



Service Module

Accompany customers competently!

Complaints, ongoing and completed support cases and maintenance

If customers have a question, a complaint, or a support case, it's as important to process it professionally as an order.

At this point, the trust of the customer is put to the test.

Proper handling and fast response are of significant advantage. Therefore, finding the information around the customer is so essential to the support staff.

The functions that are available:

- Which product does the customer use?
- What maintenance, support level, other agreement have been met?
- Have you had similar problems with other customers or products?
- How critical and by when does the problem have to be solved?
- Escalations, overviews of open and settled cases

This makes it easy to understand when and at what time your employees worked on individual orders or projects.

Your employees record their times more comprehensively, precisely and promptly, because the time and attendance involved have become manageable and efficient.

If you are interested in this module or other solutions, we will gladly send you an overview of our CRM system.

You will always receive further information in a personal conversation.