

# TurnFriendly *Factsheet*

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## The smart way to Customer Experience Management

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### Planable, measurable, profitable

In *TurnFriendly* all threads run together in a centralized system. This creates the necessary transparency in order to adapt to each individual case: enterprise-wide, without media breaks and with concentrated information content.

With the proven features, you get more productivity, faster response times, and optimized complaints management, and customer service.

### One System, many possibilities

*TurnFriendly* is a web-based platform with which you can centrally accept, edit and evaluate all your customers' concerns. You have overarching and flexible application possibilities for different areas in your company.

### Why TurnFriendly is awesome

Cost advantages in operation

- Fully web-based and available as an ASP solution
- More than 90% of the configuration by internal department
- Use of industrial standards

Company-wide use

- Professional and technical client capability
- Scalable enterprise solution
- Individual web portal suited for target groups

Time saving while processing

- Top-topics for fast recording
- Automatic process distribution
- 1-click documents for quick response

Intelligent functions

- Context-based text modules
- Online reports from suppliers and service providers
- Integrated knowledge base, which actively displays documents without searching

# Customer Experience Management Software that fits your industry

## Software and industry-specific know-how

We offer solutions for selected industries that have very specific organizational structures and legal frameworks. We have many years of experience in the following sectors:

- Banking
- Tourism
- Retail
- Service

*TurnFriendly* is individually integrated into the company-specific system landscapes, no matter what interface technology is used. Customer master data, product master data, tourist reservations, order data of a trading company, bank account data or insurance policies are made available in *TurnFriendly*. In this way, you know at any time which experiences a customer has made and can carry out the best customized action.

## Clarify your issues systematically

*TurnFriendly* transforms text-based customer feedback and mail-based processes into structured processes. The highest value was placed on a maximum configuration of service processes and their content by the business, without having to program them.

## Get in touch

You can contact us by phone  
+49 (0)911 937 88 0

Gladly we introduce you personally to *TurnFriendly*. Whether in an online demo (webinar), a presentation at your location, or at our office in Nuremberg.

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TURNFRIENDLY HAS MORE THAN 30.000 USERS



## EXTRACT OF THE FUNCTIONS

- Authorization & role concept
- Configuration & administration area
- Search & filter functions
- Reporting
- Reporting (module)
- Automatic operation distribution (module)
- Multi-Channel (all input channels)
- Automatic starting of processes (module)
- Call notes
- User profiles
- Reminder functions
- Integration of MS-Word (module)
- Processing- and contact-history
- Scheduling functions
- Operation check
- Duplicate test
- Customer & Address Management
- Document management (module)
- Form designer
- Tasks & activities (module)
- Organizational trees
- Reimbursement functions (module)
- Define & customize processes
- Cockpit (module)
- Readout of web & contact forms (module)
- Cause analysis
- Partner relationships
- Create and send notices
- Knowledge Base (module)
- Letter writing & mailing
- Text building blocks
- Automated processes
- Content recognition (module)
- Todo lists
- Reports pursuant to § 34d WpHG (module)

## EXTRACT OF CHARACTERISTICS

- Web-based
- Standard software
- Multi-lingual
- Interfaces
- Modular
- Suitable for all industries and company sizes
- Portable & scalable
- Client-compatible
- Brandable
- High integration capability
- Enterprise Solution
- Special company-specific solutions available
- Customizable user interface
- Customizable document layout

## OPERATING SYSTEMS

- Windows
- Linux
- Unix

## APPLICATION SERVER

- Apache Tomcat (ab 9.x)
- IBM WebSphere (ab 8.x)
- JBoss (ab 5.x)

## MEMORY REQUIREMENTS

- 2–4 GB RAM for Database-Server
- 2 GB RAM for Applicationserver
- 80+ GB HD

## SYSTEM REQUIREMENTS

*TurnFriendly* can be installed on almost all operating systems. The prerequisite is Oracle (from version 10g) and Java (from version 6). For companies with lower data volumes, the free version Oracle Database Express Edition can be used.