

TRAINING PROGRAMME SHEET



BOOST YOUR AFTER-SALES BUSINESS WITH PHYGITAL



Course organisation

Duration : ask us (to be defined depending on learner numbers)

Number of participants : Unlimited

Learner profile :

- › Service advisors
- › After-sales managers
- › Workshop managers
- › After-sales secretaries
- › Anyone responsible for workshop appointment booking

People with disabilities : please contact us orally if you need the training to be adapted

This course and its content can be adapted to learners' disabilities based on the information provided by the relevant staff working for our customers.

Prerequisites : no educational prerequisites, mandatory technical prerequisite

Accessibility and lead time : ask us (average: three to four weeks)

Quality and results indicators :

- › Survey of expectations before the course
- › Learning outcomes measured immediately
- › Satisfaction evaluated immediately
- › Satisfaction evaluated again later

Training team : the training is led directly by one of our trainers at the site.

Educational and technical resources

- › Trainees hosted in a dedicated training room
- › Documents and projected training materials
- › Theoretical explanations
- › Concrete case studies
- › Support documents made available online after the course

System for monitoring the evaluation of training results

- › Feuilles Attendance forms
- › Real-life situations
- › Training evaluation forms
- › Training completion certificate

Price : ask us (amount on the signed order form agreed with the sales department)

Learning objectives

- › Ability to use and implement after-sales appointments
- › Providing a seamless phygital experience for after-sales customers

Course content

- › Presentation of the phygital after-sales customer experience with MecaPlanning as the appointment booking tool and all its associated features.
- › Before the customer appointment:
 - › Management of multiple drivers and bidirectional communications between the DMS and MecaPlanning
 - › Making and entering an appointment via the different channels (telephone, web, call centre, QR code), modifying an appointment
 - › Creating and modifying a customer record and transferring the customer database on the internet
 - › Using the animations and dynamic check-in via TechPad and TechMapp
- › During the customer appointment :
 - › Familiarisation with the Planning tool, with specific cases to reduce lead times
 - › Familiarisation with the user interface
 - › Using the Administration tool to configure benchmarked times for each vehicle
 - › Producing a repair order and modifying an intervention time
 - › Familiarisation with subcontracting operations
 - › Using and configuring the service portal – automatic querying of ICM, integration of OTS...
 - › Gestion Courtesy vehicle management
- › After the customer appointment
 - › Getting to grips with the additional sales module

Update history	
Version	Date
V1	21/11/2022