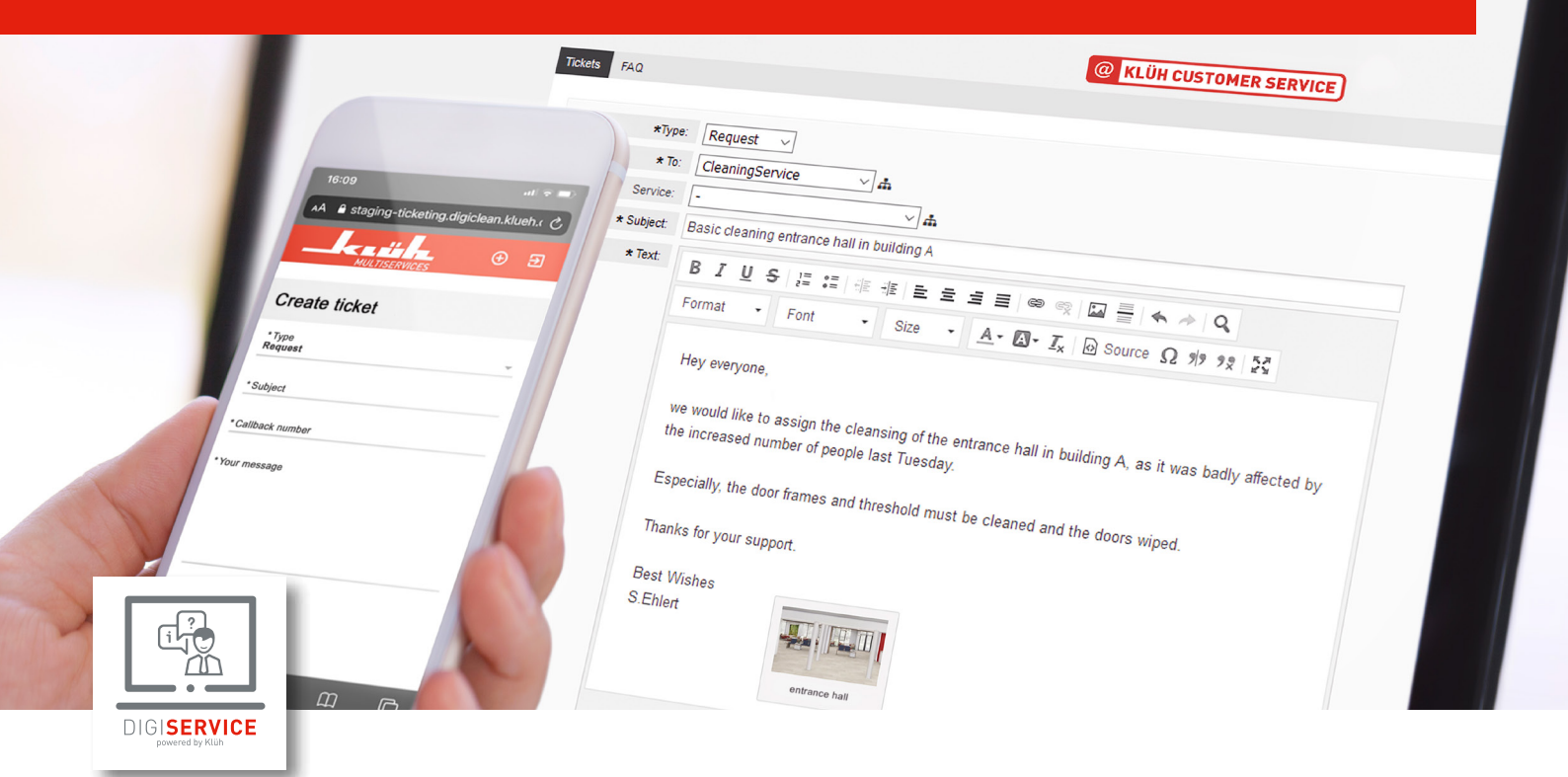




DigiService ensures 'around the clock' communication

The working day is shaped by constant exchange with customers, colleagues and business partners. Structured communication avoids possible misunderstandings and makes the exchange comprehensible for all participants. So as to offer you optimum transparency and flexibility and to enable target-oriented communication, we have developed DigiService for you.



DigiService – the customer service portal

As a service portal for Klüh customers, DigiService offers a central communication platform. With the aid of DigiService, which is based on web technologies, many different types of enquiries can be captured, classified, stored and processed in a structured manner in an individual customer web application. Examples include fault reports, service requests, orders or information requests of any kind.

Promoting communication

Once set up, DigiService supports communication between Klüh and the customers. Requests can be specifically assigned and processed, and the respective processing status rapidly communicated - without the need for additional means and channels of communication.

Creating transparency

For clear assignment of the originator of the enquiry – service staff or third parties involved –, the processes receive a unique process number during the initial storage process. The processes thus captured (so-called 'tickets') can then be automatically or manually forwarded for further processing to the respective responsible areas of an organisation. Both the initiator of the report (usually the customer) and the processor can track and actively influence the processing progress and status via the respective web application. Escalation and notification mechanisms support compliance with agreed service level agreements [SLA], thus ensuring that reaction and solution times are met, and no process is lost.

A high degree of flexibility

Due to the flexible architecture, it is possible to react to customer requirements at any time during the running process. This includes, e.g. the mapping of specific service catalogues, escalation processes or the technical connection to existing systems.

Customer satisfaction

With the aid of the customer satisfaction module, service provision can be comprehensively measured and continuously improved. In so doing, the interval and questions can be individually configured for each customer.

Advantages at a glance

- Structured capturing of all kinds of requests, around the clock, 365 days a year
- Transparent process tracking
- Escalation and notification mechanisms
- Audit-proof (ticket data cannot be subsequently changed)
- Access via web browser or app; no (client) installation required
- Minimal training required due to intuitive operation
- Extensive reporting options
- High integration possibilities due to defined interfaces (for example, to customer systems)
- High safety standard
 - Operation in our own computer centre
 - Encrypted data transmission
 - Finely granular roles & rights concept
- Multilingual user interface (over 20 languages)
- FAQ and customer satisfaction analysis module
- Use of QR codes, RFID or NFC chips to trigger defined service request

Contact

Do you have further questions about DigiService? Please do not hesitate to contact us. You can reach our experts at the Center of Digital Excellence at any time under code@klueh.de. We look forward to exchanging ideas with you!