

# MobileDesk

Process inquiries on the go and keep your service promises

Due to digitization, customers these days are used to faster service delivery than was the case several years ago. That is why expectations regarding the availability of services are higher these days as well. There are strict service level agreements (SLAs) that need to be kept when it comes to solution times. If the organization of services is unable to satisfy these high demands, companies risk hefty contractual penalties. A tough challenge in the face of personnel shortage. In this situation it can be a big advantage if service employees are able to work on the go and deliver on-call services.

MobileDesk allows service employees to quickly react to important requests on the go and work efficiently wherever they are. Service processes can be handled faster and the company gains an edge over their competition.

## Simple usage

Service employees simply launch MobileDesk from their mobile devices and sign in with their user data. They can then access all pending and relevant tickets via their dashboard or the service queue. Each new request is immediately accessible on their mobile device.

## Direct notification

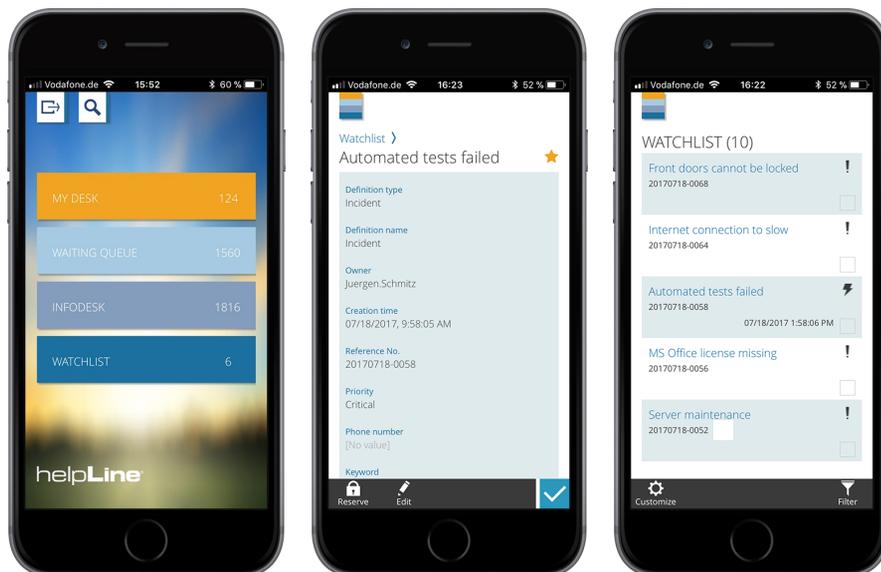
If you want to satisfy strict SLAs, it is important to get fast information on status updates. Thanks to MobileDesk's push notifications, those service employees responsible as well as executives are always kept informed on important news, tasks, or escalations.

## Fast processing

Once a mobile service employee has finished a job, they can immediately update and document the status in the app thereby keeping the system up to date at all times. In order to work faster and more efficiently, MobileDesk dialogs can be customized to suit the demands of individual users.

## Convenient searching

MobileDesk's search function enables users to easily view service information like customer, product, or service data while on the go. That way, all necessary information – e.g. product numbers – can be accessed quickly whenever needed.



Fast and easy processing from your mobile device

## Advantages

### Easier compliance with SLAs

Reduce the risk of breaking SLAs by immediately notifying responsible parties about urgent tasks or escalations directly on their phone.

### Save time on documentation

Spare yourself the tedious follow-ups on service reports at your work station and instead process them immediately with MobileDesk.

### Offer more flexibility

Enjoy greater freedom while working on-call services – MobileDesk allows you to take on important tasks at anytime and wherever you are.

### Use client information on the go

Save time on research and queries for customer data while in the field by using MobileDesk's convenient search function.

### Stay operational

Always have complete information on tickets and products on the go – that way you can react immediately if needed.

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