soft-forum

It brings real benefits when everyone has access to the same information.

PARTS MANAGEMENT

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP
MANAGEMENT

ANALYSIS

WORKSHOP MANAGEMENT

FLEET MANAGEMENT

BUSINESS ORGANIZATION
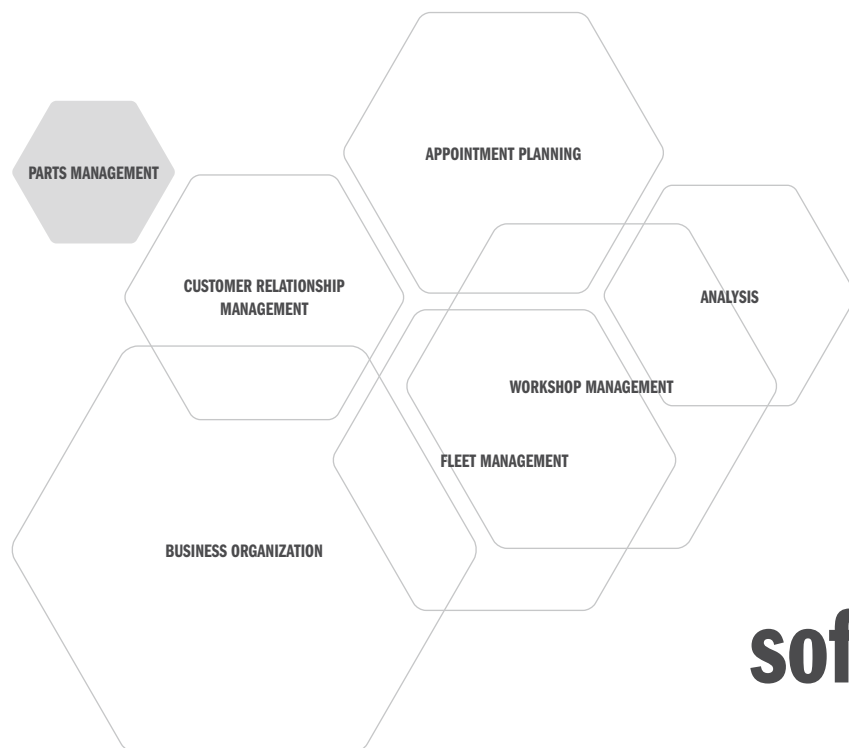
soft-forum

Comprehensive information is a key business factor in a car dealership, because it saves time and allows costly misunderstandings to be eliminated. soft-forum includes completeness checks for mandatory fields that reduce the queries that otherwise occur, for example, when information rules are not defined. As a cross-departmental information and messaging system for tracking information and processing steps, the program offers seamless information exchange and an extremely high level of transparency.

It is also possible to set up the management of personal tasks as well as individual messaging and information groups for specific departments or interest groups. It brings real benefits when everyone has access to the same information.

- Implementation of an IT-based form system with practice-oriented email, newsgroup and message-board functionality

- Organization of customer inquiries for all departments with corresponding tracking – no superfluous replacement parts on the customer shelf

- Reduction of internal queries within the company due to a failure to forward all information

- Individually configurable system for monitoring and tracking information and messages with their operations and objectives – can be linked to other SOFT-SOLUTIONS
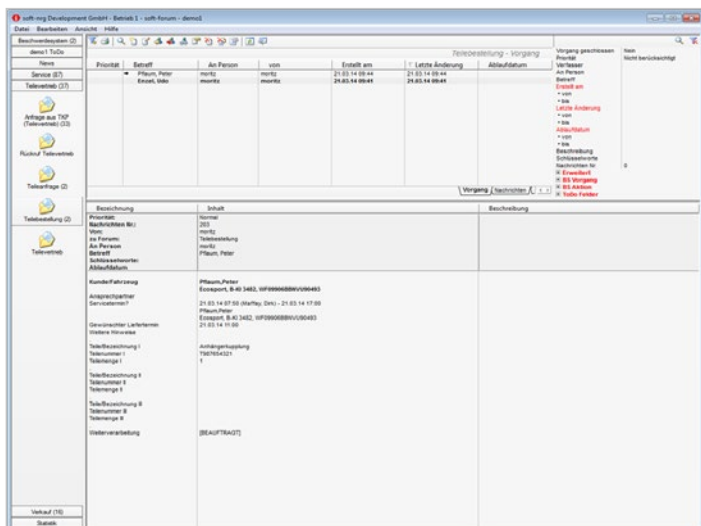
soft-forum can be individually configured and adjusted to the needs and current operating organization of the dealership. All departments and divisions such as Service, parts distribution and sales are represented in so-called forums. The user administration of the allocation and access rights of each employee can be controlled on the forums.

News and information are created directly in the various forums and therefore are visible to all members of such. All new and unread messages or messages within the forums operations are highlighted in bold font.
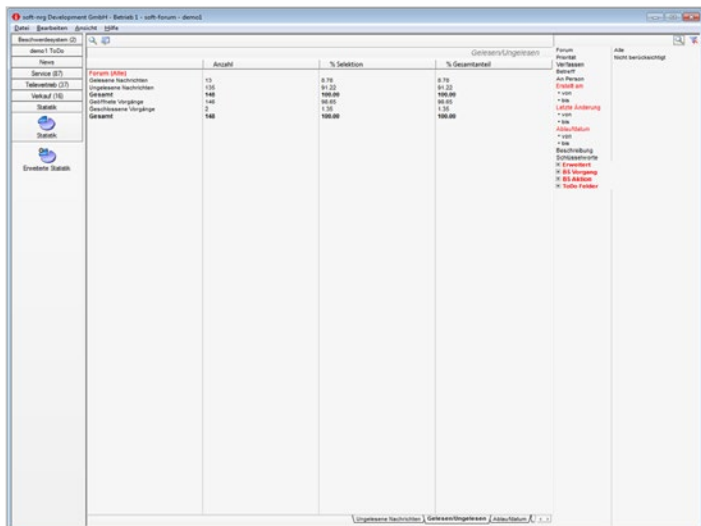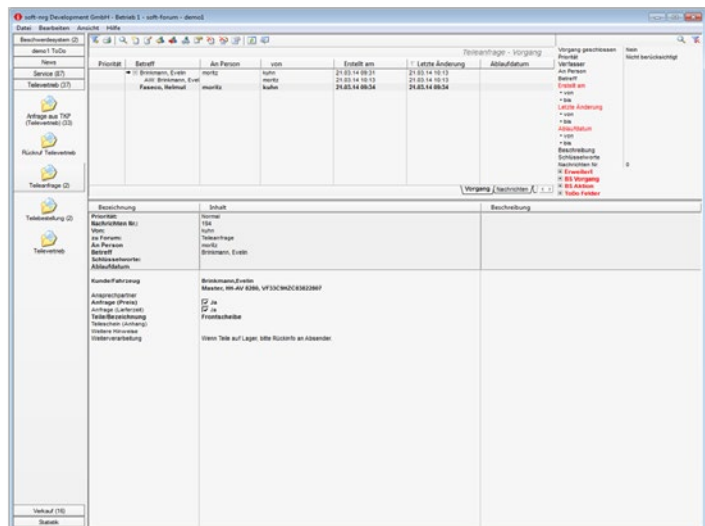
These statistics are predefined reports which cannot be changed. E.g. in the section „Read/Unread messages", as the name implies, all the read/unread messages and their respective relationship with each other are shown. You will also receive an overview of the relationship between open and closed operations. Other individual evaluation possibilities can be accessed via „Advanced Statistics".

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.