# AVEPOINT CUSTOMER SERVICES
## FOR MODERN BUSINESSES

AvePoint Customer Services allows service organizations to better serve their customers. With Customer Services, organizations now have the ability to automate case management, which allows field officers, operational centers, and the customers they support to input and manage requests from any device, anywhere, at any time.

| MODERNIZE SERVICES | AUTOMATE MANAGEMENT | IMPROVE COMMUNICATION | GAIN INSIGHT |
|---|---|---|---|
| Provide your consumers with a centralized portal to easily submit customer service requests from anywhere, anytime, on any device. | Streamline case routing by simplifying the processes of creating, tracking, and managing service and information requests. | Eliminate communication breakdowns that leave customers feeling unheard by granting them convenient, online access to interact with staff and view the status of their service requests. | Monitor service level agreements and establish long-term planning with the ability to access, view, aggregate, compare, and analyze statistics. |
| Accurately respond to customer requests with built-in location services and optimize task allocation from nearby field staff by utilizing integrated geo-location services and mappings from mobile devices. | Improve customer satisfaction – through enhanced service quality – by eliminating manual case management processes that drain valuable time and are susceptible to human error. | Give customers and staff the ability to find the information they need quickly by making it easier to search internal and public data sources. | Pinpoint system inefficiencies and increase accountability with powerful reporting capabilities through dashboards and standard reports. |

## MODERNIZE. BETTER SERVE THE CUSTOMERS YOU SUPPORT.

Utilizing Microsoft technologies – including Azure, Dynamics, and SharePoint – AvePoint  Customer Services helps organizations provide the highest level of service and information to customers across multiple access channels. By centralizing automated customer request and case management, AvePoint Customer Services modernizes administration and allows organizations to optimize responses today, while better planning for tomorrow.

# CUSTOMER SERVICES AND MANAGEMENT SOLUTIONS FOR MODERN BUSINESSES.

**POWERED BY:**  AvePoint®    Microsoft Azure    Microsoft Dynamics    SharePoint

## FOR YOUR CUSTOMERS & STAFF:

- Self-register, submit requests, view the status of open cases, read announcements, follow social media feeds, and search a knowledge base repository for information used to resolve issues quickly – all without the need for agent assistance

- Upload photo attachments and provide precise locations via integrated mobile device services to help validate requests and drive service improvement

- Chat live with organizational staff to provide details or get more information directly through the portal

## FOR YOUR FIELD STAFF:

- View assigned tasks on the go based on location, request type, or urgency

- Quickly and accurately respond to service requests by utilizing integrated location services and mappings via mobile devices

- Log response activity directly into mobile devices to close out and annotate cases in real time

- Annotate cases with rich media – including photos, video, and audio – as evidence of violation as well as for subsequent response and resolution

## FOR YOUR FRONT LINE STAFF:

- Provide a direct channel with a streamlined user experience for appropriate routing and handling of inbound requests from a single interface

- Ensure incoming calls are logged and tracked appropriately with automated phone activity logging and built-in scripts or questionnaires

- Proactively resource requests and track progress by viewing key metrics – including request status, type, and location – through a centralized dashboard

## FOR YOUR ORGANIZATIONAL MANAGEMENT:

- Review key metrics and data trends over time – including incoming request types, request locations, and average response times – to enhance planning, resourcing, and improve customer satisfaction ratings

- Improve reporting, findability, and data quality by classifying requests with a centralized taxonomy as well as the ability to roll back unintended modifications or deletions

## NEXT STEPS
To find out more about AvePoint's solutions for Modern Businesses, please contact Sales@AvePoint.com

Accessible content available upon request.