

Communication

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 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.

Strana 1 / 2

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