

## 5. Case Study →

### CHALLENGE

The after-sales network in Spain is made up of 44,000 workshops. Achieving homogeneous, uniform, quality and effective customer service is one of the main challenges faced by automobile manufacturers and they dedicate enormous efforts to it.

However, given such a high capillarity of workshops, control over the manufacturers' after-sales service is complex and not always satisfactory.

### SOLUTION

Our virtual after-sales service advisor from a large automobile manufacturer is able to serve customers in 4 languages, compare the data that exists about him and his vehicle in the database and modify it if necessary.

Trained to locate the most suitable workshop for the client, organize the appointment for their visit, notify their usual advisor of their arrival and offer and manage the complete range of after-sales service of the workshop, from the collection and delivery of the car at home or the replacement vehicle.

### BENEFITS

24/7 Availability of a single agenda with the different 4 languages in customer service

Integration of the single agenda with the various workshops

Omnichannel in customer service.

Simplification of the appointment management process.

## AUTOMOTION

