

Built for SAP ERP, S/4 HANA

**it.mx** contact center<sup>ADD</sup>

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 Complete a myriad of tasks from one location with minimal clicks.

it.mx contact center<sup>ADD</sup>

A fast, effective service extension designed on the latest SAP framework with zero integration.

**Enhance the service your call center**

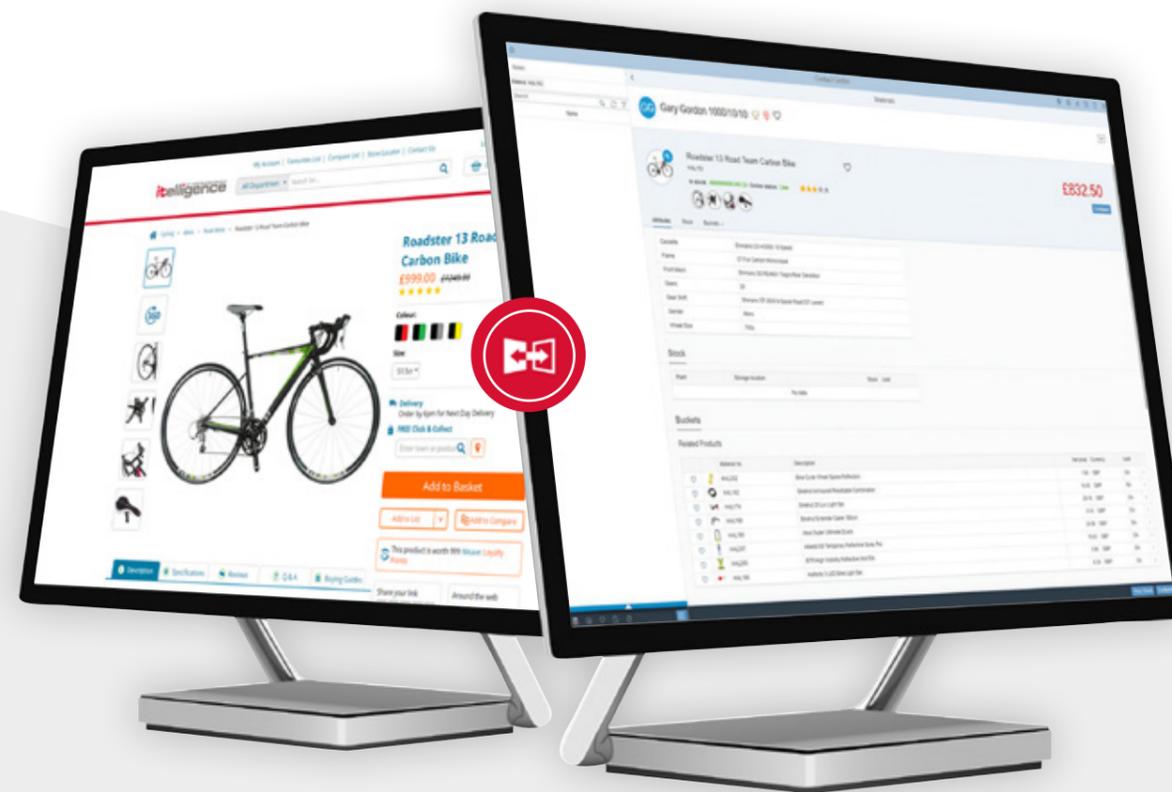
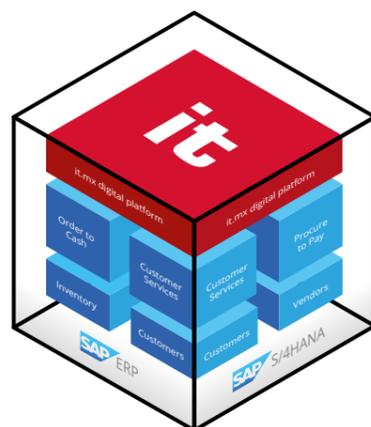
operatives provide for your customers, by removing the need to traverse multiple, unfriendly SAP screens to access data and perform key tasks. it.call centre is fully SAP-based and allows you to transform your call center operation quickly by leveraging existing system capabilities, but providing them in far more succinct, user-friendly manner.

**Enable internal, customer facing teams to provide an enhanced and consistent service.**

For the provision of first rate customer experience, your call center operatives need to reflect your brand and the service offered to your customers every bit as consistently as through any other touchpoints you provide.

The it.mx contact center<sup>ADD</sup> provides key information to your operatives in a quick, easy to follow, consistent manner, so that interactions with customers are always productive and much more efficient.

The it.mx contact center<sup>ADD</sup> reduces average call duration and unnecessary return calls by making the SAP data / processes easily accessible, in real-time. The it.mx contact center<sup>ADD</sup> provides one location from which the internal operative can complete a myriad of tasks with minimal clicks. Training for new staff is considerably reduced thanks to the self-intuitive web pages the it.mx contact center<sup>ADD</sup> provides.



**Providing a single SAP based location from which the operative can:**

- Place customer orders.
- View personal or group KPI's.
- Perform stock checks.
- Configure complex product sets.
- View web-based product information.
- Manage returns.
- Facilitate payments.
- Create notes and assign actions.
- Access statements and invoices.

**Accessing account information**

Providing one location for a consolidated view of an account. Move through account related data (current and historical) with minimal clicks from orders to returns and from financial information to account associated notes. Quickly find account related information via simple navigation, filtering mechanisms and search criteria.

**View web-based product detail**

Ensure that operatives have quick access to the same product information as your online customers, served to them in a very similar manner. The it.mx contact center<sup>ADD</sup> provides the platform for joined up interaction, where the operative and the customer look at the same product imagery, specifications, promotional activity, pricing and associated products.



Find out how our **it.mx** contact center<sup>ADD</sup> allows your operatives to use SAP more quickly and efficiently to drive increased customer satisfaction.

