

Can I receive SMS from the customer?

Yes, you can!

Sending a text message is the easiest way to inform a customer about the repair of his car.

You can type in the message in PlanManager and also keep a log.

In some cases, the customer sends a message back telling when he comes to pickup his car. Or he will be later. Or even an answer to a question you asked him/her. When the customer does, PlanManager will retrieve the message and put it in the communication screen.

The screenshot displays the PlanManager software interface. At the top, there is a navigation bar with icons for Communicator, Plan, Order, Subcontracted, Damage, Merge, Car Fleet, Custom Fields, and Admin. Below this, the communication screen is visible, featuring a list of fields for communication details: Owner, Driver, Insured Party, Referred By, Insurer, Engineer, Repairer, Agent, Direct payment, All Parts In, File Admin, and Financial. Each field has a corresponding icon and a text input area. A notification message is overlaid on the bottom right, stating: "Notification message", "SMS: +32472815911", "Thank you for the notification.", and "I will be there at 5PM." The bottom of the screen shows a status bar with "New Activity" and "Results: Viewing items 1-1 of 1." Below this is a table header with columns: Date, Start, End, Duration, and Perso.

The system places the message in the corresponding file. Also, the system will make a notification when the message is received. This will immediately inform you that a message has been received. Only staff members with the announcement flag will see this message. In the personnel maintenance screen (Maintenance - organisation - personnel) you can indicate whether you want to receive notifications or not.

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Autor: Katrien Vanhaute
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