

Communication

Can I receive a text message 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 pick up 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. On the left is a sidebar with navigation options: COMMUNICATION, HELP, WORKSHOP, JOB, PLANNING, REPORT, MAINTENANCE, SYSTEM, RENTAL, and INVOICING. The main area shows a 'Job List' with a filter bar at the top containing fields for location, job number, registration, repairer name, person name, model name, make name, and VIN number. Below the filter is a table with columns: Job, Key Tag, UbenchNr, Creation Date, Photo, Repair appointment, Informex, Make, Model, Registration, Owner, Insurer, Status, CCar, Comments, Damage, Mileage Damage, and A. The table contains multiple rows of job data. A notification message is visible in the bottom right corner, stating: 'NOTIFICATION MESSAGE', 'SMS: +32485995650', and 'OK, this I will be there'.

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 - organization - personnel) you can indicate whether you want to receive notifications or not.

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