



Customer Service LaunchPad

Engage your teams to deliver better service to customers



Allow your teams to deliver much improved service when you digitise and automate your customer service process. Gain far greater visibility of what's happening. And it makes it easier to measure performance (outside of contact centres), generate real-time alerts and notifications and ensure better reporting and early identification of issues and trends.

And you've probably invested in one or more customer service systems already.

Even though these systems are relatively mature, they won't have been designed around the specific process needs of your organisation. This causes great frustration for your people and your customers alike.

Rather than fit your work practices around these systems, it's better to have systems work around your people, supporting the customer service initiatives that you're implementing.

There are several challenges that need to be tackled right now to help improve the service that your teams deliver:

- Making best use of every team member's time
- Help the team to support customers and get the most from the product or service they've purchased
- Personalise the service delivered
- Have the information necessary to resolve and creatively problem-solve issues
- Focus on the customer and help them to help themselves
- Be proactive and follow-up on commitments made

The existing systems you have may address some of these needs, but there are likely to be functional and process gaps that they don't.

What if you had your own way of building software systems and digitising processes around the specific needs of your organisation? And imagine if these matched up perfectly with the way your teams work, whether over the phone, online or in person.

Customer Service LaunchPad

Liberty Create is our low-code platform. It lets you easily and rapidly develop your own software applications to automate customer service systems.

Create lets you easily and rapidly develop your own software applications to address these challenges and automate processes to deliver the best outcome, all in a cost-effective way. Build systems yourself, around the specific requirements in your organisation and integrate with your existing systems and software. It's also part of a wider platform that augments automation with class-leading customer engagement solutions.

Customer Service LaunchPad provides a set of starter apps to get you up and running very quickly. These apps are tailored to exactly fit the way your organisation works. You can extend and customise them as you choose.

Best of all, as requirements evolve and change, you can manage it under your control. Easily update to fit your way of working, in a timeframe that works for you.

Immediate value from a range of useful apps

In addition to these applications, Customer Service LaunchPad also includes training on the Create platform. And mentoring to help your team to maximise the potential of these apps for the organisation.

Customer Service LaunchPad includes a range of useful starter apps that can be tailored to meet your exact needs. These include:

- **Nest – logging, progressing and tracking service calls**
- **Virtual visits to enable customer service calls over video**
- **Daily team health checker**
- **'Who's On'**
- **Emergency alerting**
- **Surveys**
- **Report It/mobile reporting**
- **Ideation**
- **Booking systems**
- **Return to the office planning, checklists and resource booking**

And you can easily build your own applications. Plus, browse our Community and AppShare for other ideas and applications to download and use.

As you embark on new customer service programmes, you need to join together your systems so that you can deliver great service from end-to-end. Liberty Create helps you do this by allowing you to build new applications and bring existing ones together to deliver a single unified experience for customers and those whose role it is to service them.

Integrate with your existing systems

Customer Service LaunchPad includes an integration adapter. This connects to, and takes advantage of, your existing systems to benefit from the technology investments that you've already made.

Built on Liberty Create

Customer Service LaunchPad is powered by Liberty Create, Netcall's powerful low-code application development platform. It is designed for both business users and developers, allowing them to collaborate to build better digital experiences.

Create is a complete toolkit to cover the entire app lifecycle:

- ✓ Design the process
- ✓ Create the app
- ✓ Link to your other systems
- ✓ Test it
- ✓ Sign it off and deploy it
- ✓ Track performance and tweak as things change

Part of the Liberty Platform

Within the Liberty Platform, Create works alongside Liberty RPA, our AI-powered robotic process automation, Liberty Converse, our complete contact centre, and Liberty Connect, our AI-assisted conversational messaging solution.

Together, these solutions deliver class-leading CX for a wide range of industries.

Talk to us.

Contact us today for a demo visit
netcall.com/demo

Or call us on **0330 333 6100** and say
"Customer Service LaunchPad"

 **NETCALL**

