

Der Blick über den Tellerrand – neue Software

Zugriff mittels QR-Codes direkt auf die Service-Dokumentation
der spezifischen Maschine



Über mich

Andreas Trunzer

Geboren 09.06.1989 in Kempten (Allgäu)

Wohnhaft in München

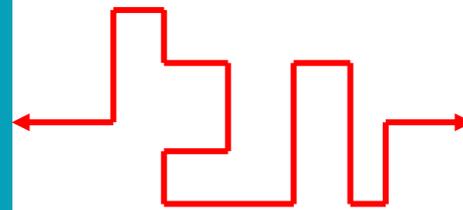
Werdegang:

- 2011 – 2015: Studium Diplom Wirtschaftsingenieur
- 2016 - 2019: Produktionsingenieur für Gabelstapler (Fa. Jungheinrich)
- 2019 - 2021: Projektingenieur technischer Vertrieb von Automatiklagern (Fa. Jungheinrich)
- Februar 2021: Gründung ECHO PRM zusammen mit zwei Partnern
- Seit Dezember 2021 Vollzeit bei ECHO PRM

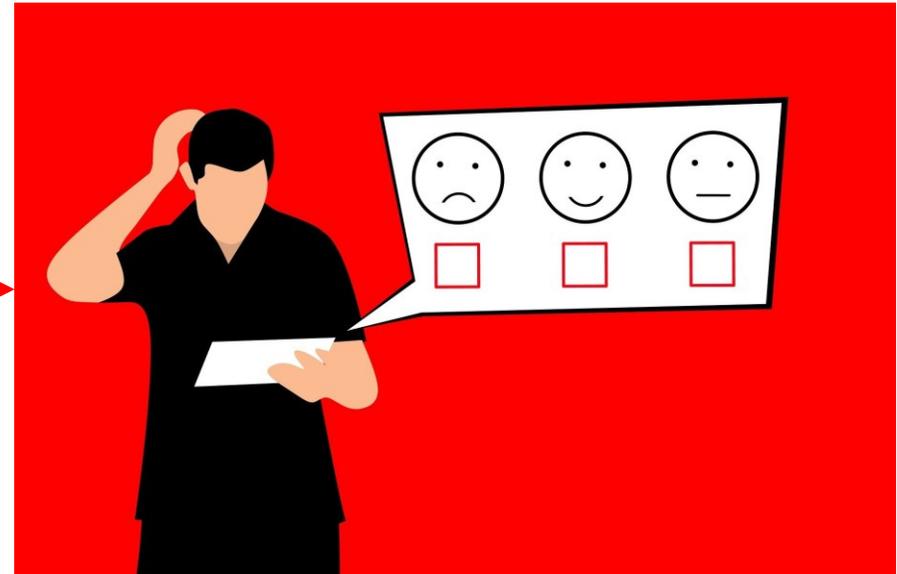
Die Herausforderung



Hersteller



Kommunikation schwierig
Viele Zwischenstufen



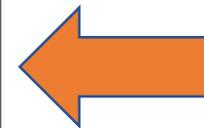
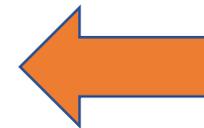
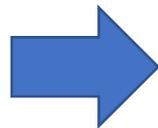
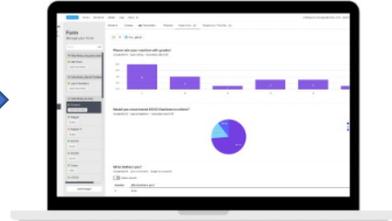
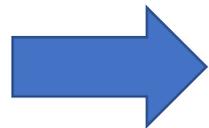
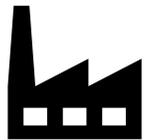
Nutzer/Bediener/Techniker

Was wir ändern wollten...

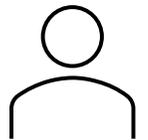


Die ECHO PRM Idee

Hersteller



Nutzer



Die ECHO PRM Plattform

- Einfache Verwaltung von Infos
 - Nutzerfeedback auswerten
 - Services anbieten
- SN-/Kunden-spezifisch
→ Flexibel anpassbar

Smarte Interaktion

- Infos, Anleitungen, Service Dokumente
 - Feedback, Input
 - Service Tickets etc.
- Ohne Registrierung, ohne Login

Zielgruppe

Idee kommt aus der Bau- und Industriemaschinenbranche

... aber theoretisch kann jedes Produkt mit ECHO PRM interaktiv werden



Demo

Kässbohrer Geländefahrzeuge AG, Laupheim

Marke Pistenbully

Warum dieses Beispiel?

- Kunde der ersten Stunde
- Technisch anspruchsvolle Produkte
- Ausfall ist sehr kritisch
- Probleme, Feedback, Interaktion – oft außerhalb der Bürozeiten



Demo aus Nutzersicht

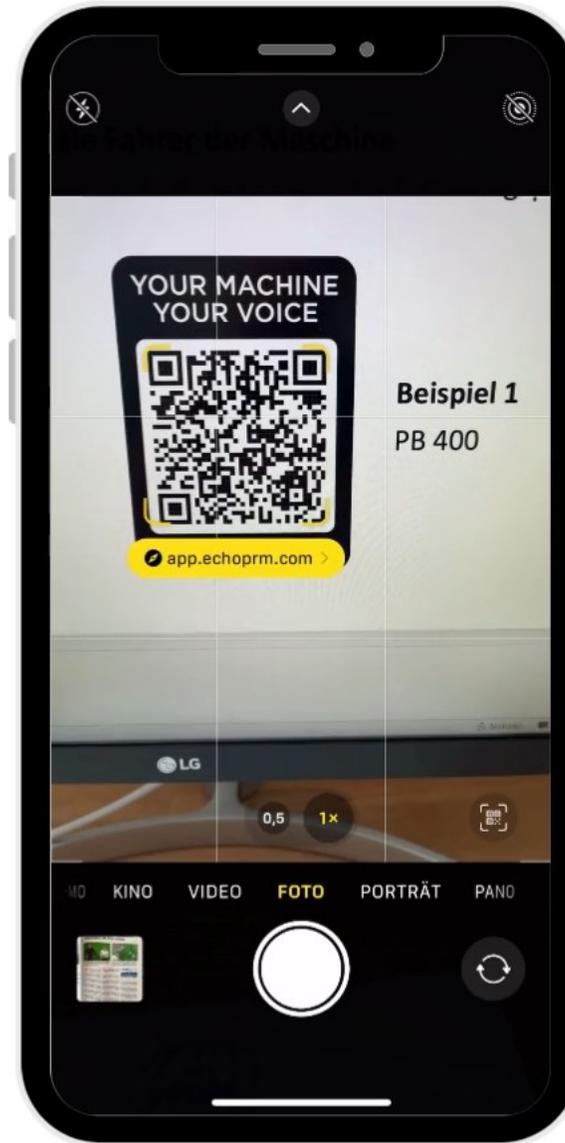
Zugang zur Plattform für die Fahrer der Maschine

Zu jeder Zeit, immer aktuell und alle Infos absolut fahrzeugspezifisch



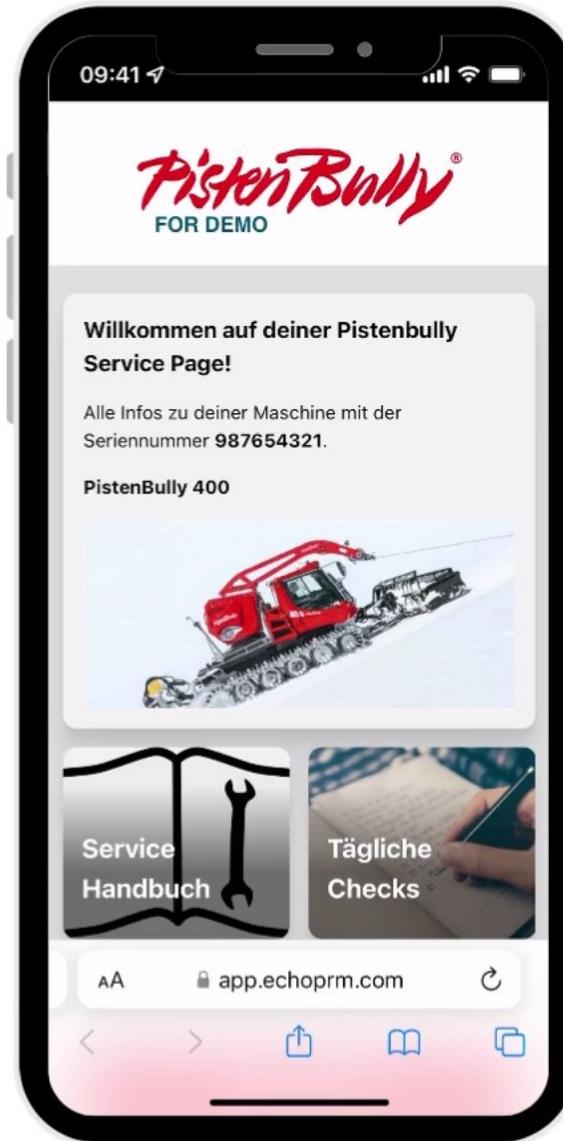
Beispiel 1

PB 400



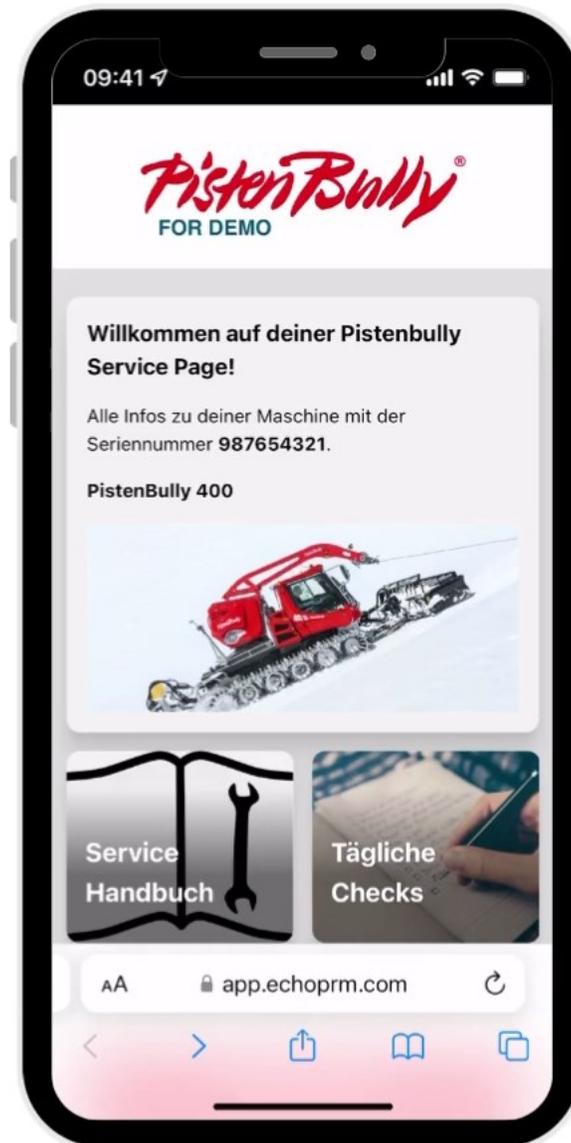
Willkommen

Produkt- und SN-spezifisch

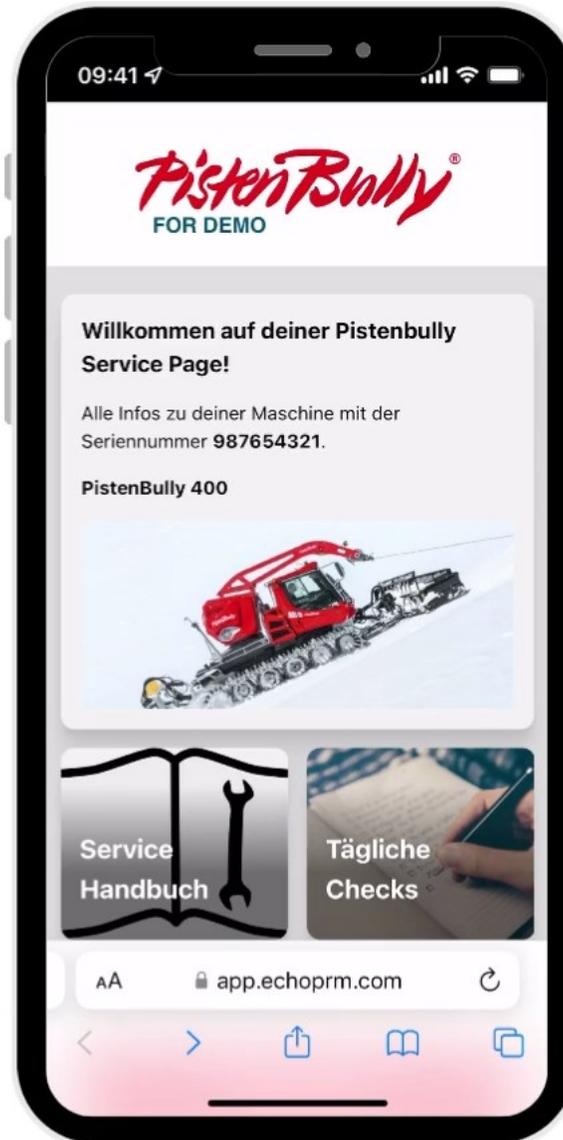


z.B.: Service Handbuch

Produktspezifisch und immer aktuell

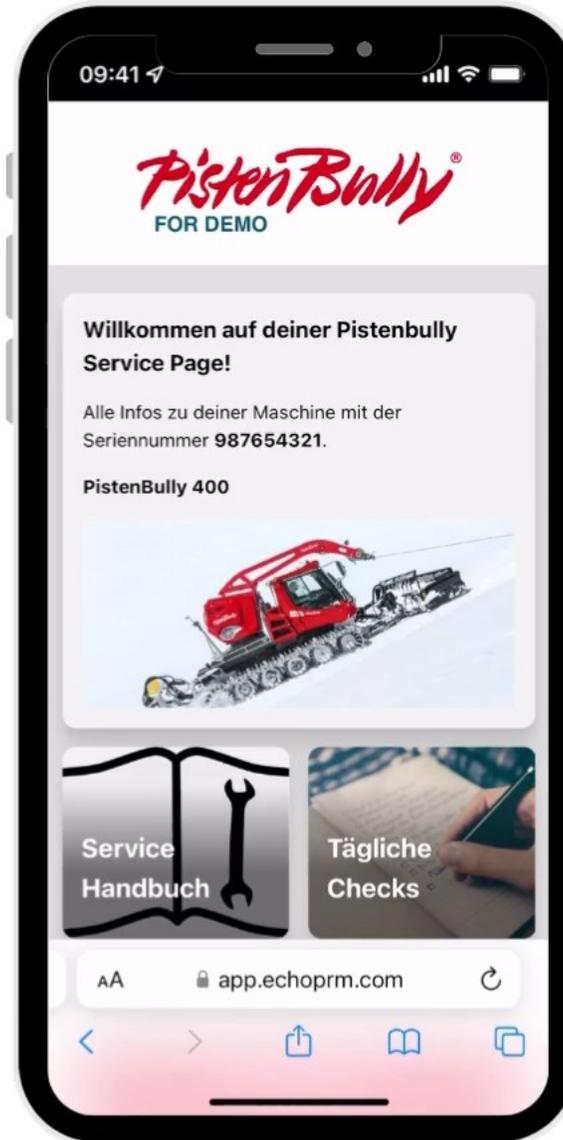


Oder auch z.B. „Tägliche Checks“
Jegliche Art von Info – immer zum Produkt AM Produkt



Formulare, z.B. Ticket System

Probleme melden, unabhängig von Tageszeit



Umfragen

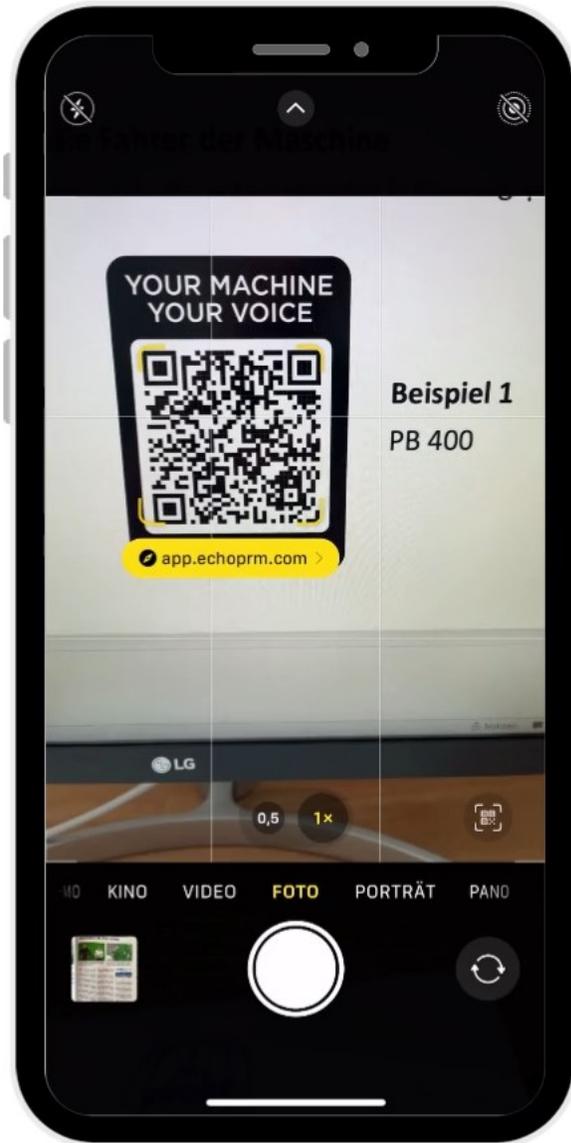
Feedback von möglichst vielen Nutzern

Zum Vergleich – gleicher Hersteller, anderes Modell, andere SN



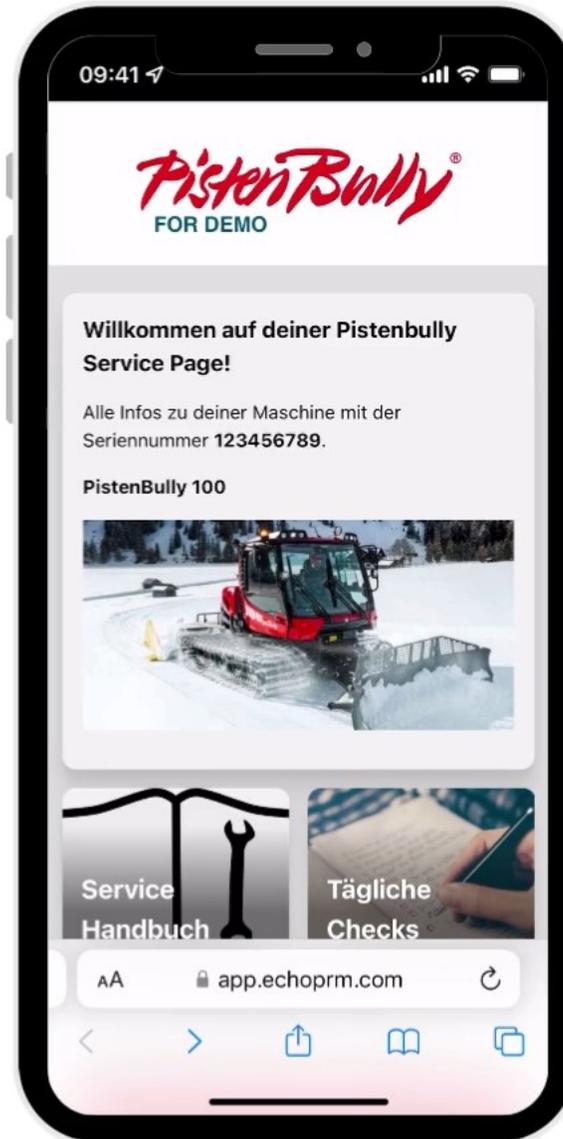
Beispiel 2

PB 100



Entsprechend angepasster Content

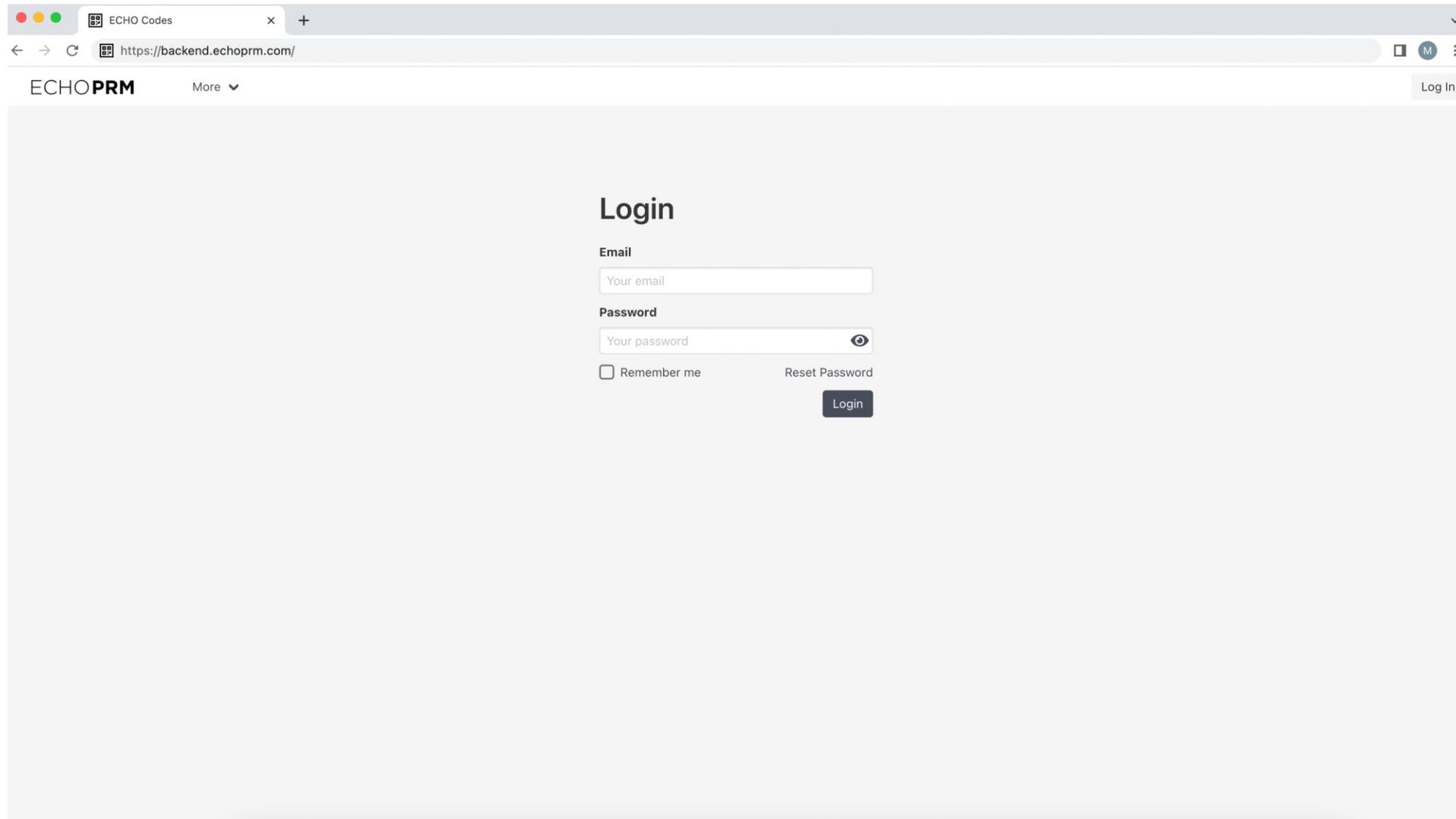
Nur die Infos zum passenden
Produkt



Entsprechend angepasster Content

Nur die Infos zum passenden
Produkt

Demo aus Herstellersicht



The screenshot shows a web browser window with the URL `https://backend.echopr.com/`. The page features a login form with the following elements:

- Header:** "ECHO PRM" logo and "More" dropdown menu on the left; "Log In" button on the right.
- Section Header:** "Login" centered on the page.
- Email Field:** A text input field with the placeholder text "Your email".
- Password Field:** A text input field with the placeholder text "Your password" and a toggle icon (an eye) to the right.
- Remember me:** A checkbox labeled "Remember me".
- Reset Password:** A text link labeled "Reset Password".
- Login Button:** A dark button labeled "Login".

Michael Trunzer
michael.trunzer@...

backend / dashboard

Help

Dashboard

GENERAL

Dashboard

ECHO CODES

- List Codes
- Activate Code

CATEGORIES

- Manage Categories

MODULES

- Manage Modules
- Order Widgets
- Design
- Text
- Form
- Responses
- File
- Language

- Help
- Settings

AVAILABLE ECHO CODES

48

SLOT COUNT	ACTIVE CODES
50	2

INTERACTIONS USED

0.01%

AVAILABLE	USED
100000	17

STORAGE USED

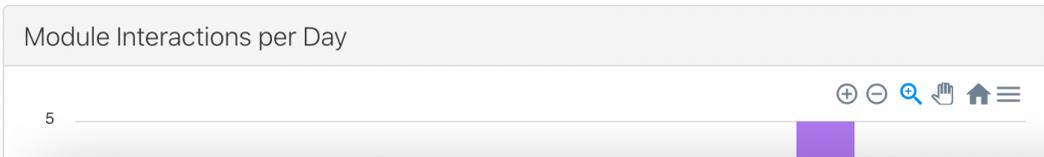
3.4MB

APP UPLOADS	BACKEND UPL.
0bytes	3.4MB

APP SESSIONS TOTAL

10

LAST MONTH	CURRENT MONTH
0	10 ↑



Michael Trunzer
michael.trunzer@...

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Order Widgets

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Form

Responses

File

Language

Help

Settings

Categories

Manage Categories

Show Elements

Export Import Print Info Settings

Filter Expand All Collapse All

- Produkte (0 codes linked)
 - PB100 (1 codes linked)
 - PB400 (1 codes linked)
 - PB600 (0 codes linked)

Add Category

● autosave active


Michael Trunzer
 michael.trunzer@...

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 Dashboard 

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 Form
 Responses
 File
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Help
 Settings

backend / echo codes

Help

ECHO Codes

Manage your ECHO Codes

Codes activated 2 out of 50

Interactions 17 out of 100000



20 per page  

Export 5 IDs 
 Import 



1-5 / 5  

<input type="checkbox"/>	ID	Activated	Date Activated ↓	Category	seriennummer	Interaction Count	View Count	Actions
<input type="checkbox"/>								
	<input type="checkbox"/> eynsf-fs9k5-qb6zd-5qtk5	yes	28.4.2022, 11:26:08	PB400	987654321	15	8	  
	<input type="checkbox"/> eyx74-bvjgh-bddk2-9rvk2	yes	28.4.2022, 11:25:57	PB100	123456789	2	2	  
	<input type="checkbox"/> eydztg-8yj7r-zv965-hcdyp	no	none			0	0	  
	<input type="checkbox"/> exymt-ypzb4-fk422-h9t8q	no	none			0	0	  
	<input type="checkbox"/> exx2m-7srvk-gnp5c-gkhj9	no	none			0	0	  

1-5 / 5  

[Show archived ECHO CODEs](#)

MT **Michael Trunzer**
 michael.trunzer@...

Design
 Manage your Design

Filter ▼ ⋮

● Standard Design ||||| #0

GENERAL
 Dashboard 👤

ECHO CODES
 List Codes
 Activate Code

CATEGORIES
 Manage Categories

MODULES
 Manage Modules
 Order Widgets
Design
 Text
 Form
 Responses
 File
 Language

Help

[Header](#) [set](#)
 [Background](#) [set](#)
 [Footer](#) [set](#)
 [Widget](#) [set](#)
 [Button](#) [set](#)
 [Highlight](#) [set](#)

General

Widget Shadow ?

Text [show advanced settings](#) 🔧

preview

PistenBully®
FOR DEMO

Widget Title
 Checkbox

Widget Title

Footer Text

MT **Michael Trunzer**
 michael.trunzer@...

« **Text** »
 Manage your Text

Filter ▼ ⋮

GENERAL

Dashboard 👤

ECHO CODES

List Codes

Activate Code

CATEGORIES

Manage Categories

MODULES

Manage Modules

Order Widgets

Design

Text

Form

Responses

File

Language

Help

Settings

Welcome

- Alle
- Produkte
- pic
 - PB400
- pic
 - PB100

Add Widget

[Show Deleted Widgets](#)

Element "Alle" in Widget "Welcome"

Widget	Internal Element Name	State	Info ?
Welcome ▼	Alle	Published ▼	i

References

Categories Identifiers ECHO ID

Produkte x

de ▼ **B** *I* ~~S~~ U H1 H2 H3 Clear

Willkommen auf deiner Pistenbully Service Page!

Alle Infos zu deiner Maschine mit der Seriennummer `{{identifizier.seriennummer}}`.

MT Michael Trunzer
 michael.trunzer@...

<< **Text** >>
 Manage your Text

Filter

GENERAL

Dashboard

ECHO CODES

List Codes

Activate Code

CATEGORIES

Manage Categories

MODULES

Manage Modules

Order Widgets

Design

Text

Form

Responses

File

Language

Help

Settings

< v Welcome >

Alle

Produkte

pic

PB400

pic

PB100

[Show Deleted Widgets](#)

Element "pic" in Widget "Welcome"

Widget	Internal Element Name	State	Info ?
Welcome v	pic	Published v	i

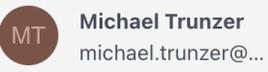
References

Categories	Identifiers	ECHO ID
<input type="text" value="PB400 x"/>		

de v **B** *I* ~~S~~ U ¶ H1 H2 H3 ☰ ☷ 🗑️ 🔗 📧 📅 📆 ↶ ↷ 🗑️ Clear

PistenBully 400





 Michael Trunzer

 michael.trunzer@...

<<

File

 Manage your File

Filter

 Filter icon

 More icon

GENERAL

Dashboard

ECHO CODES

List Codes

Activate Code

CATEGORIES

Manage Categories

MODULES

Manage Modules

Order Widgets

Design

Text

Form

Responses

File

Language

Help

Settings

>>

File

 Manage your File

Filter

 Filter icon

 More icon

Service Handbuch

Service Manual PB100

PB100

Service Manual PB400

PB400

Tägliche Checklisten

Service-Check-Liste

 PB 400

PB400

Service-Check-Liste

 PB 100

PB100

Add Widget

[Show Deleted Widgets](#)

Element "Service Manual PB400" in Widget "Service Handbuch"

Widget

Internal Element Name

State

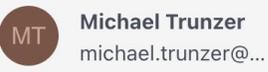
Info

References

Categories Identifiers ECHO ID

File data per locale filetype: pdf

Locale	Public Title	Ressource	Actions
> default	<input type="text" value="Title"/>	Add	
> de	<input type="text" value="Service Manual PB400"/>	Replace	



Form Manage your Form

Filter  

GENERAL

Dashboard 

ECHO CODES

List Codes

Activate Code

CATEGORIES

Manage Categories

MODULES

Manage Modules

Order Widgets

Design

Text

Form

Responses

File

Language

Help

Settings

Filter  

Problem Ticket

- Alle
 - Produkte

Umfrage

- Alle
 - Produkte
- PB100
 - PB100
- PB400
 - PB400

Add Widget

[Show Deleted Widgets](#)

General Creator **Translation** Preview Responses **2** Responses Timeline **2**

The structure of this form can not be changed, since it already has responses. Create a copy to modify it. [Create Copy](#)

  [Widget Properties](#) [Save Form](#)

1. Please rate your machine overall?
 (no description)

1 2 3 4 5 6

2. Please rate the following functions:
 (no description)

	very bad	bad	good	very good
speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Michael Trunzer
michael.trunzer@...

GENERAL

Dashboard

ECHO CODES

List Codes

Activate Code

CATEGORIES

Manage Categories

MODULES

Manage Modules

Order Widgets

Design

Text

Form

Responses

File

Language

Help

Settings

Form

Manage your Form

Filter  

Problem Ticket

Alle

Produkte

Umfrage

Alle

Produkte

PB100

PB100

PB400

PB400

Add Widget

[Show Deleted Widgets](#)

General

Creator

Translation

Preview

Responses 0

Responses Timeline 0

Toolbox

- ✓ Chec
- Drop
- Com
- Rating
- ✓ Bool
- < > Html
- Expr
- File
- Matri
- Multi
- Panel



Widget Properties

Save Form

1. Something special for the PB100 in a dropdown question:
(no description)

Choose... ▾

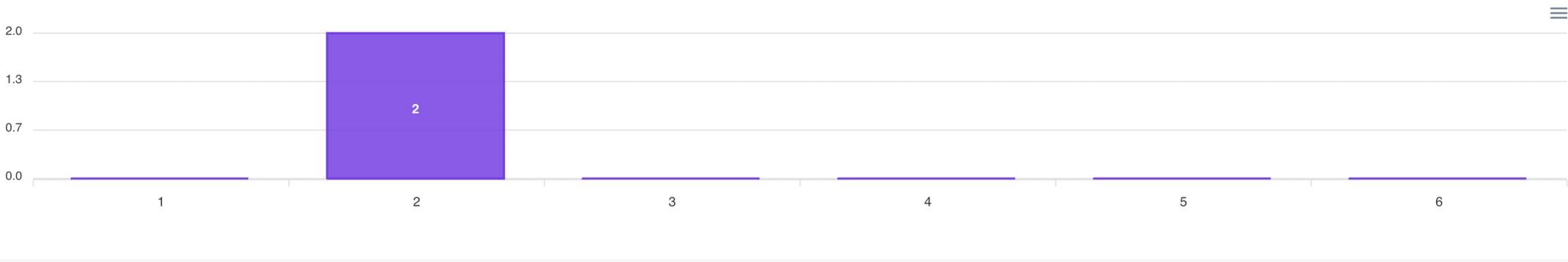
<< Michael Trunzer michael.trunzer@...
 GENERAL
 Dashboard 
 ECHO CODES
 List Codes
 Activate Code
 CATEGORIES
 Manage Categories
 MODULES
 Manage Modules
 Order Widgets
 Design
 Text
 Form
 Responses
 File
 Language
 Help
 Settings

Questions and Responses

Bitte bewerte deine Maschine generell?

id:question1 - type:rating - response count:2

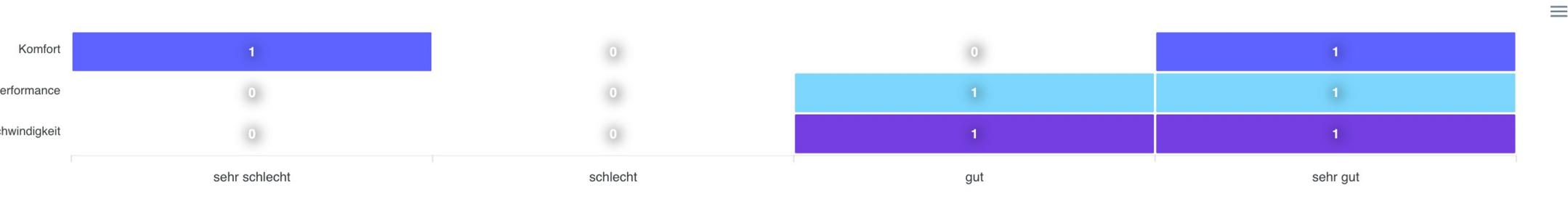
chart



Bitte bewerte die folgenden Funktionen:

id:question2 - type:matrix - response count:2

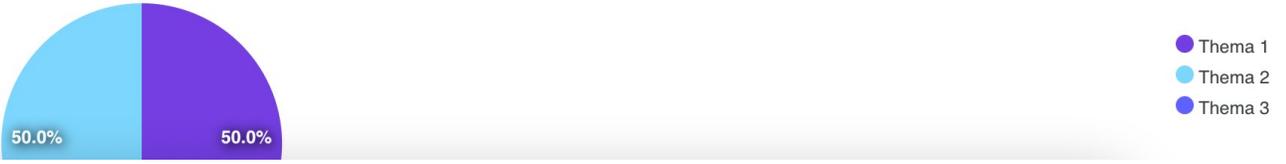
chart



Eine Checkbox Frage speziell für den PB400:

id:question1 - type:checkbox - response count:2

chart



- Thema 1
- Thema 2
- Thema 3

Fragen?

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