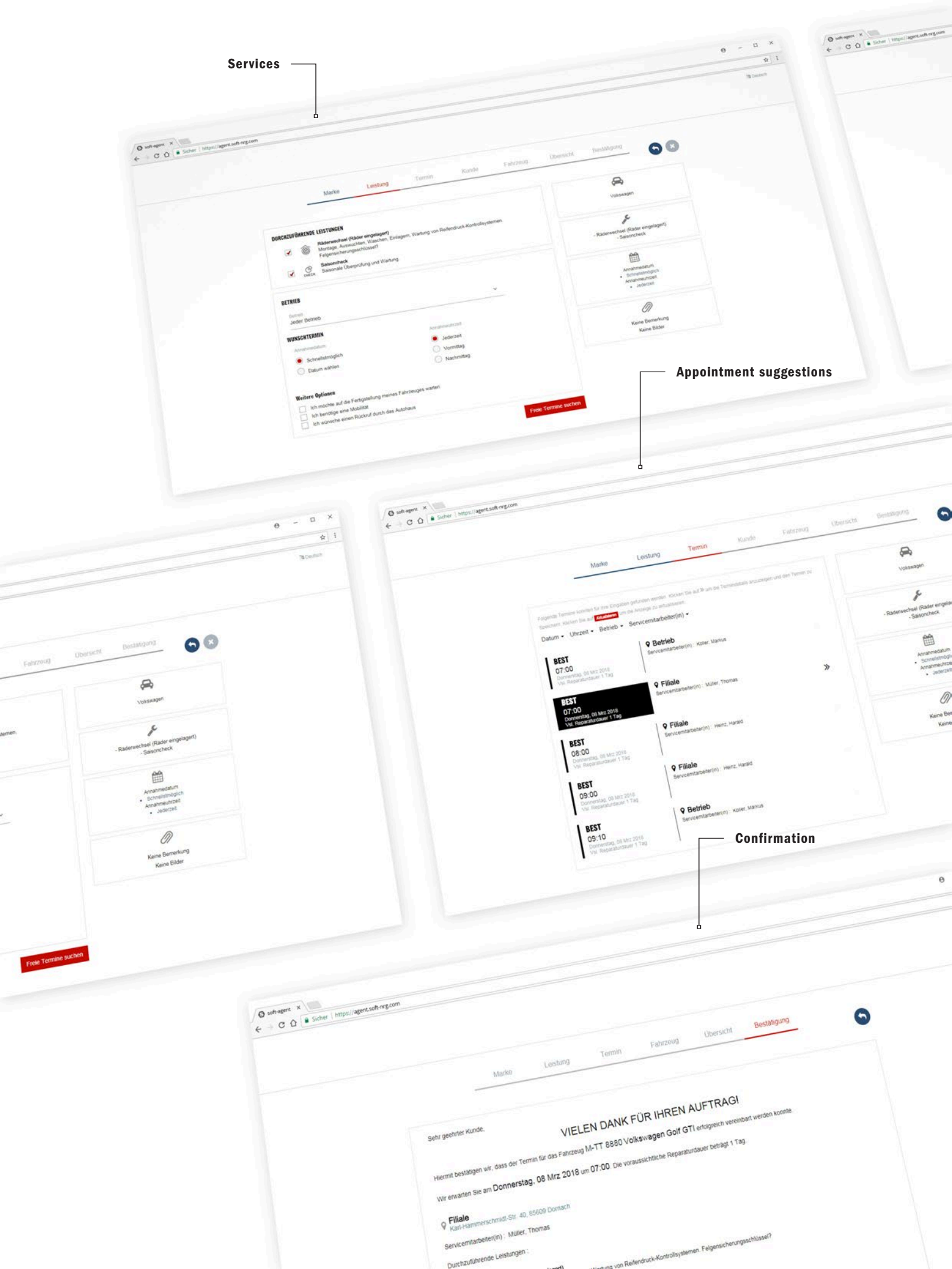
Detailed information on system requirements and other software solutions can be found at: **www.soft-nrg.com**

Services

Appointment suggestions

Confirmation

VIELEN DANK FÜR IHREN AUFTRAG!

Sehr geehrter Kunde,

Hiermit bestätigen wir, dass der Termin für das Fahrzeug M-TT 8880 Volkswagen Golf GTI erfolgreich vereinbart werden konnte.

Wir erwarten Sie am Donnerstag, 08 Mrz 2018 um 07:00. Die voraussichtliche Reparaturdauer beträgt 1 Tag.

Filiale
Karl-Hammerschmidt-Str. 40, 85609 Dornach

Servicemitarbeiter(in) : Müller, Thomas

Durchzuführende Leistungen :

SOFT-SOLUTIONS

soft-planning

Service appointment planning taking into account the check-in intervals of service advisers and workshop capacities.

planning|plus

Appointment and capacity planning from the cloud.

soft-drop

Online check-in / out for contactless vehicle acceptance online if required.

soft-expert

Comprehensive service appointment planning and management for your specialist departments.

soft-confirm

Web application to notify customers of required order extensions.

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-wheeler

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

soft-workshop

Workshop planning with access to existing appointments / orders for the management of the subsequent workshop process step.

soft-net

Online appointment scheduling that synchronizes and schedules appointments online, while matching customers' requests to your workshop capacity.

soft-messenger

Customer appointment reminders and vehicle progress reports by SMS text message.

soft-pad

Mobile vehicle check-in functionality on an tablet, including all of the relevant information from soft-planning and soft-expert.

soft-analytics

Web application to visually prepare SOFT-SOLUTIONS data with extensive analyses and evaluations.

soft-clock

Internal controlling module with clocking in / out for recording and identifying all staff, performance and transaction data.

soft-communicator

Opens SOFT-SOLUTIONS and sets up a link to the dealership's telephone system when there is an incoming customer call.

soft-agent

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