Product Training – Day 3

Product features introduced in the latest Product version

Products Landscape for an Automotive Retailer

Interact digitally

Digital Marketing

Omni-Channel Campaigns

Personalized and account-based Sales & Marketing Campaigns
- Call Center
- SMS / Whatsapp / Viber
- Newsletter
- Facebook ads

Digital Engagement

Co-browsing
- Screen sharing
- Video and voice chat
- Secure Messenger
- Share document
- Drawing mode

Virtual showroom
- Virtual presentation of the showroom vehicles
- Lead-creation
- Price tags

Digital Presence

My Site
- Promo Pages
- Test Drives
- Car Configurators
- Car Inventory
- Centralized Website-Management

My Account
- Personalized customer portal
- Seamless customer-communication
- Self-managing customers

Site Adapter
- Create Inquiries and Leads from any importer's or retailer's internet site
- Create Inquiries and Leads from independent automotive interest sites (i.e. Mobil.de, etc..)

Sale efficiently

Digital Sales

Digital Sales Workplace
- Sales & Lead Management
- Customer 360 view
- Running on all devices (mobile, tablet, PC/Laptop)
- AI-support
- Web-based platform

Key Supplement Products

Product Configurators
- Light Configurator
- Advanced Configurator

Used Car Evaluation
- OD Evaluation
- DAT
- 2TRDE

Car Purchasing
- Purchase Lead
- Purchase documents management
- Used Car Hand-over

Complaint Management
- End-to-End Customer Complaints Management
- Digital Communication
- Escalation process

...and more
- Manage Sales Process via Workflow
- Smart Templates for notifications and documents
- Office 365 Outlook OneDealer Add-In
- Customizable work-place (dashboards per role)
- Market Place Integration (TwoS)

Transact with minimum TCO

Cloud Services
- Office 365
- Mobile Device Management

- SAP Cloud

- Amazon Cloud
- Azure

SAP Backbone Platform

OneDealer Backbone

- SAP HANA
- SAP Business Objects

Integration Layer
- Configurable end-points
- Interfaces with OEM backbone systems
- Interface with ERP systems
- Interface with Dealer Management Systems
- Interface with 3rd Party systems

Big Data & Analytics
- Reporting and Management Support System
- Predictions

One Dealer Analytics

Social Analytics
- Social KPIs

Multi-dashboards

Feature description

Multi-dashboards is a very important feature that gives the possibility to a user to have more than one dashboards available and adjust his workplace based on his needs. Depending on his rights, the user can adjust, re-order the available widgets, add or delete widgets and then save his dashboard with a unique name. When logging in the system the user can select at any time with which dashboard he wants to work with. A dashboard can be also created as Global and it is possible to be selected by anybody.
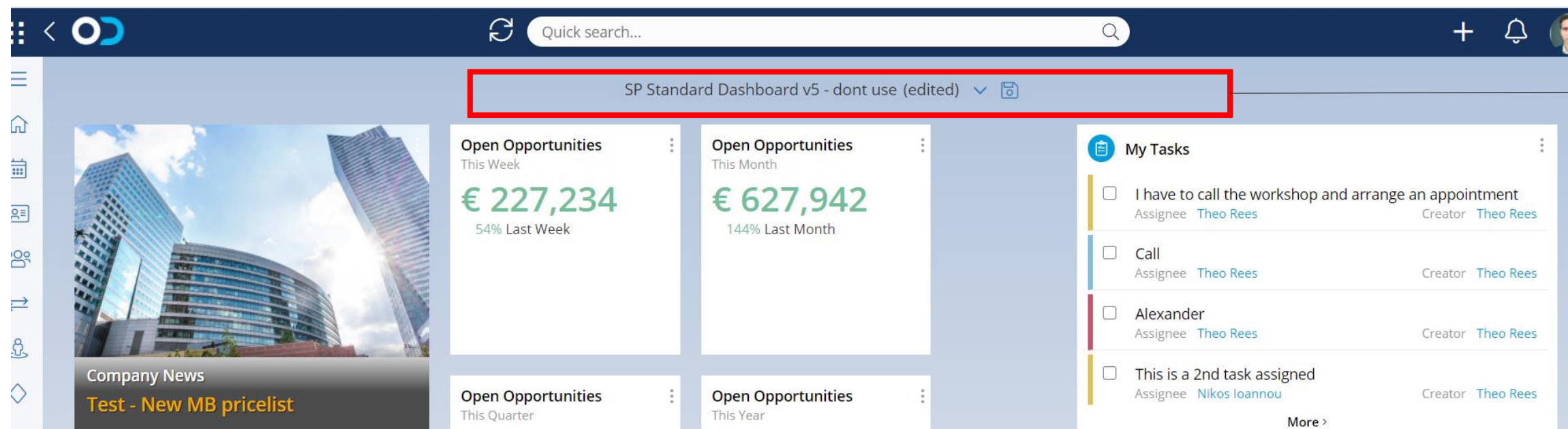
Select Dashboard from the available ones

Dashboards in the standard blueprint

- Call Center Agent
- Call Center Manager
- Sales Advisor
- Sales Manager
- Sales Marketing
- Sales Analytics

Vehicle Reservation

Feature description

Any vehicle in the dealership's inventory can be reserved for a specific period and a specific reason (i.e. Test drive, or Scheduled maintenance, etc...)

The active reservations as well as the reservation history is available for each vehicle

Benefit

Offers efficiency and transparency within the dealership with regards to the availability of test drives, or dealership's own vehicles

Additional filters in the vehicle inventory Grid list

Create Lead

Contact Person

Vehicle

Cancel

Inventory - New & Used

Make, Family, Model
MERCEDES-BENZ
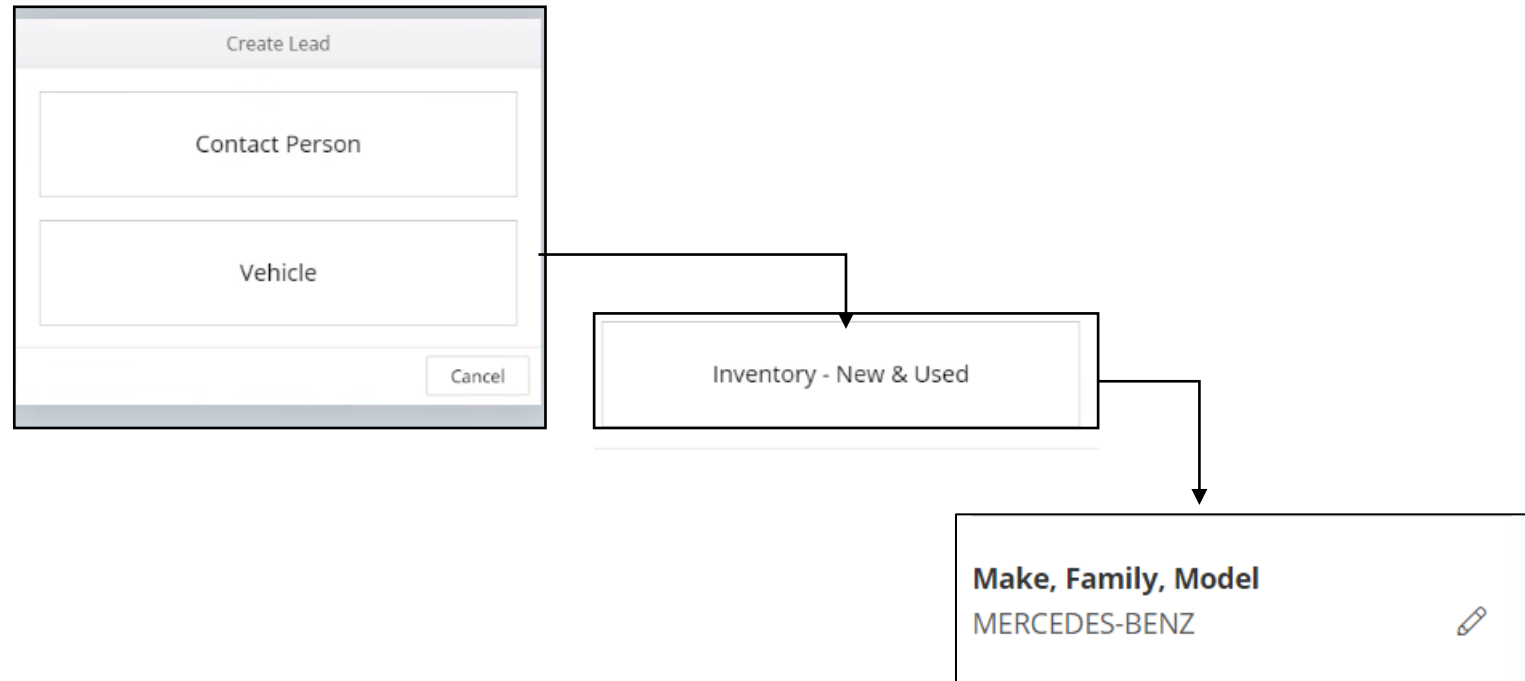
Feature description
The filters of Make, Family and Model have been added for the vehicles inventory grid-list to narrow down the list of the available used and new vehicles

Inventory Vehicles
Found 3 entries

Actions ∨

Status   New Vehicle, Used Vehicle   ✕   Model Tree   MERCEDES-BENZ   ✕

Active VOIs	Photo	Make	Model	VIN	License Number	Fuel Type	Vehicle Availability	Status	VAT Reclaimable	Total F
0		MERCEDES-BENZ	C 350 e T-Modell	WDB2030451A427785	MOM 5349	Hybrid (diesel/electric)		New Vehicle	N	select
1		MERCEDES-BENZ	GLC 350 e 4MATIC Coupe 2017	WDZPE8CC1E5822031	JUN8238	Hybrid (diesel/electric)		New Vehicle	N	select
0		MERCEDES-BENZ	GLC 350 e 4MATIC 2017	WDBRH81J04F456541	PP92722	Hybrid (diesel/electric)		New Vehicle	N	select
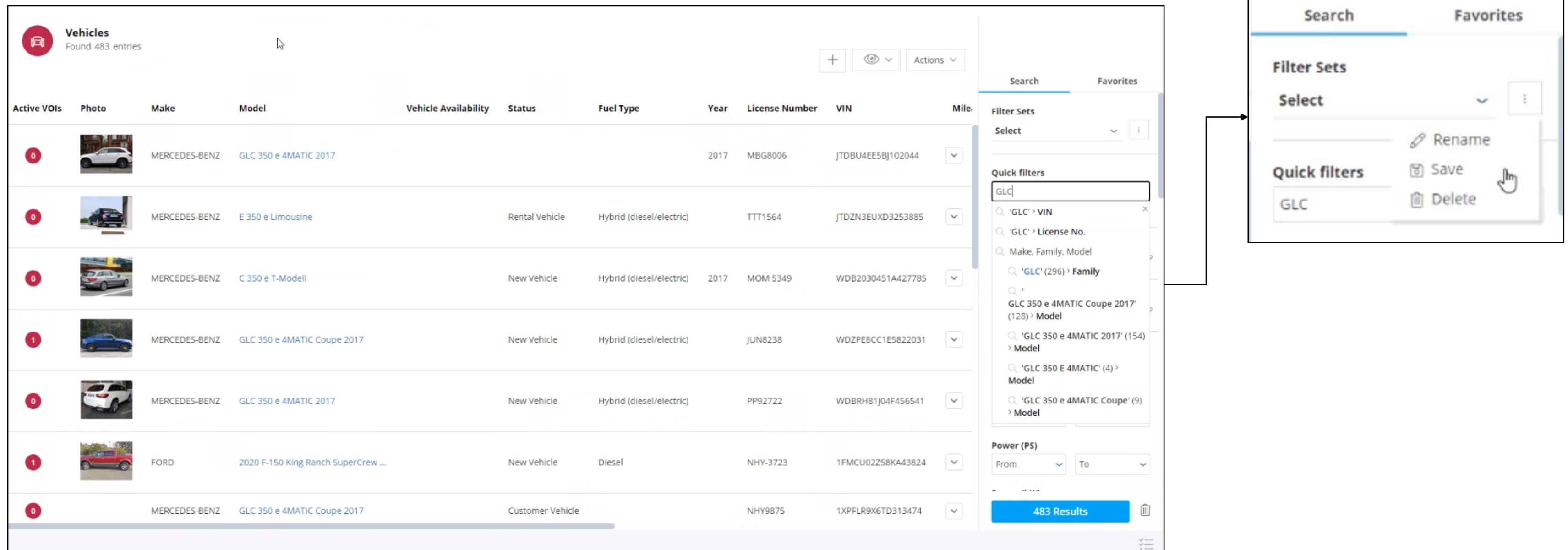
Quick Filtering in Vehicles Grid list

Product feature

In the vehicles grid list a very important feature is added that gives the possibility of filtering by using a search box. The user can type the complete or part of a text and all possible locations in the grid list that the specific text is found are displayed. The search can be also saved for future use.

Benefit

Facilitates the user in finding in an efficient manner the vehicle he is looking for.

Active VOIs

A very important feature is introduced that counts active leads / opportunities for each vehicle in the inventory of the dealership (new / used)

Overdue activities (new widget)
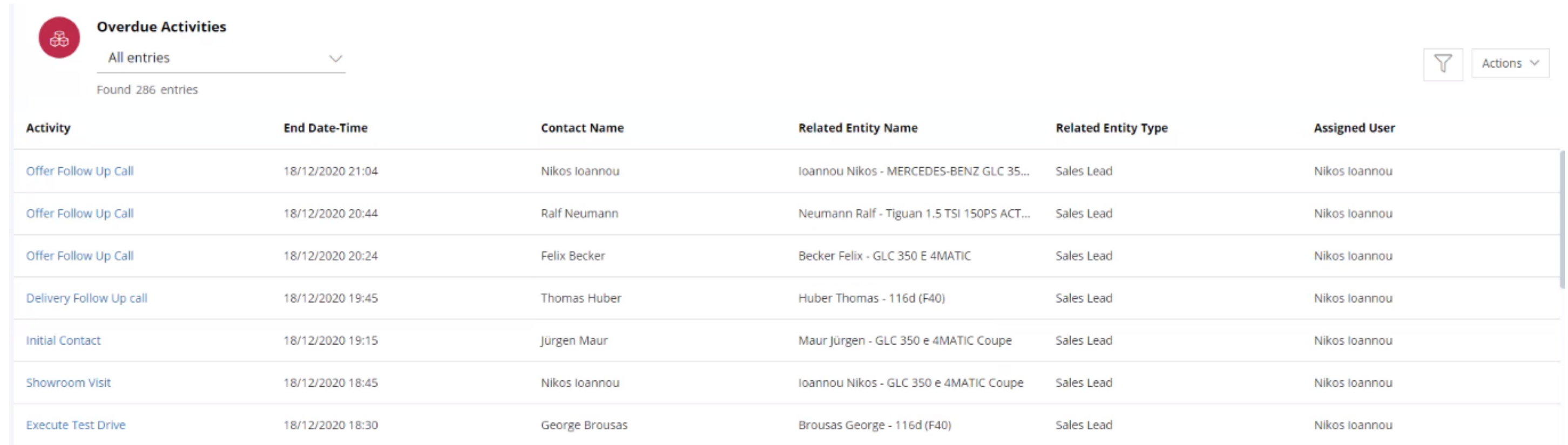
Feature description

An additional feature to monitor more effectively the planned activities for the sales department.
The widget lists all planned activities where the planned date is older than the current date.

Overdue Activities (Attention Indicators)

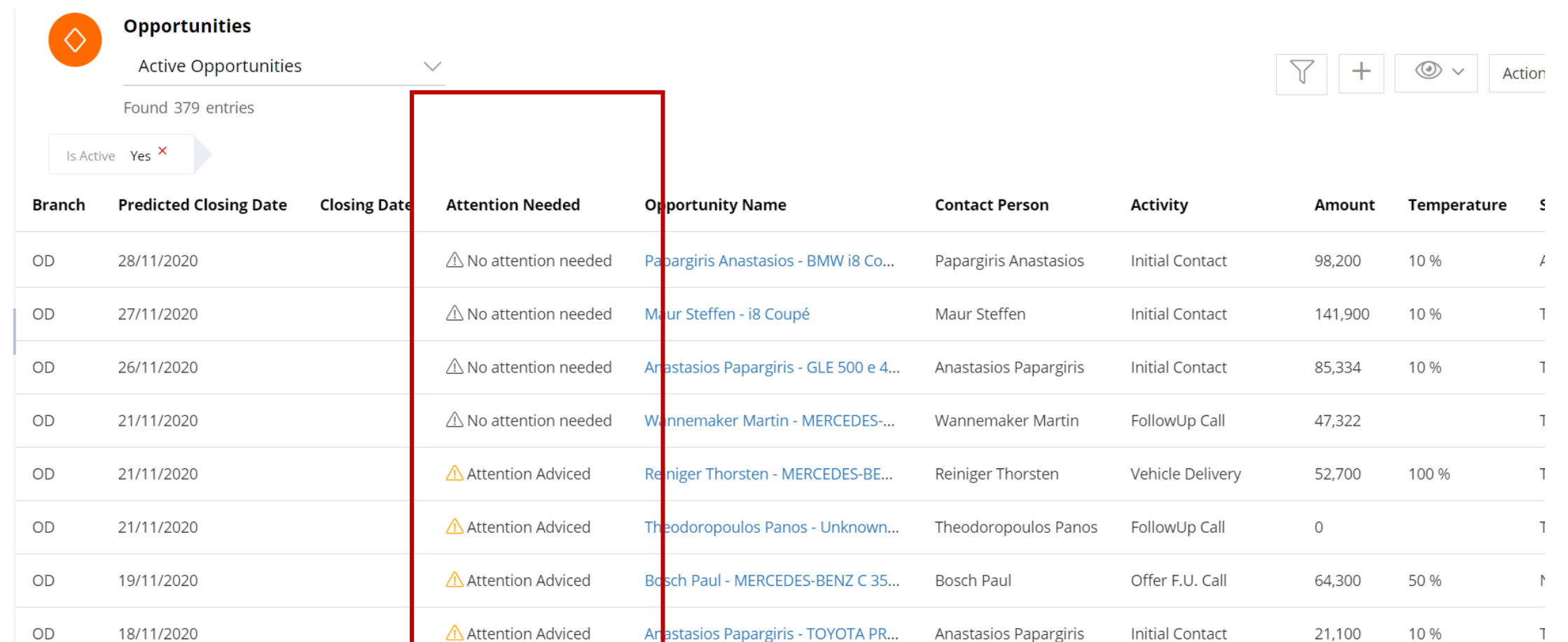## Features description

There is a new indicator in the opportunities, sales leads, and purchase leads that indicates whether the latest planned activity date is delayed compared to the current date more than the predefined number of days (1st and 2nd threshold).

When the 1st threshold is exceeded, then the lead is marked with yellow color and the attention needed becomes "Attention Advised", while when exceeding the 2nd threshold it is marked with red color and the attention needed becomes "Attention Needed".

Team Assignment

Team Assignment is a new feature that allows you to assign a Sales Lead or a Purchase Lead to a team instead of assigning it to a single employee. The created leads or opportunities are available to the members of the sales or purchase teams, who can select a specific lead or opportunity and assign it to themselves.
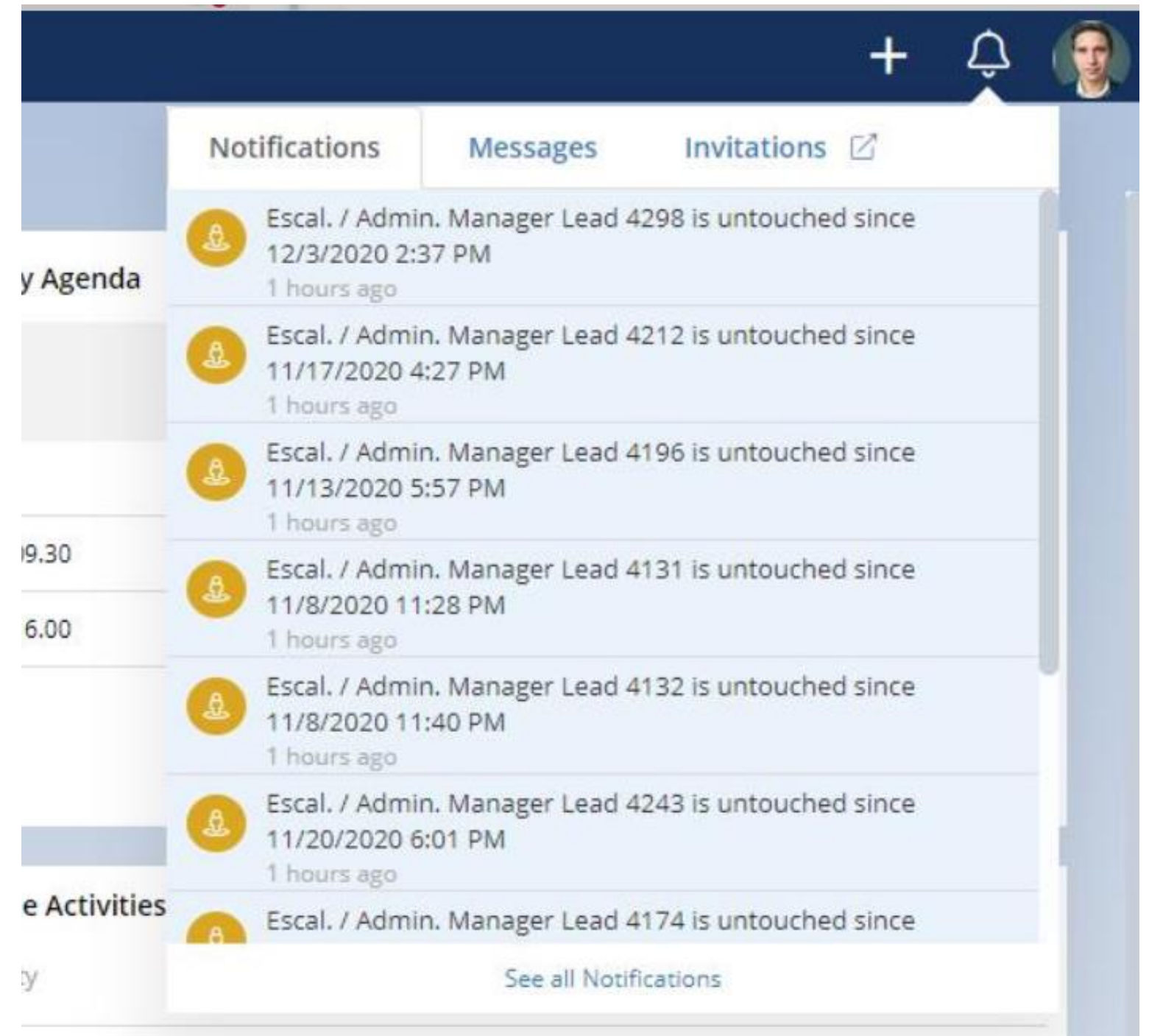
Escalation due to Overdue Unassigned Sales and Purchase Leads

Feature description

This is an important new feature that allows the escalation of unassigned sales and purchase leads based on predefined times. This feature creates notification emails and notification messages to the person that has been appointed to manage the escalated unassigned leads based on specific set-up.

Business Benefit

Helps the sales manager to identify delays in managing leads and to act accordingly.

Products Landscape for an Automotive Retailer

Interact digitally

Digital Marketing

Omni-Channel Campaigns

Personalized and account-based Sales & Marketing Campaigns
- ✓ Call Center
- ✓ SMS / Whatsapp / Viber
- ✓ Newsletter
- ✓ Facebook ads

Digital Engagement

Co-browsing
- ✓ Screen sharing
- ✓ Video and voice chat
- ✓ Secure Messenger
- ✓ Share document
- ✓ Drawing mode

Virtual showroom
- ✓ Virtual presentation of the showroom vehicles
- ✓ Lead-creation
- ✓ Price tags

Digital Presence

My Site
- ✓ Promo Pages
- ✓ Test Drives
- ✓ Car Configurators
- ✓ Car Inventory
- ✓ Centralized Website-Management

My Account
- ✓ Personalized customer portal
- ✓ Seamless customer-communication
- ✓ Self-managing customers

Site Adapter
- ✓ Create Inquiries and Leads from any importer's or retailer's internet site
- ✓ Create Inquiries and Leads from independent automotive interest sites (i.e. Mobil.de, etc..)

Sale efficiently

Digital Sales

Digital Sales Workplace
- ✓ Sales & Lead Management
- ✓ Customer 360 view
- ✓ Running on all devices (mobile, tablet, PC/Laptop)
- ✓ AI-support
- ✓ Web-based platform

Key Supplement Products

Product Configurators
- ✓ Light Configurator
- ✓ Advanced Configurator

Used Car Evaluation
- ✓ OD Evaluation
- ✓ DAT
- ✓ 2TRDE

Car Purchasing
- ✓ Purchase Lead
- ✓ Purchase documents management
- ✓ Used Car Hand-over

Complaint Management
- ✓ End-to-End Customer Complaints Management
- ✓ Digital Communication
- ✓ Escalation process

…and more
- ✓ Manage Sales Process via Workflow
- ✓ Smart Templates for notifications and documents
- ✓ Office 365 Outlook OneDealer Add-In
- ✓ Customizable work-place (dashboards per role)
- ✓ Market Place Integration (TwoS)

Transact with minimum TCO

Cloud Services
- ✓ Office 365
- ✓ Mobile Device Management

- ✓ SAP Cloud

- ✓ Amazon Cloud
- ✓ Azure

SAP Backbone Platform

OneDealer Backbone
- ✓ SAP HANA
- ✓ SAP Business Objects

Integration Layer
- ✓ Configurable end-points
- ✓ Interfaces with OEM backbone systems
- ✓ Interface with ERP systems
- ✓ Interface with Dealer Management Systems
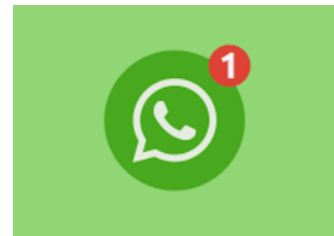- ✓ Interface with 3rd Party systems

Big Data & Analytics
- ✓ Reporting and Management Support System
- ✓ Predictions

One Dealer Analytics

Social Analytics
- ✓ Social KPIs

Smart Notification Templates

E-mail

Either ad-hoc emails with optional attachments or notification emails

WhatsApp

Ad-hoc messaging including attachments (optionally)

SMS

Messaging via Campaign Management

Description

All notifications were previously hardcoded. With the new product feature Smart Notification Templates, gives the opportunity to a consultant to design layouts for e-mails (master template and various content according to the use).

In the same way the WhatsApp and the SMS texts can be also designed by a consultant.

Benefit

It is an important feature that expedites the process of creating notifications without any technical background or dependency on software development team.

Smart Document Templates

Description

This feature gives the opportunity to the solution consultant to design and to create templates to be used as Printed Documents by using simply the Microsoft Word RTF functionality and save the file with the rtf type.

As soon as the printed document is created as an rtf, then it can uploaded to OneDealer Notification Server with an identification of its use. For example: GDPR Digital Form, or Vehicle Printout, etc…

Benefit

It is an important feature that expedites the process of creating printed documents without any technical background or dependency on software development team.

GDPR Printed Form Upload in GDRP Customer Preferences

Feature description

The user has the possibility to select an available OD Template that can be filled-out with the customer information, can be printed, signed, scanned and uploaded.

The template can be also signed digitally.

Business Benefit

Helps with the productivity since the template is easy to search and to find.

Products Landscape for an Automotive Retailer

Interact digitally

Digital Marketing

Omni-Channel Campaigns

Personalized and account-based Sales & Marketing Campaigns
- ✓ Call Center
- ✓ SMS / Whatsapp / Viber
- ✓ Newsletter
- ✓ Facebook ads

Digital Engagement

Co-browsing
- ✓ Screen sharing
- ✓ Video and voice chat
- ✓ Secure Messenger
- ✓ Share document
- ✓ Drawing mode

Virtual showroom
- ✓ Virtual presentation of the showroom vehicles
- ✓ Lead-creation
- ✓ Price tags

Digital Presence

My Site
- ✓ Promo Pages
- ✓ Test Drives
- ✓ Car Configurators
- ✓ Car Inventory
- ✓ Centralized Website-Management

My Account
- ✓ Personalized customer portal
- ✓ Seamless customer-communication
- ✓ Self-managing customers

Site Adapter
- ✓ Create Inquiries and Leads from any importer's or retailer's internet site
- ✓ Create Inquiries and Leads from independent automotive interest sites (i.e. Mobil.de, etc..)

Sale efficiently

Digital Sales

Digital Sales Workplace
- ✓ Sales & Lead Management
- ✓ Customer 360 view
- ✓ Running on all devices (mobile, tablet, PC/Laptop)
- ✓ AI-support
- ✓ Web-based platform

Key Supplement Products

Product Configurators
- ✓ Light Configurator
- ✓ Advanced Configurator

Used Car Evaluation
- ✓ OD Evaluation
- ✓ DAT
- ✓ 2TRDE

Car Purchasing
- ✓ Purchase Lead
- ✓ Purchase documents management
- ✓ Used Car Hand-over

Complaint Management
- ✓ End-to-End Customer Complaints Management
- ✓ Digital Communication
- ✓ Escalation process

…and more
- ✓ Manage Sales Process via Workflow
- ✓ Smart Templates for notifications and documents
- ✓ Office 365 Outlook OneDealer Add-In
- ✓ Customizable work-place (dashboards per role)
- ✓ Market Place Integration (TwoS)

Transact with minimum TCO

Cloud Services
- ✓ Office 365
- ✓ Mobile Device Management

- ✓ SAP Cloud

- ✓ Amazon Cloud
- ✓ Azure

SAP Backbone Platform

OneDealer Backbone

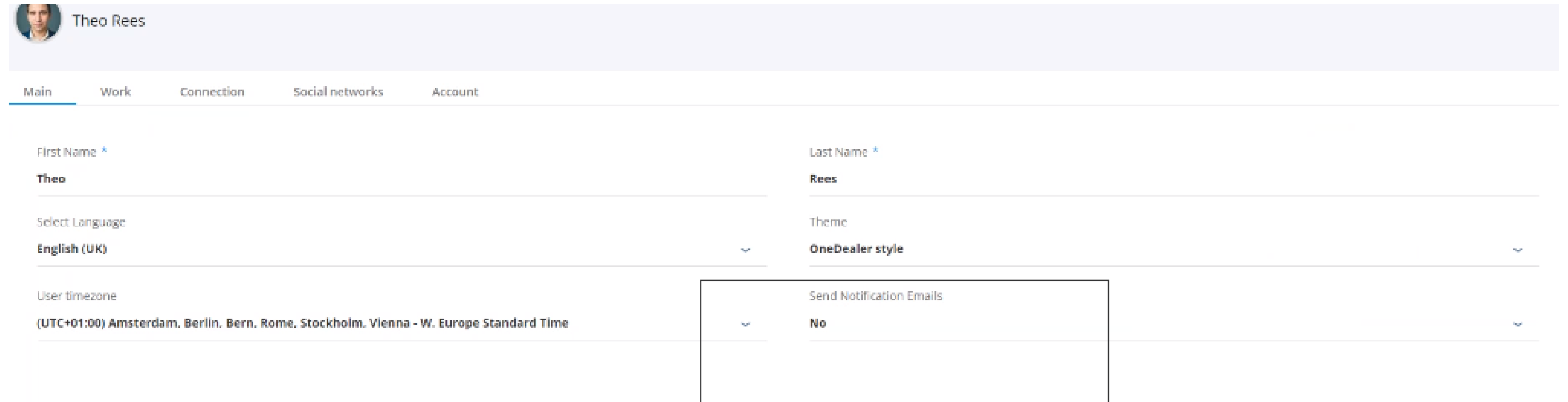- ✓ SAP HANA
- ✓ SAP Business Objects

Integration Layer
- ✓ Configurable end-points
- ✓ Interfaces with OEM backbone systems
- ✓ Interface with ERP systems
- ✓ Interface with Dealer Management Systems
- ✓ Interface with 3rd Party systems

Big Data & Analytics
- ✓ Reporting and Management Support System
- ✓ Predictions

One Dealer Analytics

Social Analytics

- ✓ Social KPIs

Send Notification Email to Team members

Feature Description

When the Send Notification Email indicator is activated, then the user receives an email additionally to the notification for every activity linked to notifications
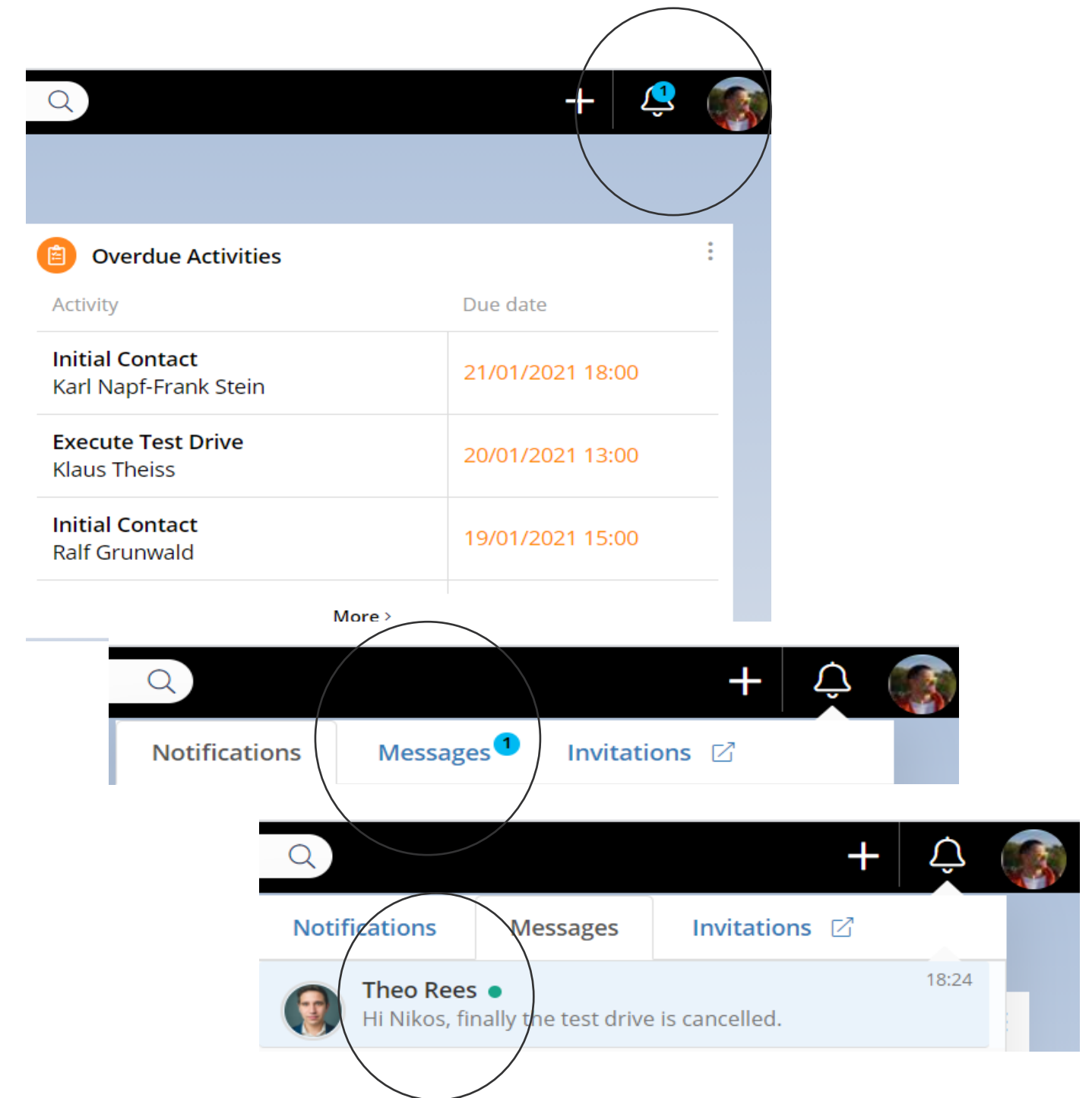
Message function - show new received message via bell

Feature description

When a message arrives, it is counted in the number displayed on the bell icon, and it is counted in the number displayed in the tab Messages

Business benefit

The employee is notified for all arriving messages as it is notified for all Notifications and Invitations.

Call-Back Request

Description

The call-back request is a new feature introduced that provides the opportunity to create call back requests and assign them to a specific employee in the dealership.

In the business scenario introduced in our standard product, the call center agent can create and assign a call back request to a sales person after talking on the phone with a prospect customer. The feature can be expected to after sales operations as well.

The request is creating an activity for the assigned salesperson and a notification message is also generated.

All call back requests are included in the Agenda of the assignee, as well as in the overdue activities of the assignee and the team.

Benefit

Important features that gives the opportunity to assign directly call back requests to sales advisors and thus increase the probability of creating new leads

Notes available when displaying activity details

Feature description

Notes of Activities are now displayed in the activities list as
well as in the pop-up window with the details of each activity.

Form personalization

Feature description

Each form can be personalised by the user by selecting the available fields that are relevant to the specific form. An additional validation has been added to secure that the mandatory fields cannot be excluded from the form. Also, the user can define which fields are required in a form.

The validation can be extended by defining the validation settings (Expression, Mask, and Max Length).
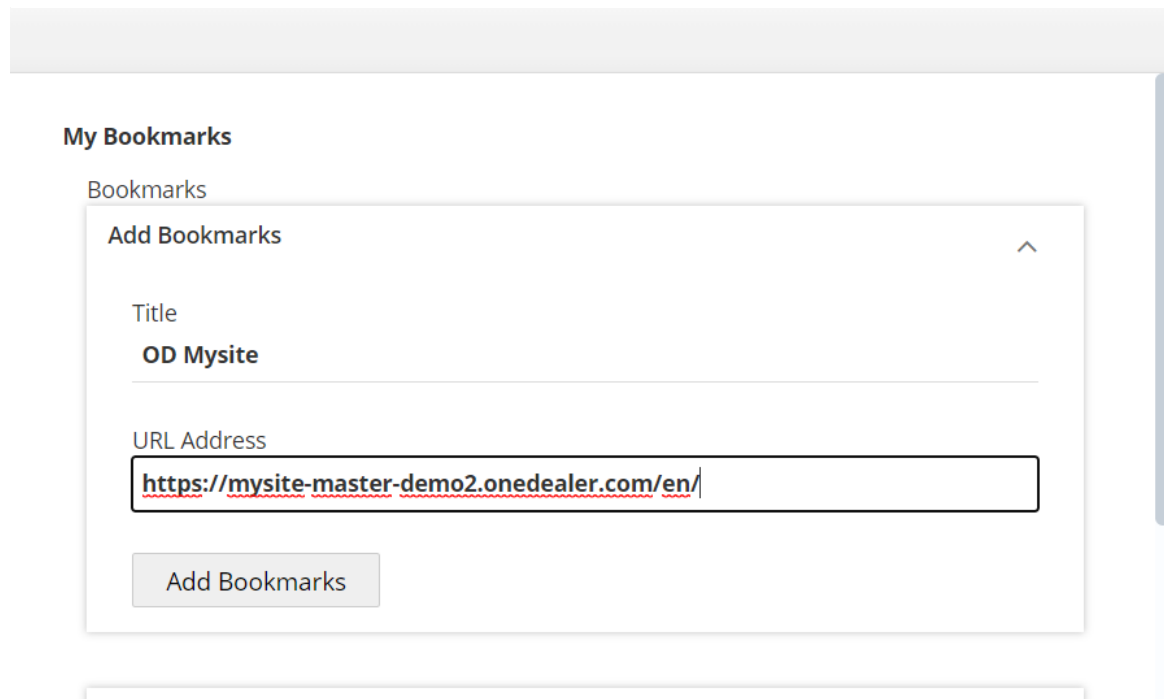
The role Admin is necessary so the user can do the above modifications.

Business benefit

Increased flexibility in customization and personalization of user forms.

My Bookmarks widget improvement

Add Bookmarks in the widget
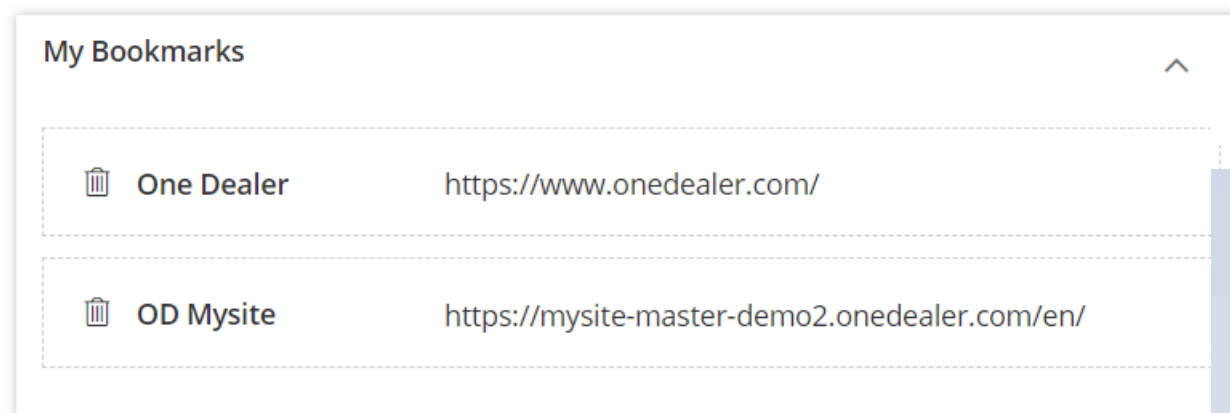
Feature description
The user has the possibility to set-up his/her own bookmarks widget by adding the pages very often used in the daily work.

Business Benefit
Helps with the productivity while using the system, since the user has a quick access to all pages he needs to do his work.
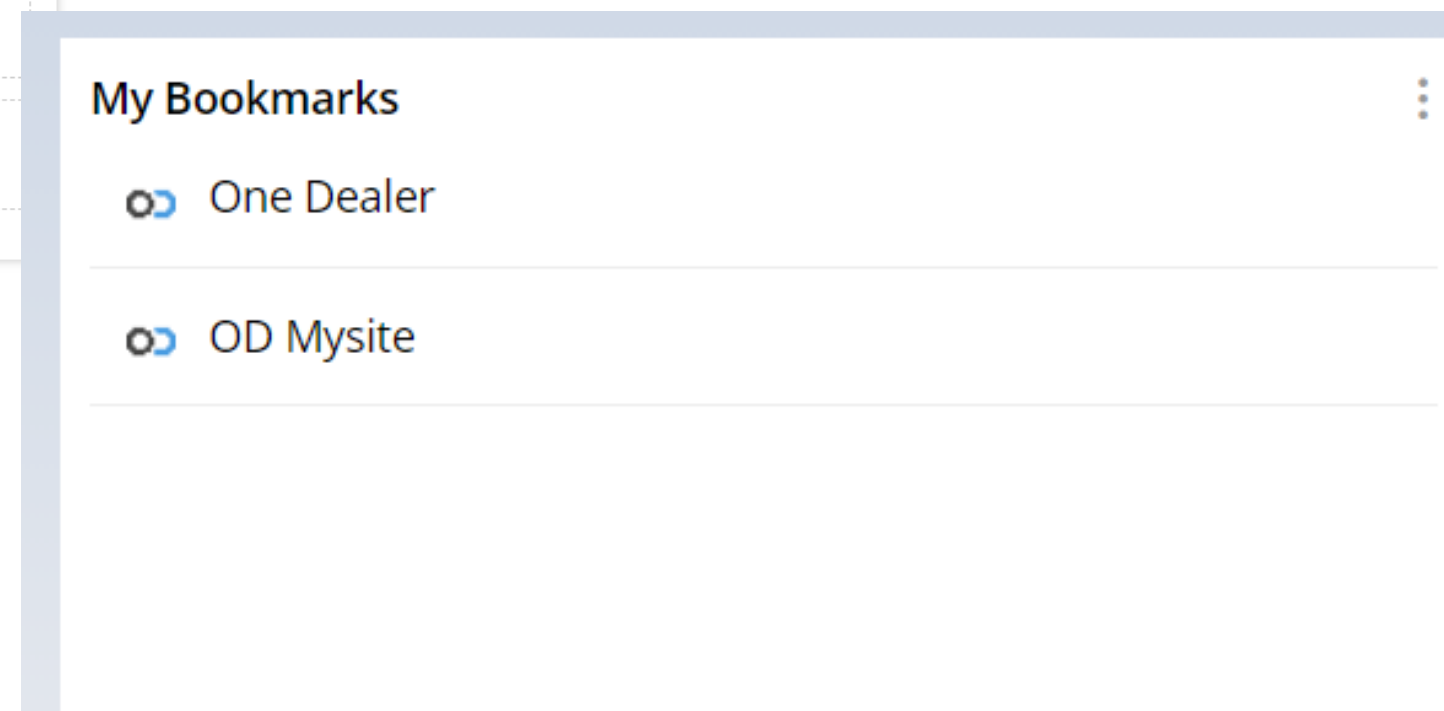
Bookmarks Widget in personalised Dashboard

Thank you!

Contact Us

info@onedealer.com

partnering@onedealer.com

Discover More

🌐 https://www.onedealer.com/

in https://www.linkedin.com/company/onedeale

f https://www.facebook.com/onedealer

© 2020 Real Consulting and OneDealer All rights reserved