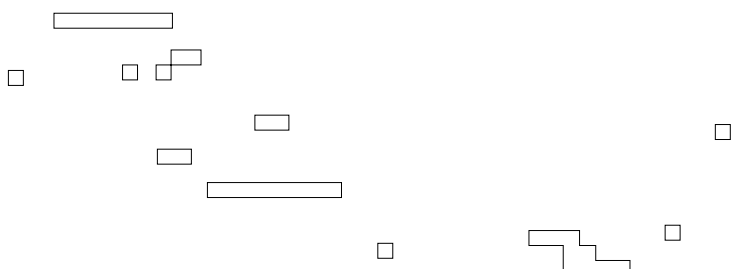
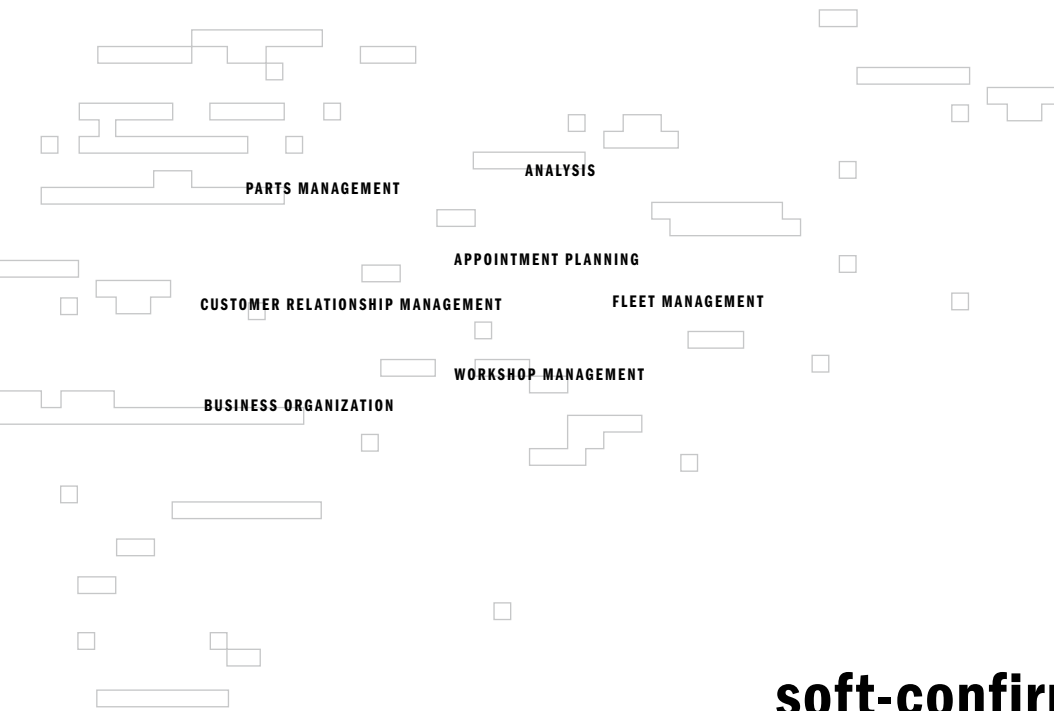




soft-confirm

As clear as if your customer was there.





soft-confirm

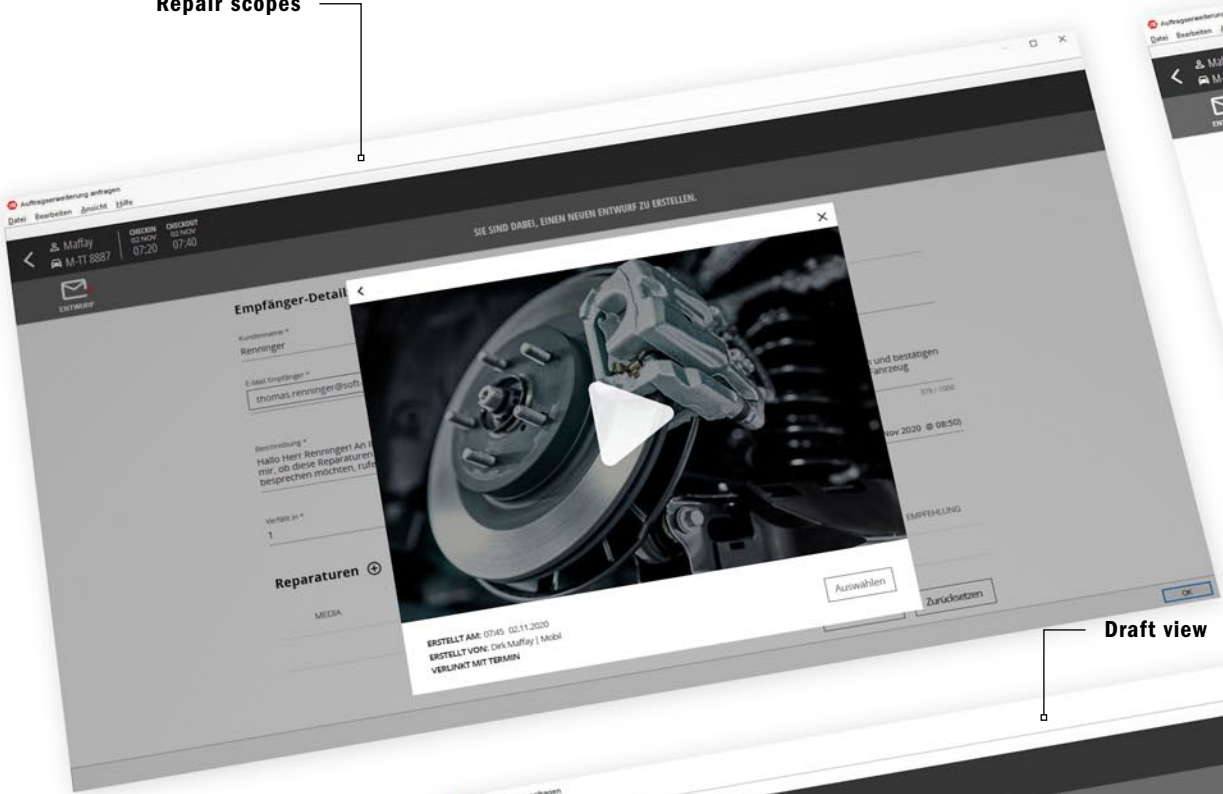
soft-confirm is a web application to notify customers of required order extensions. The potential services are transmitted to your customer and presented via video. You create transparency digitally and ensure increased customer confidence. Your customer has all the relevant facts for placing an order. Required repairs can be confirmed or commissioned online at any time.

- The service advisor records a video clip for his customer which identifies the potential repairs and sends it to soft-confirm.
- The service advisor creates an offer in soft-confirm and sends it to the customer along with the video.
- The customer checks the video and approves the desired services directly online.
- The service advisor receives a real-time message and ensures the additional work is carried out.
- The customer also automatically receives an order confirmation.

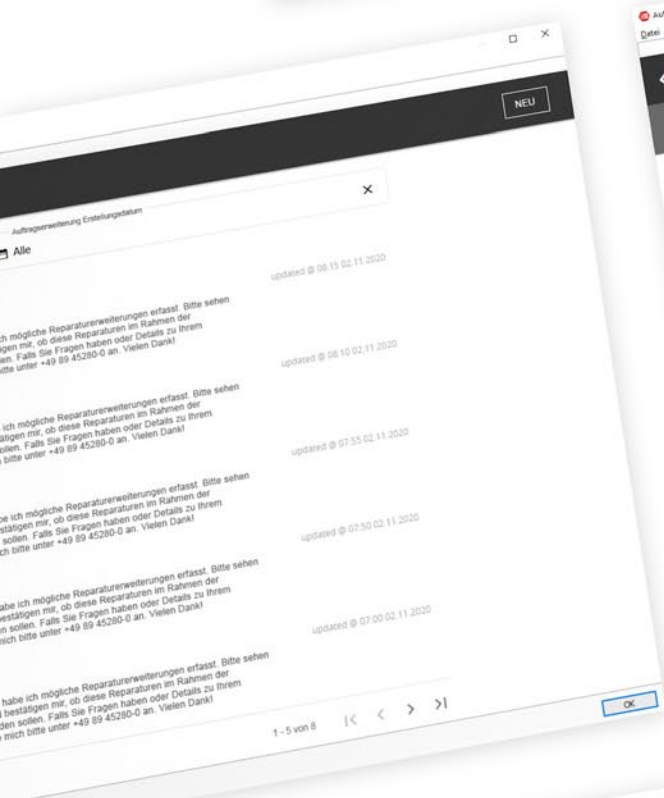


Detailed information on system requirements and other software solutions can be found at: www.soft-nrg.com

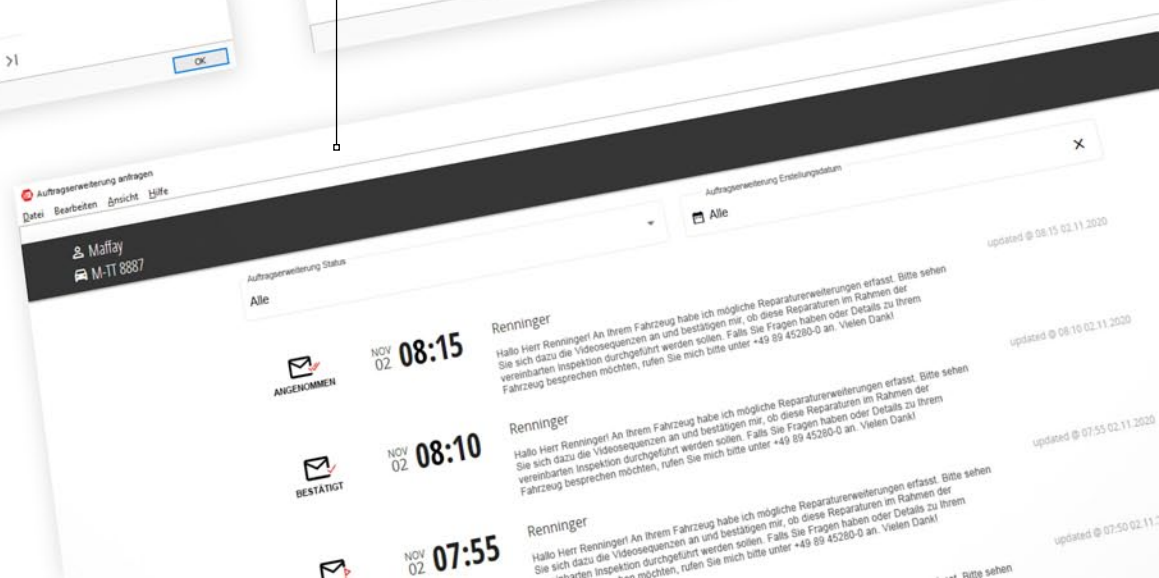
Repair scopes



Draft view



Status view



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 a 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.
