

MecaPlanning Agent

Digital after-sales management
for agile organisations



Incoming calls for the same
number of appointments

Optimised workshop tasks

Customer communication
via text or email



Centralised, synchronised schedule
management for reception staff,
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

» MecaPlanning
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

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

Contact

+33 1 81 80 30 00

contact@3dsoft.fr

 www.3dsoft.fr/en

 Follow us on LinkedIn
www.linkedin.com/company/3dsoft-mecapanning

