



# Increase your service quality and customer satisfaction easily!

## ► **click&maximize™ CRM Complaints Management**

Complaints are always also an opportunity to check work processes and improve them, so they should be handled professionally. With our CRM package, your customer service has the opportunity to record complaints consistently and to take corresponding actions. The responsible employee checks the complaint and contacts the customer via e-mail, letter or with a call based on the CRM data.

Your advantage: quick handling of complaints improves your service quality and restores possibly-lost customer satisfaction once again.

### **Service ticket**

In order to process a complaint quickly, you can open a service ticket that can contain all important information and e.g., a credit for the customer. If the SAP® CRM solution search is already used, you can search the solution database for similar cases using a categorization and the content of the ticket. This information can be made available to the processor. The search for the responsible service team that will further process the ticket also happens via the categorization.

### **Return processing**

This package also contains professional return handling capability. Here, the return items are taken over from the order to which the complaint applies and transmitted to the SAP® ERP back end. There, the logistics processes such as receipt of goods and good issuing take place, whereby the return status can be viewed by customer service at any time.

### **Our offer includes the following services:**

- Introductory workshop
- Set-up of the complaint receipt
- Set-up of the service ticket
- Set-up of two follow-up activities
- Use of returns
- Set-up of a return receipt
- Integration into the ERP back end
- Set-up of the invoicing for the credit
- Key user training
- Support for start-up

### **Prerequisites**

- click&maximize™ CRM starter package
- SAP® CRM licenses

### **Price**

23.800 EUR



**Also use other movento click&maximize™ CRM packages at a fixed price!**

We offer you click&maximize™ CRM package solutions for all customer management requirements, e.g. for:

- ▶ Marketing
- ▶ Sales
- ▶ Service
- ▶ E-Commerce
- ▶ Mobile Business
- ▶ CRM Strategy
- ▶ Industry Solutions and Industry-specific Expansions

All packages offer a fixed price with pre-defined services — for more security and transparency with respect to the scope of services, time, and costs. Our package solutions are constructed in modular fashion and can be used individually or in combinations. This way, you can expand your CRM system step by step — you use only that which you actually need.

**Do you have questions?**

You will find detailed information about the individual packages in the downloads section of our Web site. We will also be glad to advise you personally as to which package solution fulfills your specific requirements — please call us:

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**About movento**

SAP is the technology, the contents come from movento. We will show you how you can design your customer relationships more profitably — right away and for the long term. We ensure that you are always close to the customer. For movento is CRM in motion! For more information about us and our products as well as references and project examples, please visit [www.movento.com](http://www.movento.com)