

soft-confirm

As clear as if your customer was there.

soft-nrg
automobile business solutions



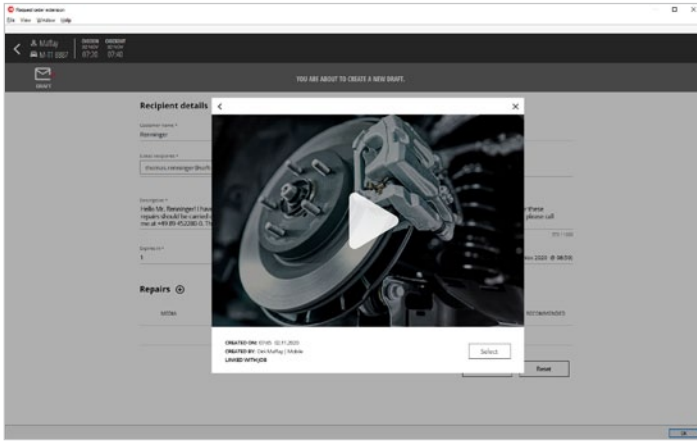
soft-confirm

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.

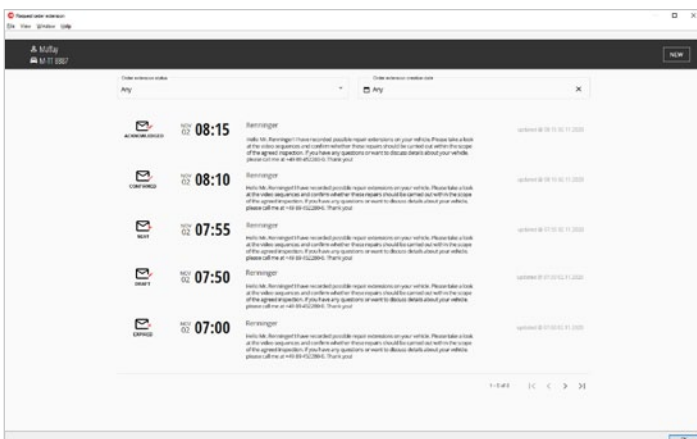
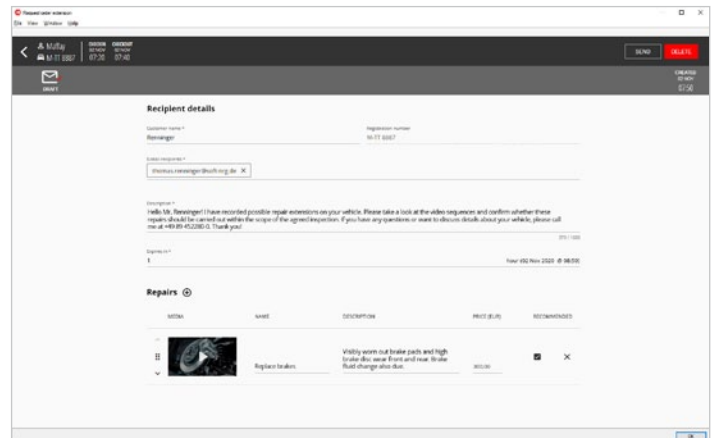


You can download further information on the various software solutions from www.soft-nrg.de/en/documents



Your service advisor explains the potential scope of repairs required - takes a few video clips, makes his selection and sends it to soft-confirm.

In the draft view, your service advisor adds service descriptions, perhaps some additional comments, costs and prices and selects the video message. The completed offer will then be sent.



The status view provides a precise overview - at any time and always up to date - of the entire communication flow. Starting with the "draft" status to "sent", "confirmed" and "accepted". If the customer approves the offered services, work can be carried out without any delay. The customer also receives his order confirmation - promptly and fully automated.

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-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.

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