

MecaPlanning Agent

Digital after-sales management
for agile organisations



Incoming calls for the same number of appointments
Generos



Optimised workshop tasks



Customer communication
via text or email



Centralised and synchronised schedule management for the staff at the reception, the workshop and courtesy vehicles.



Connects to over 80 applications on the market.



Online appointments updating the workshop and reception workload in real time.



Interfaces with DMS software, manufacturers' extranets and other partners for a complete and potentially scalable custom ecosystem.



Continuous multi-channel communications with customers (text and email).



Online appointments via a QR code placed in the customer's vehicle.

About 3Dsoft

As global market leaders in automotive after-sale activities and pioneers in the digitalization of automotive processes, we offer innovative solutions to our customers in 37 countries worldwide.

Our software is used at over 2.300 sites worldwide by more than 50,000 daily users, and has revolutionized the way our customers organize the work of their mechanical shops, their body shops and their vehicle processing centers.

3Dsoft. Changing after-sales, for the better.

FEATURES

▶ MecaPlanning

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Agent

Appointment management	STANDARD	STANDARD
Team management (training, leave etc.)	STANDARD	STANDARD
Workload overview	STANDARD	STANDARD
Monthly availability overview	STANDARD	STANDARD
Interactive communication with customers (text, email etc.)	STANDARD	STANDARD
Workshop schedule	STANDARD	OPTION
Reception schedule	STANDARD	OPTION
Courtesy vehicle schedule	STANDARD	OPTION
Reception and workshop screens	STANDARD	OPTION
Online appointment booking (internet)	STANDARD	OPTION
Tablets for technicians	STANDARD	OPTION
Efficiency monitoring	OPTION	OPTION
View: weekly schedule	STANDARD	NOT AVAILABLE
Weekly list: pre-picking	STANDARD	NOT AVAILABLE
View: analysis	STANDARD	NOT AVAILABLE
Task list	STANDARD	NOT AVAILABLE
Explanatory videos	STANDARD	NOT AVAILABLE
Call centre widget	STANDARD	NOT AVAILABLE

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