

QUERY MANAGEMENT

KDS Query Management is a workflow enabled application resulting in improved customer service through the efficient logging, progression and analysis of customer queries.

Query Logging

Allow your operators to record queries quickly and efficiently with the easy-to-use query logging screens.

As a supplementary tool, free up resources, reduce administrative costs and benefit from improved customer relationships by enabling your customers to submit queries on-line via AXIS, CSFD's web application. Using any standard web browser, customers can enter their query and then follow its progress through to satisfactory completion. At any given time they can check the status of their queries, their account and any outstanding returns.

The screenshot shows the CD CENTRE.COM website interface. At the top, there are navigation buttons for 'Favourites', 'Prod Hist', and 'Cust Services'. Below these are buttons for 'Search', 'Back Orders', 'Forward Ords', 'Returns', and 'Ledger'. Further down are buttons for 'Log in', 'Register', 'Basket', 'Checkout', 'Track orders', and a help icon. The main content area is titled 'Customer Queries' and displays a table of registered queries. The table has the following data:

Query No	Date	Time	Contact	Status
115	16-Sep-2001	12.45	JOHN HOLLINS	Open
Query	CAN YOU STILL GET THE BEATLES ABBEY ROAD ON VINYL?			
Action				
114	16-Sep-2001	12.00	JILL BROWN	Completed
Query	YOUR LATEST STATEMENT DOES NOT SHOW THE LAST PAYMENT OF £1345.67 POSTED TO YOU ON THE 3RD SEPTEMBER			
Action	ONLY CASH RECEIVED UP TO THE END OF AUGUST IS SHOWN THE CASH HAS BEEN RECEIVED AND WILL SHOW ON YOUR SEPTEMBER STATEMENT			
113	16-Sep-2001	10.00	JIMMY JONES	Completed
Query	PLEASE SEND A COPY OF OUR LATEST STATEMENT			
Action	FAXED 15:00			
102	31-Aug-2001	12.50	MARTIN	Completed
Query	SHORT DELIVERY ON INVOICE 100007 6 COPIES OF TITANIC MISSING			
Action	GOODS LEFT OUR WAREHOUSE, CDCENTRE WILL CLAIM AGAINST CARRIER. CREDIT WILL BE DANCED			

At the bottom of the screenshot, there are links for 'Help' and 'Contact Us'.

Web-based display of customer queries

Query Progression

Speed up query resolution by giving individual operators immediate access to all their outstanding logs and by giving them direct access to information such as the customer's invoice history and any outstanding returns.

Benefit from workflow functionality to ensure that the customer's query is progressed by the most appropriate individual or department. When entering the customer query, generate a work request and

automatically forward the query to a selected recipient, indicating the level of urgency and adding any comments as required. Notification is then immediately flagged to the recipient's desktop, ready to be actioned. A single click of the mouse will take the recipient directly into the query logging application where the log can be updated. The request can also be suspended until later, forwarded on, or returned to the originator.

Analysis and Monitoring

Identify each query by type and sub -type and retain completed queries for a specified period in order to build up a profile. Use the standard reports to analyse queries by customer, status or type.

Key Features

- Enter queries manually or receive on-line via AXIS
- Allow customers to review the status of queries on-line
- Progress queries using workflow functionality
- Define and apply analysis codes
- On-line operator access to invoice history and outstanding returns
- Immediate recall of outstanding or completed queries
- Purge completed queries

Related Products and Services

- KDS *Telesales*
- *AXIS* Web Application



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