soft-messenger

Customer orientation in less than 160 characters.

PARTS MANAGEMENT

ANALYSIS

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP MANAGEMENT

FLEET MANAGEMENT

WORKSHOP MANAGEMENT
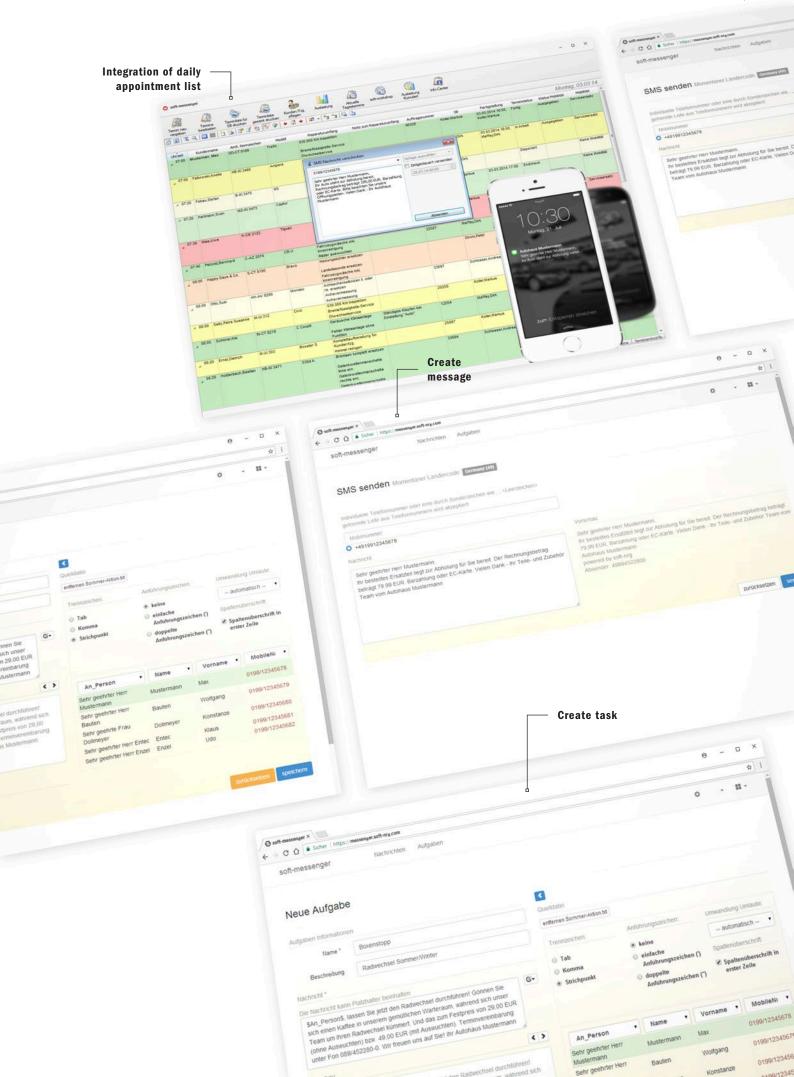
BUSINESS ORGANIZATION

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

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

Integration of daily appointment list

Create message

Create task

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.