

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

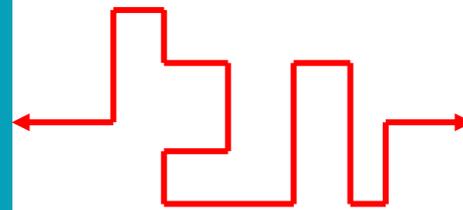
Werdegang:

- 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



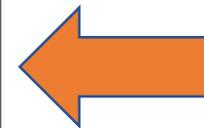
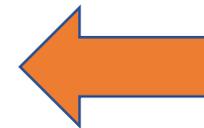
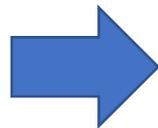
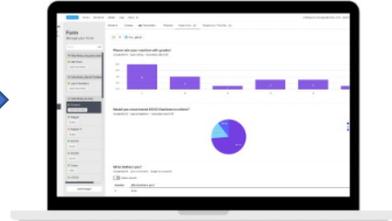
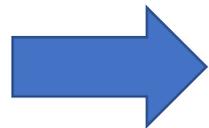
Nutzer/Bediener/Techniker

Was wir ändern wollten...

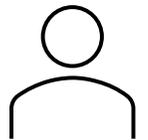


Die ECHO PRM Idee

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

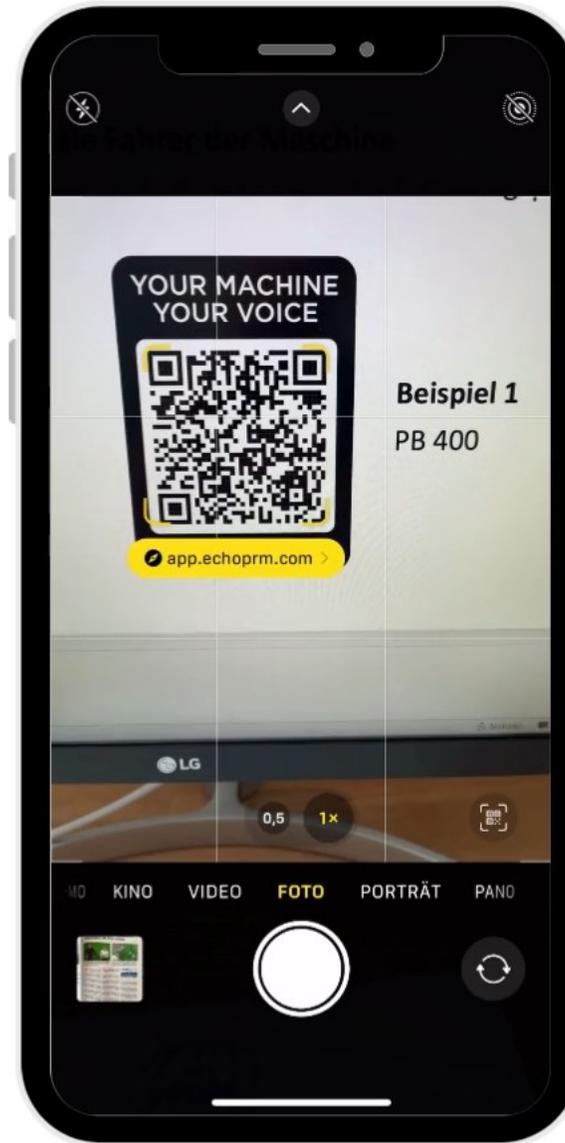
Zugang zur Plattform für die Fahrer der Maschine

Zu jeder Zeit, immer aktuell und alle Infos absolut fahrzeugspezifisch



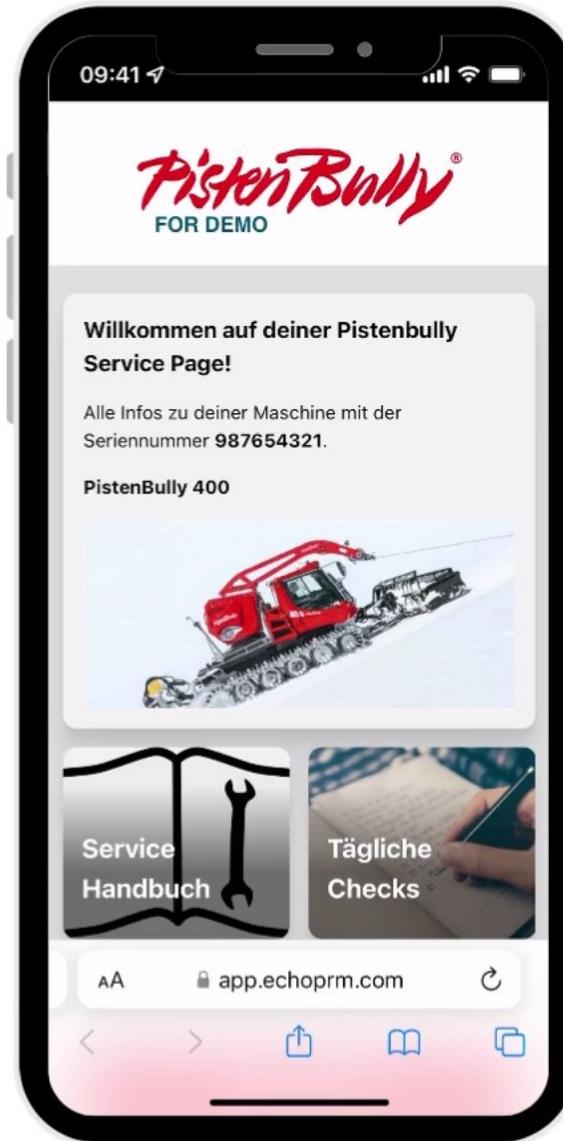
Beispiel 1

PB 400



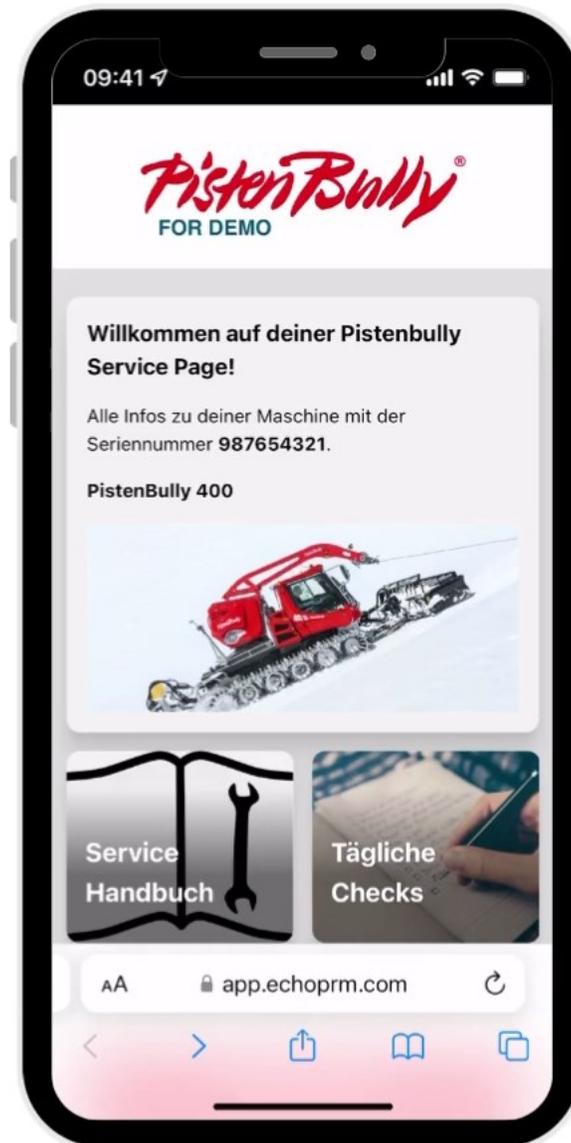
Willkommen

Produkt- und SN-spezifisch

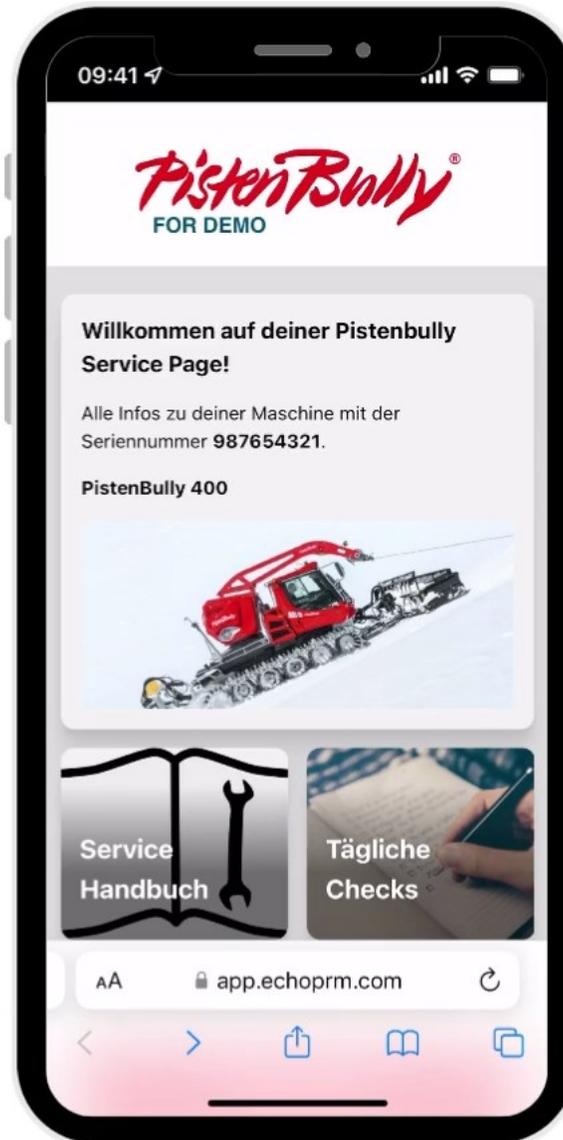


z.B.: Service Handbuch

Produktspezifisch und immer aktuell

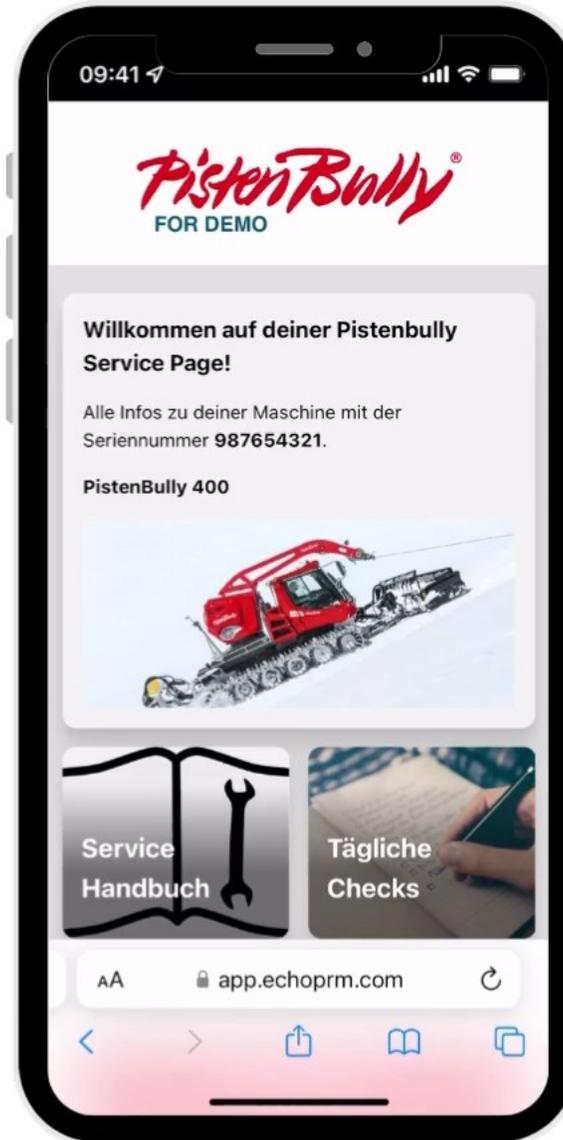


Oder auch z.B. „Tägliche Checks“
Jegliche Art von Info – immer zum Produkt AM Produkt



Formulare, z.B. Ticket System

Probleme melden, unabhängig von Tageszeit



Umfragen

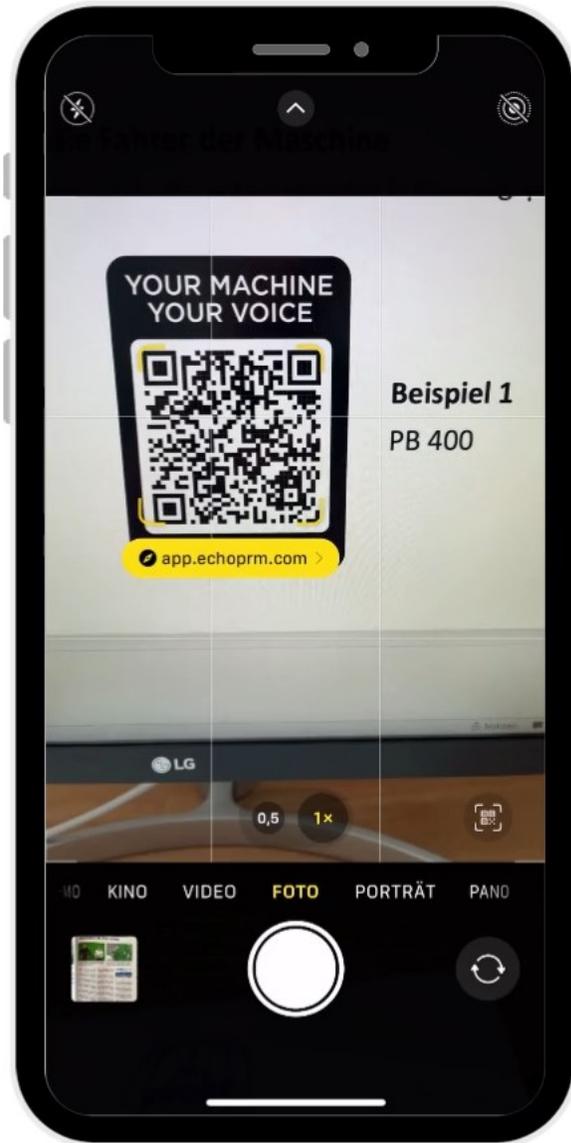
Feedback von möglichst vielen Nutzern

Zum Vergleich – gleicher Hersteller, anderes Modell, andere SN



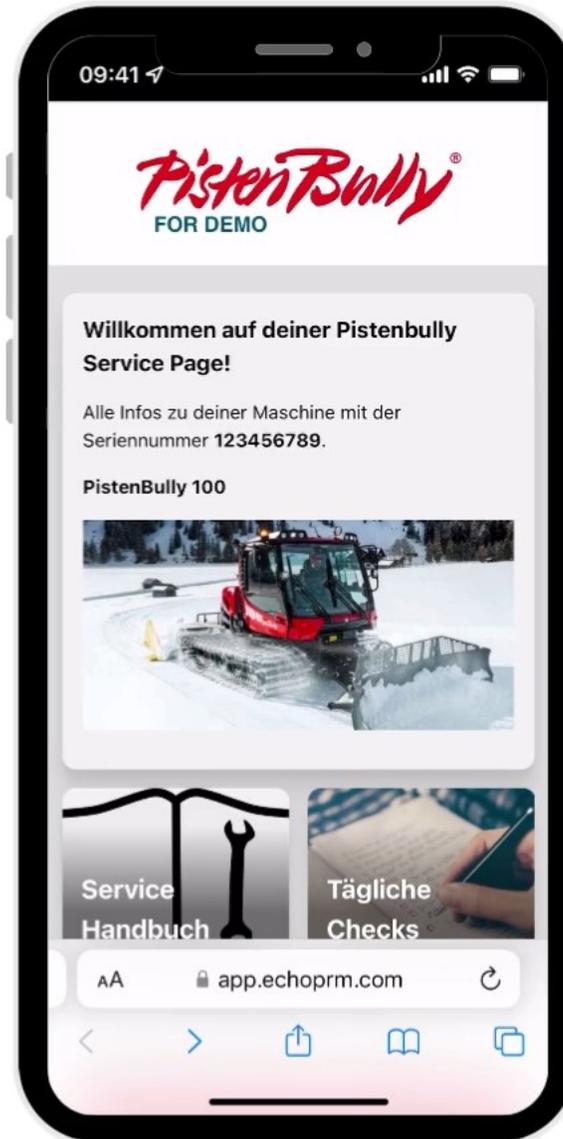
Beispiel 2

PB 100



Entsprechend angepasster Content

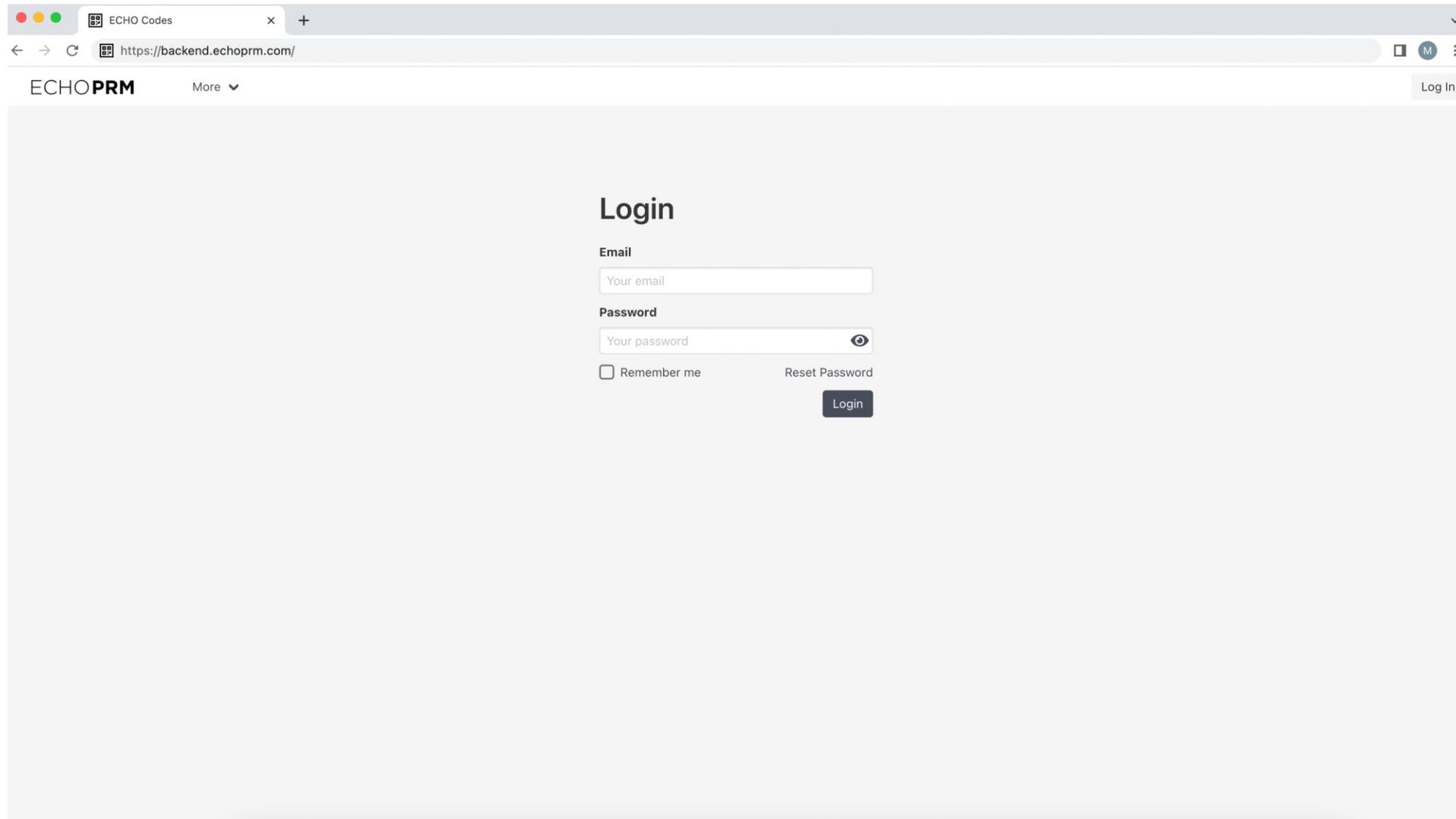
Nur die Infos zum passenden
Produkt



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

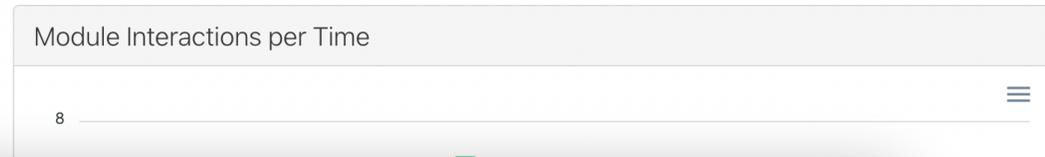
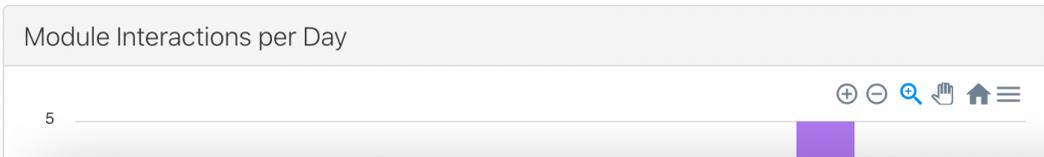
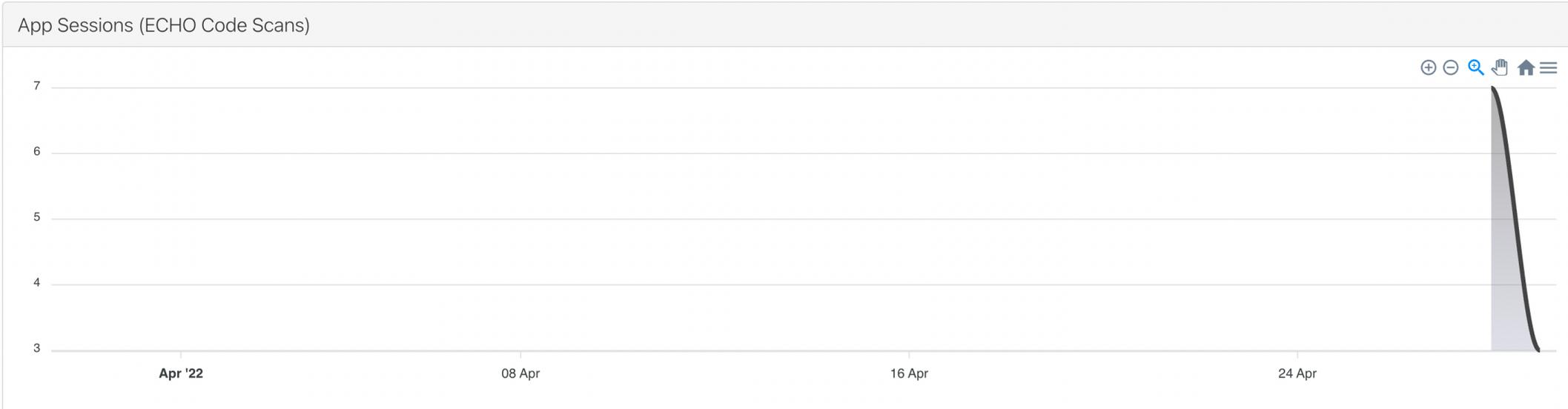
3.4MB

APP UPLOADS	BACKEND UPL.
0bytes	3.4MB

APP SESSIONS TOTAL

10

LAST MONTH	CURRENT MONTH
0	10 ↑



Michael Trunzer
michael.trunzer@...

GENERAL

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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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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
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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

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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

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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

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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

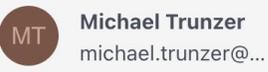
Info

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

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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@...

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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... ▾

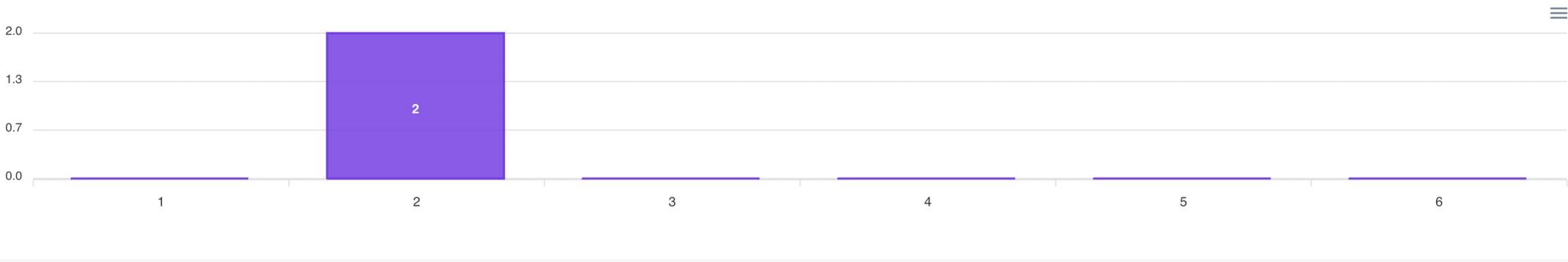
<< Michael Trunzer michael.trunzer@...
 GENERAL
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Questions and Responses

Bitte bewerte deine Maschine generell?

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

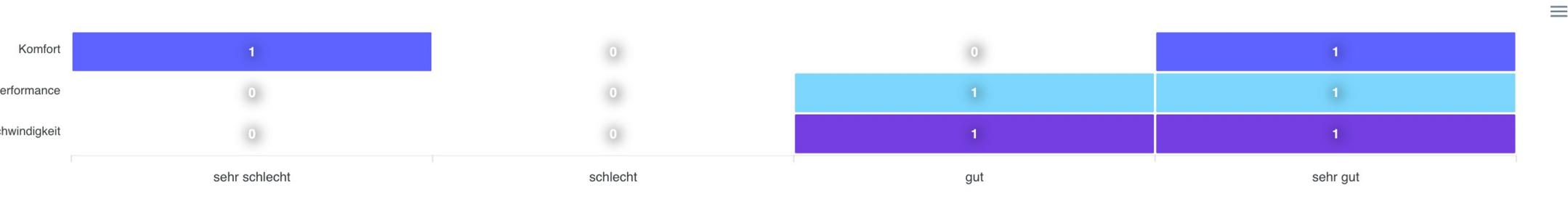
chart



Bitte bewerte die folgenden Funktionen:

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

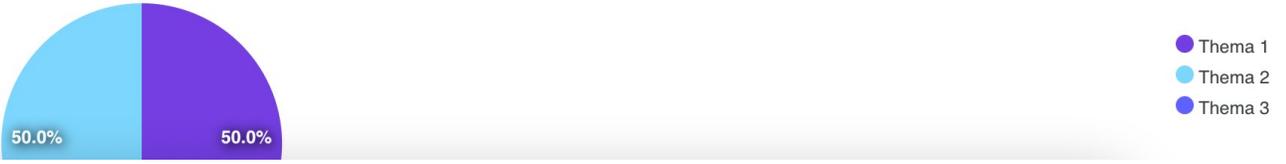
chart



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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