



BlueSeries SMS Improved the customer service.

A number of Finnish car importers and dealers have integrated BlueSeries SMS Communicator into their ERP system running on iSeries.

When car owners send their car for service, they often receive information from the repair shop. Information like price on extra work required or time when car is ready for pickup will normally require a phone call - it can now be delivered via SMS.

Finnish Solteq integrated BlueSeries SMS to their ERP solution so the car dealers repair shops can communicate via SMS.

When a car is ready after service or repair, the foreman will notify the ERP system that the work on the car is complete. He will simultaneously send a SMS to the customer, advising that the car is ready for pick-up.

Quotes for special repair work are also sent as SMS. The price is sent to the customer, who is given the option to reply and confirm acceptance. The SMS dialog is logged on the iSeries minimizing the risk for unfortunate misunderstandings.

All messages are send and received using one single GSM modem. This means than different replies relating to questions send from different employees must be routed back to the correct employee. This challenge was solved with the "User Message Link".

When a SMS is sent, the system will pair the recipient's mobile number with the sender's user profile. Any inbound SMS send from that particular number, will be routed to the correct employee as a break message or as email. The message will contain the senders mobile number and the text.

The "User Message Link" will change ownership, if another employee sends a SMS to that particular customer. This ensures a continuation in the logics of the SMS dialog.

The BlueSeries configuration

Solteq's Car Sales Unit delivers complete IT systems and related services for the car and machinery trade, repair shops, and finance, insurance and leasing companies. BlueSeries SMS Communicator is fully integrated to Solteq's car solution.

SMS Communicator

The IBM iSeries can send and receive SMS using the BlueSeries SMS Communicator. It can easily be integrated with other iSeries applications. This applies for both inbound and outbound SMS.

