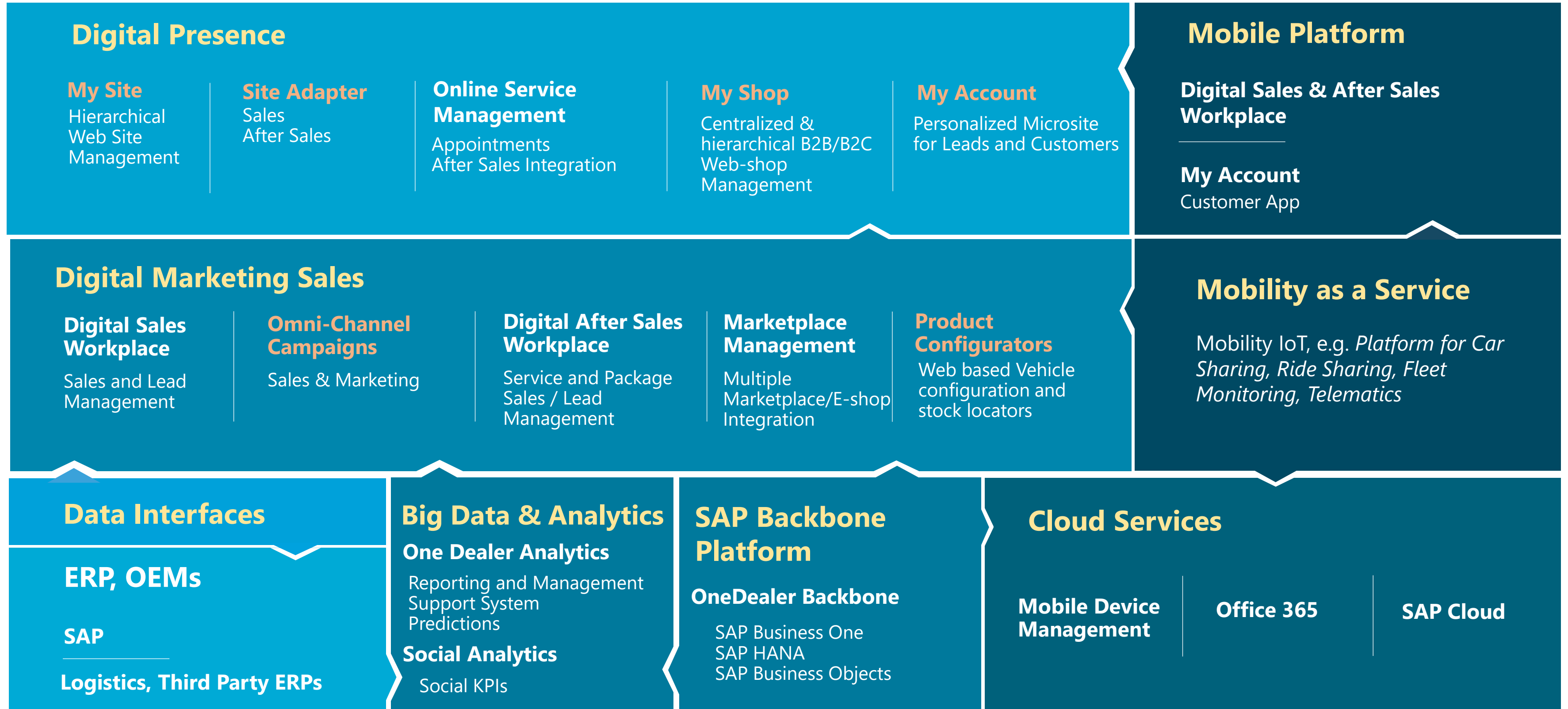


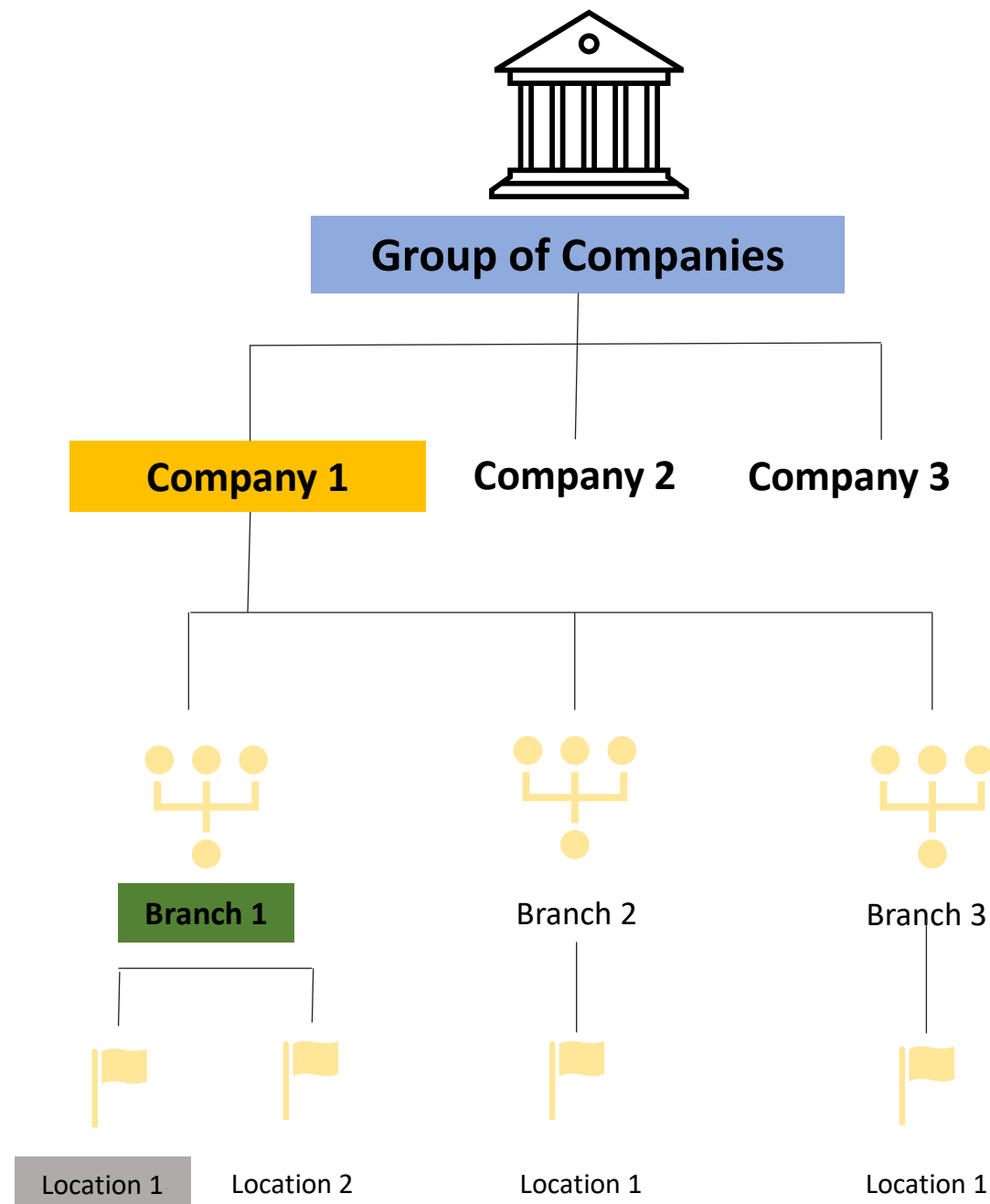


**DAY-1**

# OneDealer solution map

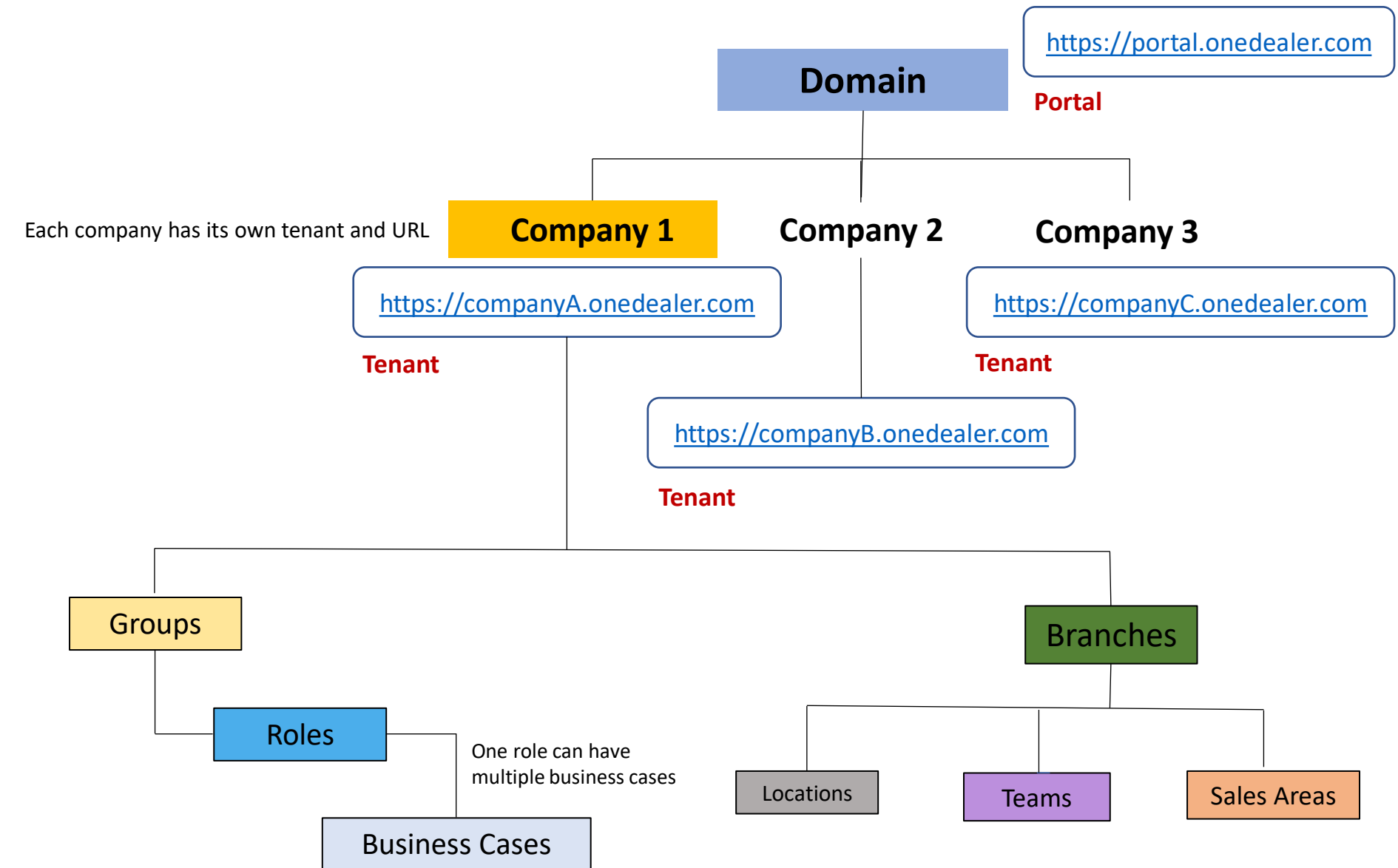


# Company structure



## Definitions

- Company: Dealer / Importer (separate legal entity)
- Branches: Dealers or Branches of the Dealers
- Locations: Locations of the branches



## Definitions

- Domain: Group of Companies
- Portal: Initial login page
- Tenant: URL with a Unique Code
- Group: Group of users and group of roles
- Role: Set of functionalities (BC)
- Business Case: Functionality
- Teams: Grouping of users for management purposes

# Groups, Roles, Business Cases, Teams examples

## Groups (examples)

- Area Managers
- Sales Management
- **Sales Advisors**
- Service Management
- Service Advisors
- Sales Managers

## Roles (examples)

- **Core**
- Sales advisors
- Sales Marketing
- etc..

## BC (examples)

- **Contact Person Create / Edit**
- **Add external data privacy**
- **BP Bank details**
- etc..

## Teams (examples)

- **Benelux Sales Team**
- UK Sales Team
- Netherlands Sales Team

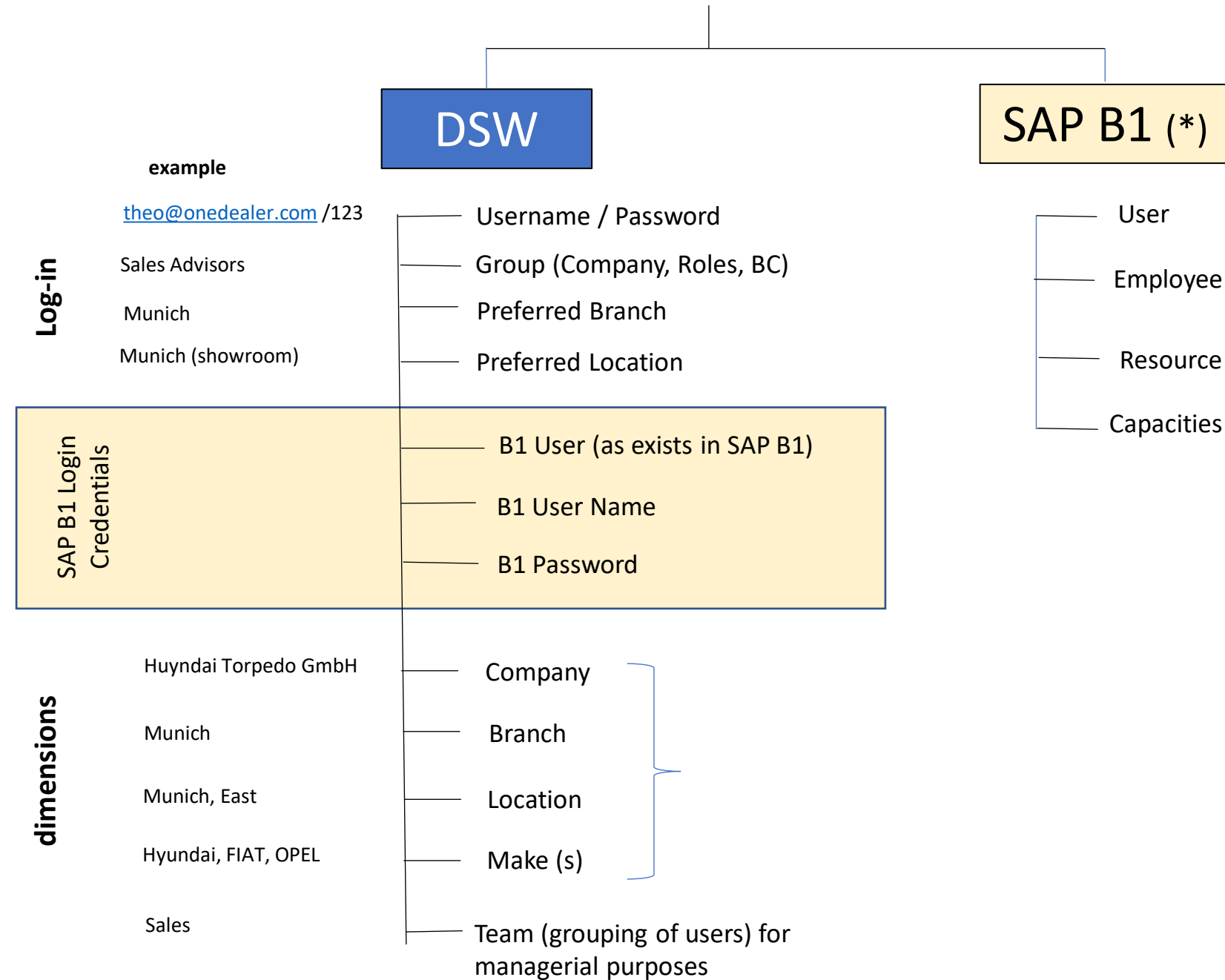
## Team Type

- **Sales Team**
- Service Team
- Call Operator team

# User structure



User



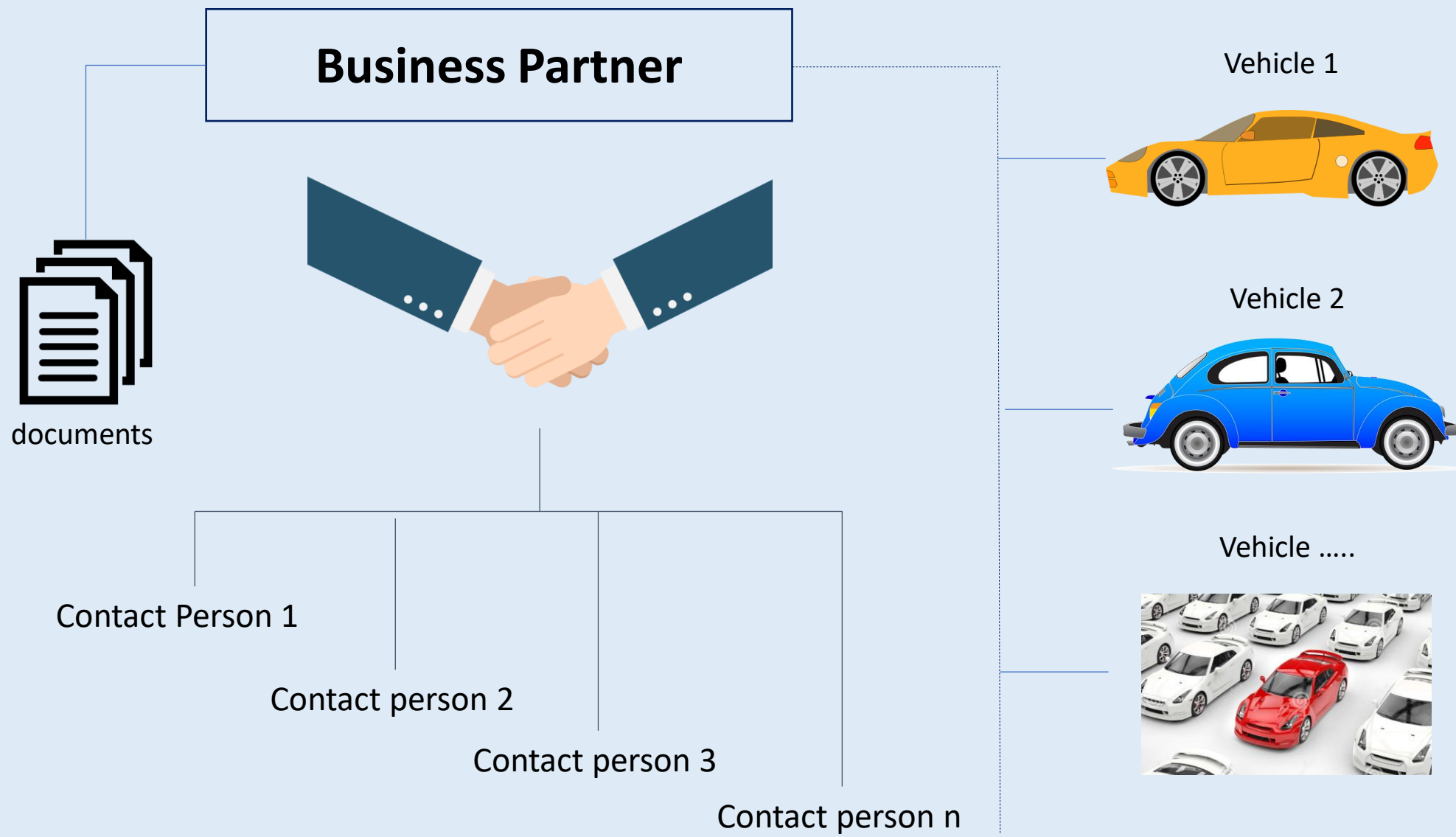
(\*) The SAP B1 credentials are used to log-in to SAP B1 to continue the sales process. This particular function exists only for SAP B1 Automotive-Add-on.

## Possible scenarios

1. One DSW User to one SAP B1 User (i.e. Trapofit)
2. One DSW User to one SAP B1 User (dummy) without SAP B1-Automotive Add-on Integration

# Business Partner – Contact Person – Customer Vehicle entities

## Company

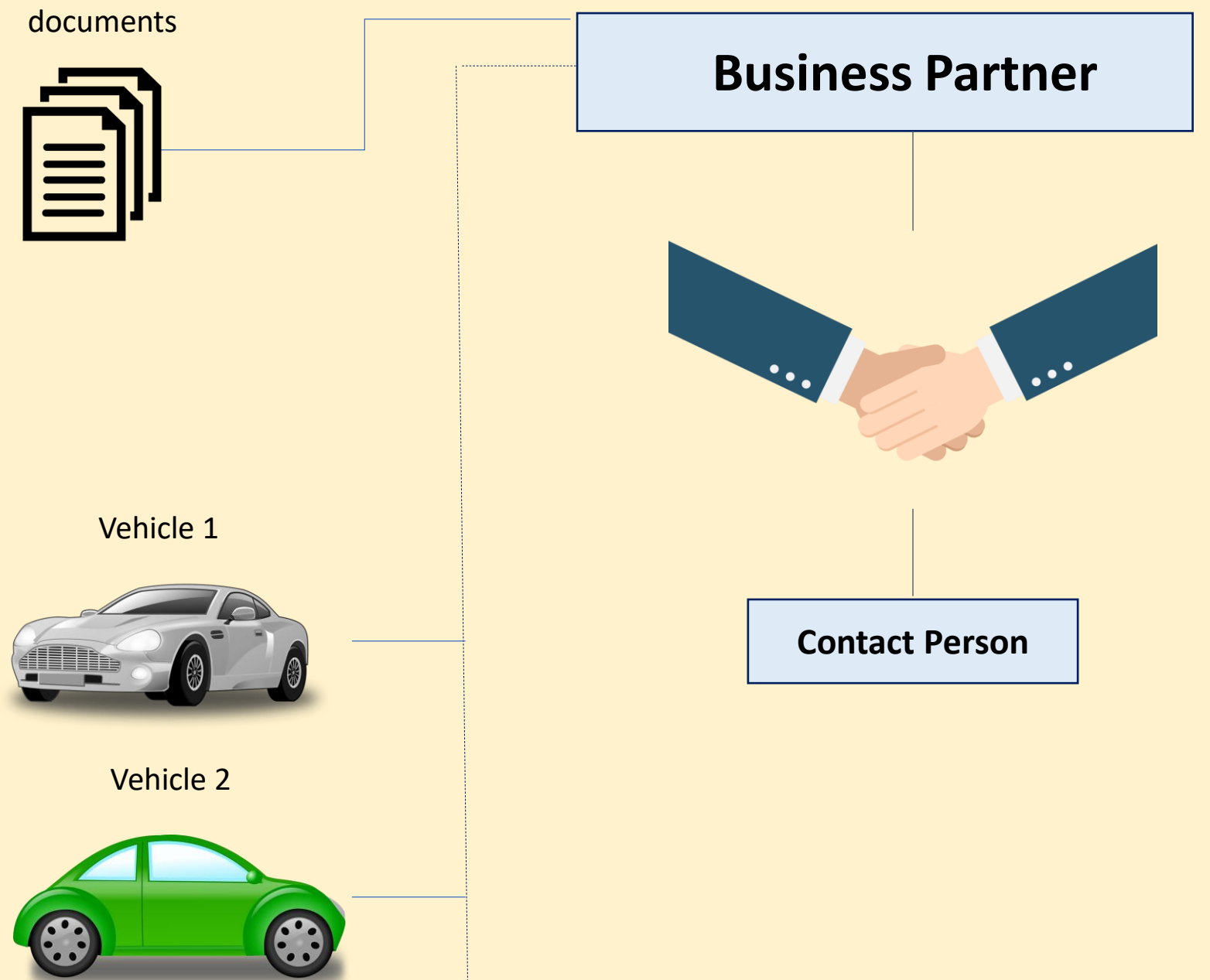


Create Business Partner

Create Contact Person linked with BP

Assign Vehicle to Business Partner

## Private



Create Contact Person

Business Partner

Assign Vehicle to Business Partner

# Definitions of Vehicle in DSW

## Vehicle Entity

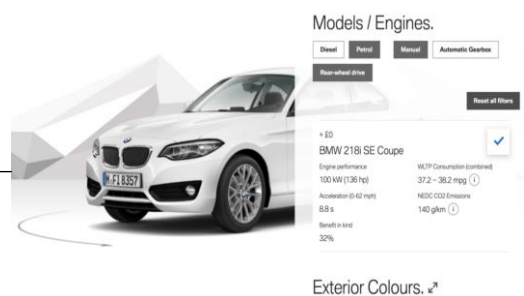
Vehicle model, color, technical specifications and Statuses  
**Statuses:** Customer vehicle, Demo vehicle, Used Vehicle, etc..

## Vehicle of Interest (VOI)

VOI is defined first time in the sales lead



Inventory or stock locator



Virtual using the Car configurator

## Trade-in



During the sales process capturing the customer's car to trade

# Definitions: Inquiries – Leads - Opportunities

## Customer Inquiry



As a customer inquiry we consider any interest of the customer arriving in OneDealer from external source (like [Promo Pages](#), or [Contact Me](#) forms, or [CRM/DMS](#)) that has not been qualified

## Customer Lead



As a customer lead we consider any qualified inquiry arriving in OneDealer from [events](#), as well as the from [walk-ins](#), from external systems ([pre-qualified leads](#))

## Opportunity



As a customer Opportunity we consider any qualified lead of the customer that is likely to go through the sales process

**Qualified Lead:** A physical person identified either by phone or by a F2F contact and with an actual buying interest

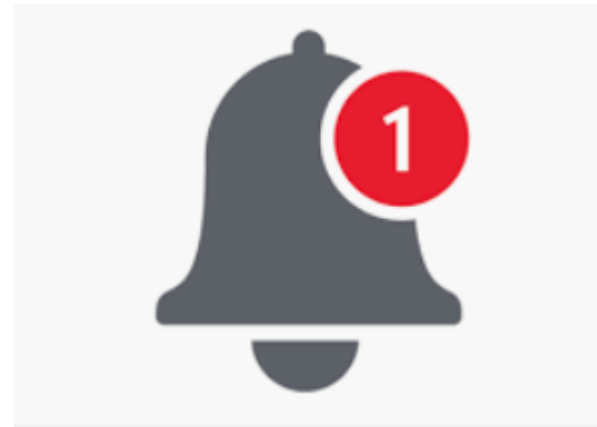


# Communication Means (intra-company)



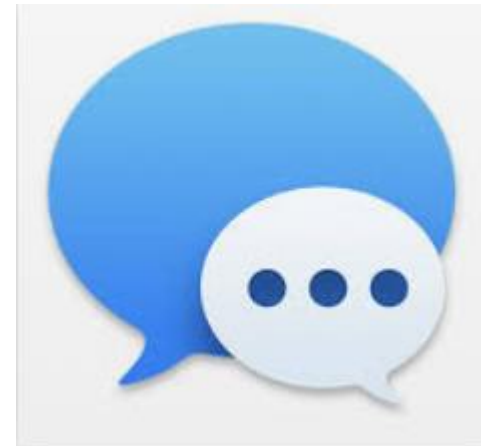
**Company Announcement**

A message to be addressed to a target group of users



**Notification**

Short message/link (Announcements, Messages, Invitation, contact request, etc.) that inform the user of a change



**Message**

Exchange of information through messages (Chat)



**Invitation**

Request from one user to another to attend an activity



**Collaboration**

Exchanged messages stored to a main entity (CP, BP, Vehicle, Lead/Opportunity, etc..)

# Communication Means (Customer)

Personalised Communication



E-mail

Either ad-hoc emails with optional attachments or notification emails



WhatsApp

Ad-hoc messaging including attachments (optionally)



SMS

Messaging via Campaign Management



Viber

Messaging via Campaign Management



Call

Outbound call via Campaign Management

Non Personalised communication



Facebook Ads

Campaigns Advertisement



Google Display Ads

Campaigns Advertisement



HTML Banner

Campaigns Advertisement

# Calendar function

## Types of calendar

- Personal
- Team
- Test Drive
- Workshop planning

## Calendar Activities

- Workflow (Open/Closed)
- Personal

**Calendar**  
All Activities types

Today ← → August, 2020 Day Work Week Week Month Agenda

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	01
02	03	04	05	06	07	08
09	10	11	12	13	14	15

**Vehicle Preview Calendar**  
All entries

Found 0 entries

Today ← → Monday, August 17, 2020 Timeline Timeline Week Timeline Work Week

	17/08/2020									
	7:30 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM			
MANAGER MANAGER										
GLE 500 E 4MATIC 2017										
C 350 E LIMOUSINE										
C 350 E T-MODELL										
E 350 E LIMOUSINE										
GLC 350 E 4MATIC 2017										
GLC 350 E 4MATIC COUPE 2017										

# Grid Lists - Views of Main Entities Records

What is the Grid List(s)?

List of records for all main entities. The list is produced based on predefined filter criteria which can be altered.

Grid lists available:

- Contact Persons
- Business Partners
- Vehicles
- Opportunities
- Leads
- Inventory

Stage	Any	Is Active	Yes	BP
CP		Sales Employee	Any	Creation Date
Update Date	Any	Source	Any	Channel
Temperature	Any	Amount	Any	Status
Make	Anv	Opportunity Tv...	Anv	

- Reorder columns
- Export data to Word
- Export data to Excel

Short order by clicking on the desired column

Filters

**Opportunities**  
Active Opportunities  
Found 447 entries

Is Active Yes ✖

Creation Date	Inquiry Source	Inquiry Channel	Opportunity Name	Amount	Activity	Temperature	Stage	Update Date	Branch
8/7/2020 3:22 PM	Website	Configurator	Peter Jens - GLC 350 e 4MATIC Cou...	64,449	Offer Follow Up Call	50 %	Test-Drive	8/7/2020 3:28 PM	ANNS
7/13/2020 3:18 PM	Website	Configurator	Solo Han - GLC 350 e 4MATIC Coupe	64,214	Order Appoint Call	100 %	Order	8/7/2020 2:46 PM	ANNS
3/26/2020 1:05 PM	Website	Configurator	Commander Mike - CX-5 Privilege E...	19,740	Offer Follow Up Call	50 %	Test-Drive	8/6/2020 4:30 PM	ANNS
8/5/2020 10:45 AM	Authorized Dealer	Visit	Bohlen Dieter - BMW i8 Coupé	97,200	Offer Follow Up Call	50 %	Walk In Visit	8/5/2020 11:03 AM	OD
8/5/2020 10:29 AM	Campaign	Visit	Anders Thomas - E 350 e Limousine	61,285	Initial Contact	10 %	Walk In Visit	8/5/2020 10:34 AM	OD

Grid List

# Other Views of Main Entities Records

## Kanban View

Active Opportunities Found 447 entries

Is Active Yes ✖

Sales Initiation	Test drive	Order	Delivery Vehicle
13,612,637.82 € (299 entries)	4,826,895.50 € (97 entries)	1,362,211.16 € (25 entries)	367,425.20 € (8 entries)
<b>Bohlen Dieter</b> BMW i8 Coupé 97,200.00 € Created: 8/5/2020 10:45 AM Updated: 8/5/2020 11:03 AM ⚠ Next Activity: 8/5/2020 9:30 AM Questionnaire not completed	<b>Peter Jens</b> GLC 350 e 4MATIC Coupe 64,448.70 € Created: 8/7/2020 3:22 PM Updated: 8/7/2020 3:28 PM Next Activity: 8/7/2020 3:00 PM Questionnaire not completed	<b>Solo Han</b> GLC 350 e 4MATIC Coupe 64,213.70 € Created: 7/13/2020 3:18 PM Updated: 8/7/2020 2:46 PM Next Activity: 8/7/2020 12:00 PM Questionnaire not completed	<b>Alexander</b> TUCS 1.6 132psSTYLE SAFETY PACK 18,257.00 € Created: 7/19/2020 12:21 PM Updated: 7/20/2020 3:39 PM ⚠ Next Activity: 7/31/2020 11:30 AM Questionnaire not completed

## Map View



# Form views

- **Form views**
  - Non-tab view (i.e. Notes)
  - Tab view (business partner entity, etc.)
    - Personalisation (basic controls)
  - 360 view (business partner, salesperson)
- **Process views**
  - Sales Process View (activity based)
  - Purchases Process View (activity based)
  - After Sales Process View (activity based)

**Lemzakov Alex**  
alemzakov@gmail.com

Questionnaire | Type **Retail** | Actions

Overview | **Activities** | Vehicles | Related | Trade In | Collaboration | Details

**Initial Contact for FORD 2020 F-150 King Ranch SuperCrew 6-1/2** | 19 Aug 2020, 10:30

Sales Initiation

Planned: Initial Contact for FORD 2020 F-150 King Ranch SuperCrew 6-1/2

**Execute**

Choose result	Next Activity
Select next action	
Start next activity	Duration

Note

Title  
**Sales Meeting 31/12**

Related to

Jonas Niederfahrenhorst ✕ Steffen Duffner ✕

**Details** | Contact Person | Owned Vehicles | Related | Collaboration | Data Privacy | Sales Assignment | Bank Accounts

General data

Name *	Business Partner Type *
Lemzakov Alex	Private
Mobile Phone	Telephone 1
+779165173210	
Email *	Type *
alemzakov@gmail.com	Lead
Federal Tax ID	

alemzakov@gmail.com  
Card Code: 101496

**Lemzakov Alex**

alemzakov@gmail.com

Vehicles  
No data has been found!

Activities  
YESTERDAY  
8/19/2020 10:30 AM

Opportunities  
No data has been found!

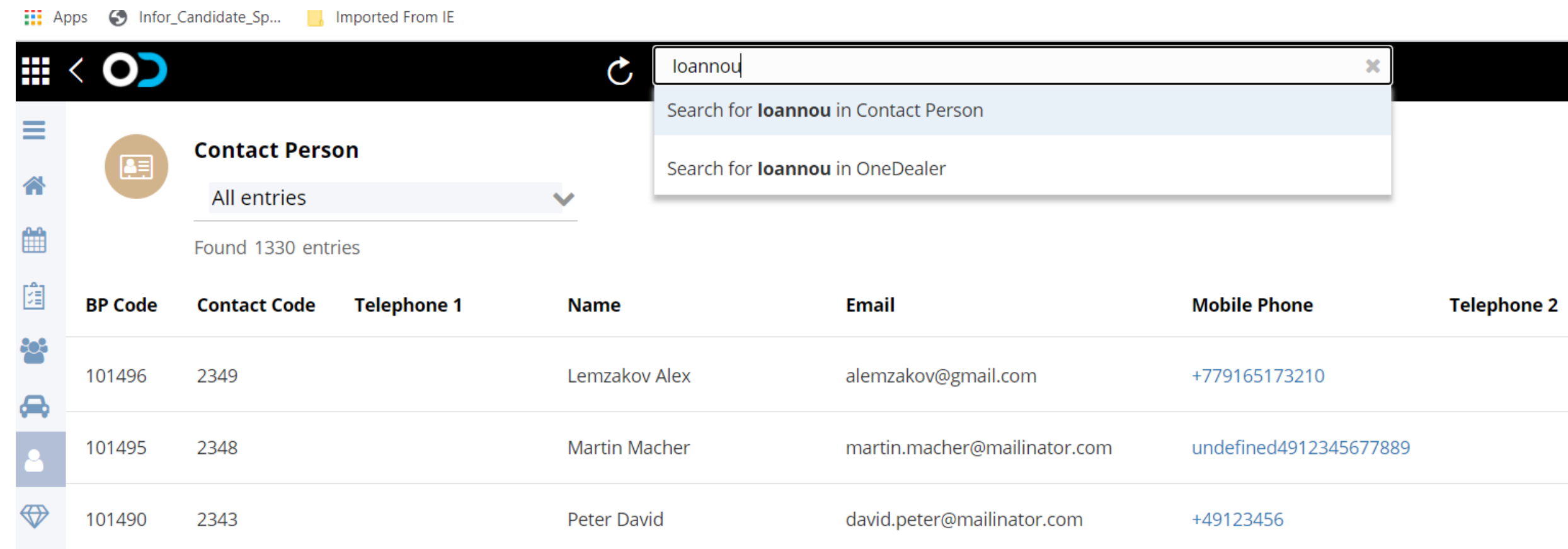
# Search engine

Search offers different possibilities depending from where it is initiated

**A. Main Dashboard: Any string typed in the search box will be searched in the entire OneDealer DB (Enterprise search-lucine)**



**B. Grid List: Any string typed in the search box can search either in the current Grid List or in the entire OneDealer DB (local search)**



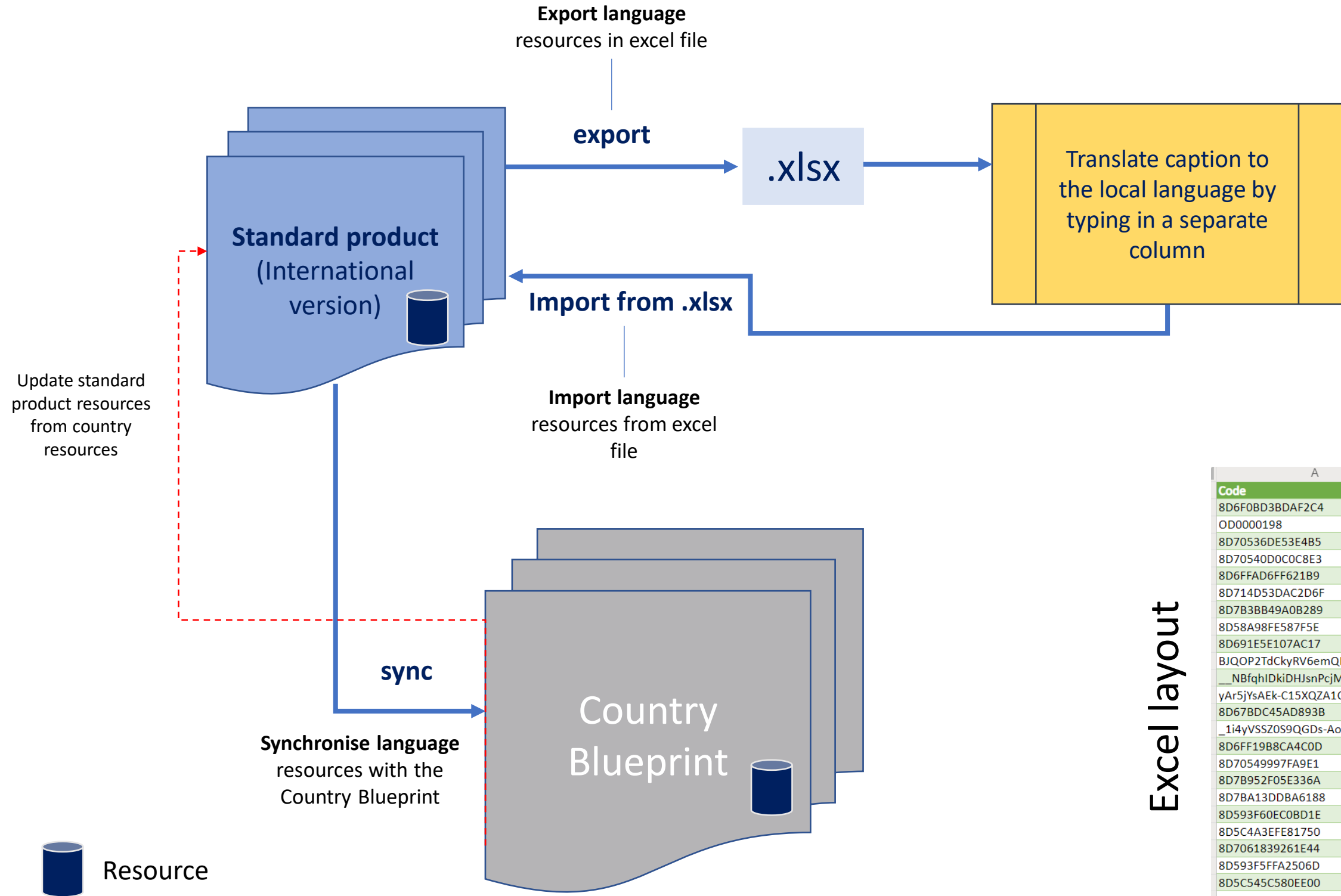


Demo in the system

## Demo DSW Personalisation



# Localization – Translation of the standard product



Excel layout

Code	ResourceCode	LanguageCode	ResourceField	ResourceString
8D6F0BD3BDAF2C4	OD0000198	en-US	StaticResource	Close
OD0000198	OD0000198	nl-NL	StaticResource	Sluiten
8D70536DE53E4B5	OD0000198	de-DE	StaticResource	Close
8D70540D0C0C8E3	OD0000198	de-DE	StaticResource	Schließen
8D6FFAD6FF621B9	OD0000198	el-GR	StaticResource	Close
8D714D53DAC2D6F	OD0000198	en-GB	StaticResource	Close
8D7B3BB49A0B289	OD0000198	ar-SA	StaticResource	Close
8D58A98FE587F5E	__NBfqhIDkiDHJsnPcjMda	el-GR	U_IDMS_Description	Προγραμματισμός Follow Up
8D691E5E107AC17	__NBfqhIDkiDHJsnPcjMda	en-US	U_IDMS_Description	Schedule Follow Up
BJQOP2TdCkyRV6emQFK8og	__NBfqhIDkiDHJsnPcjMda	de-DE	U_IDMS_Description	Follow Up einplanen
__NBfqhIDkiDHJsnPcjMda	__NBfqhIDkiDHJsnPcjMda	ru-RU	U_IDMS_Description	Запланировать напоминание
yAr5jYsAEk-C15XQZA1Cng	__NBfqhIDkiDHJsnPcjMda	es-ES	U_IDMS_Description	Calendario de seguimiento
8D67BDC45AD893B	_1i4yVSSZ0S9QGds-AoUjw	en-US	U_IDMS_Description	Παραγγελία
_1i4yVSSZ0S9QGds-AoUjw	_1i4yVSSZ0S9QGds-AoUjw	ru-RU	U_IDMS_Description	Заказ
8D6FF19B8CA4C0D	_2p5NlrJG0yPzcGLswu9lQ	en-US	U_IDMS_Description	Case Lost
8D70549997FA9E1	_2p5NlrJG0yPzcGLswu9lQ	de-DE	U_IDMS_Description	Vorgang verloren
8D7B952F05E336A	_2teDFDuVEmm22Rs1LnHJg	el-GR	U_IDMS_Description	Επίσκεψη στην Έκθεση
8D7BA13DDBA6188	_2teDFDuVEmm22Rs1LnHJg	en-US	U_IDMS_Description	Επίσκεψη στην Έκθεση
8D593F60EC0BD1E	_3l16o3OkUG9mNpTg3kWMw	de-DE	U_IDMS_Description	Bewertung erstellen
8D5C4A3EFE81750	_AUTmNukgES79RCnnhk-yw	el-GR	U_IDMS_Description	Νέο ραντεβού για επίσκεψη
8D7061839261E44	_CldlFfcQkWPvlejCNtkQ	en-US	U_IDMS_Description	Not Decided
8D593F5FFA2506D	_cZkhFRWi0u7inJRQBXwig	de-DE	U_IDMS_Description	Nicht gefunden
8D5C545C580EE00	_fu_Mz3xkkGGg40ghc8tgg	el-GR	U_IDMS_Description	Ακύρωση Παραγγελίας
8D6FF19B7B85F98	_gtSIsPux0STO_tYTackGQ	en-US	U_IDMS_Description	Not Interested
8D705499819D817	_gtSIsPux0STO_tYTackGQ	de-DE	U_IDMS_Description	Nicht interessiert
8D7061E6704B568	-iBdNX-aEaYAeeCLm Uew	en-US	U_IDMS_Description	Not Interested



As 'Resource' we define the unique 'Resourcecode' linked to each 'Resourcestring'



# Thank you!

## Contact Us

[info@oneddealer.com](mailto:info@oneddealer.com)

[partnering@oneddealer.com](mailto:partnering@oneddealer.com)

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