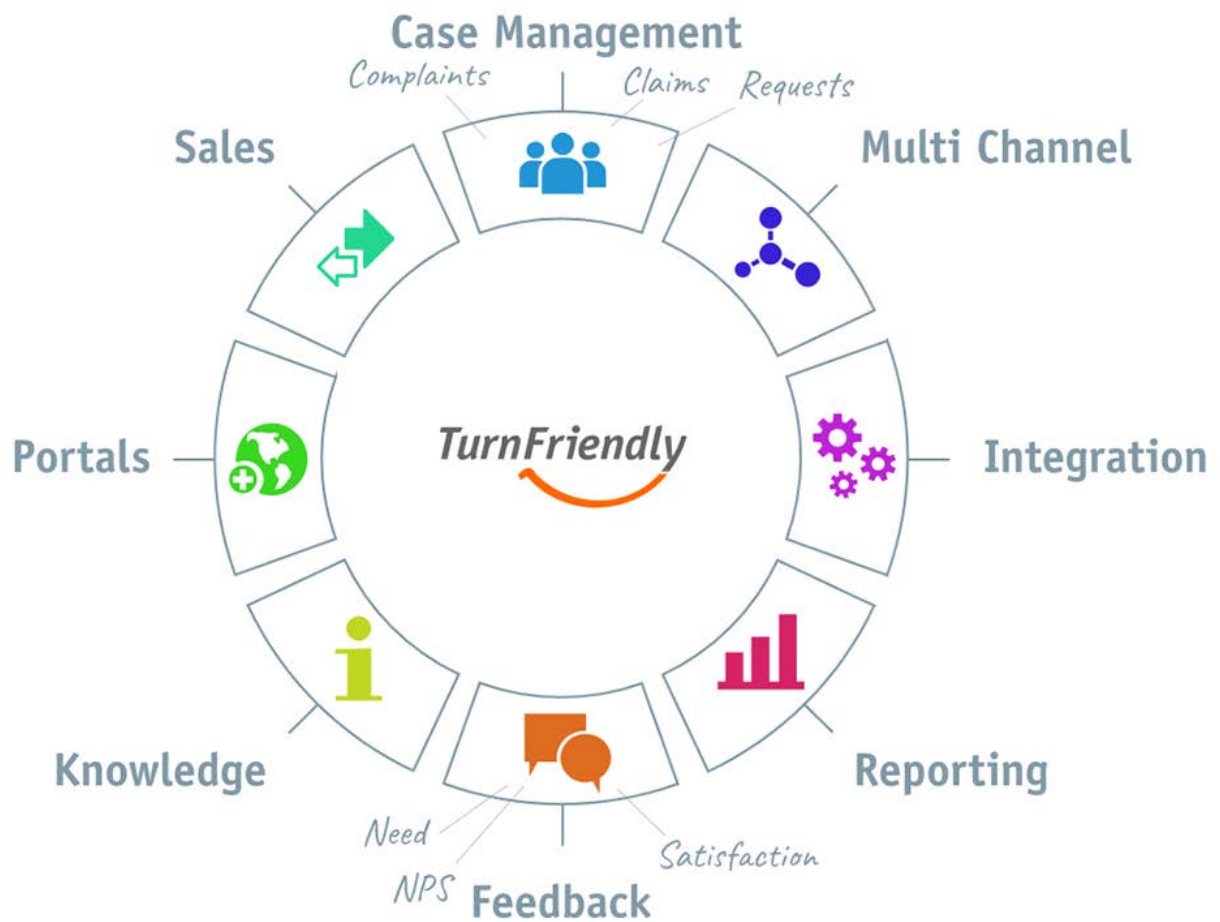**TurnFriendly**

Feature overview
TurnFriendly

Basic functions

> *A modern system architecture that perfectly supports every size of company.*

- Web-based
- Client capability
- Multilingual
- Scalable
- JEE compliant
- SaaS / on premise

- Multi-currency capability
- Modular
- Industry-specific
- Audit proof
- Privacy compliant (EU-DSGVO)
- Configurable without programming

People management

Master data from customers and suppliers are loaded via interfaces, which avoids unnecessary manual steps.

- Master data management of all business partners of a company (customers, prospects, suppliers, external partners)
- Customer segmentation
- VIP-Flags
- Contact history / Timeline
- Customer journey of all cases

- Address management
- Communication information
- Primary communication channels
- Capture of notes and telephone conversations
- Discussion guidelines
- Surveys
- Network relations between partners
- Extension by self-definable partner features

Authorization concept

The extensive authorization system ensures the appropriate functional and data rights.

- Assigning individual authorizations for reading, changing and user approval of individual functions
- Central administration of user profiles
- Authorization for individual data views / clients
- Reimbursement and competence profiles
- Individual report permissions

- Organizational trees / cost centers
- Skills for routing of operations
- Single Sign-on
- LDAP
- Document confidentiality levels

Case management

All cases, of all customers, be it complaints, complaints, data protection requests or other service processes can be managed with TurnFriendly.

- Complaints
- Praise / ideas
- Internal service processes
- 1-Click notices
- Multilevel categorization trees
- Checklists for fast entry
- Extension through self-defined coverage fields
- Fast entry / Popular topics
- Refunds according to competence profiles

- Multistage Service-Level
- File upload
- Copy function
- Delegation function
- Redirects
- Resubmission
- Note function
- Contact detection
- History
- Traffic lights function

- Cause
- Regresses
- Answer e-mail and letters with context-based text modules

- Ticket mode
- File-based organization
- Own status definitions

Answer creation

Customers like it when they quickly get the right answers.

- Central, context-based text modules
- Placeholder
- Word and e-mail templates in corporate design
- E-mail Editor
- Support for Microsoft Word
- Integration of central printing systems

- Server-side PDF creation with optional password protection
- Audit proof
- 4-eye principle / release function
- Facsimile / watermark
- Mass information

Task management

Research and opinions are created via web-based workflows, so you can reach internal and external editors.

- Web-based workflows with e-mail links to tasks for external users
- Configuration of multilingual tasks without programming
- Task management also for internal users who are processed via ToDo lists
- Any comments, research and corrective actions
- Determination of lead times

- Traffic light function: Calculation of completion-time
- Task indicator
- Reminders
- File upload
- Extension of the entry forms by self-defined fields
- Checklists for structured fast entry

Knowledge base

TurnFriendly actively shows you the appropriate knowledge documents without having to search.

- Active knowledge management / automatic display of relevant knowledge documents
- Context-based knowledge documents for proposed solutions Procedural instructions
- Categorization trees
- Product and product group reference

- Versioning
- Link to external knowledge documents / intranet
- Pictures / attachments
- HTML editor

Input management

So that everything has its order: E-mails and documents are stored in TurnFriendly immutable.

- E-mail server (read any mailbox)
- Content recognition of customers and concerns
- scanned documents

- File upload
- Inbound web service for documents
- 1-Click-input decisions

Portals

Intuitive interfaces and easily integrated web portals make it easier to record concerns.

- Intuitive use
- Suitable for mobile devices
- Fast request acceptance and disclosure

- Automatic creation of users
- Saves training effort
- No more e-mail forms

To-do Lists

Filter, sort, delegate. Comfortable to-do lists are your organizational support.

- Sortable
- Filterable
- Authorization relevant

- Traffic light function
- Info function for changes (notification)
- Resubmissions
- Storage of several user-specific filters

Refunds and reimbursements

Rights-based reimbursements to customers and reimbursements to perpetrators are made electronically directly with your accounting department.

- Checks and SEPA transfers
- Competence profiles
- 4-eye principle / release functions / collective releases
- Multiple currencies

- Payments to creditors (regress)
- Billing
- Interface to accounting (SAP and others)
- Calculation of refunds according to legal requirements

TurnFriendly

Enterprise Feedback Management

If your customers' opinions are important to you, then you should actively seek feedback.

- Create your own web-based questionnaires
- Follow-up questions due to given answers
- Embed images
- Dynamic fields definable on the answer level

- Questionnaires can be defined in multiple languages
- Evaluation directly in TurnFriendly
- Include questionnaires in emails and websites
- Automatic triggering of processes with predefined answers

Mass processing
How to turn complaints into sales.

- Management of service changes (flight and product) before and during the journey
- Quick search for affected services (reservations) and order creation
- Creation and delivery of mass information to travel agencies and customers

- Creation of web-based offers with digital acceptance functions
- Crisis management
- Invoice generation to service providers with interfaces to accounting

Integration

To ensure efficient processes, TurnFriendly integrates into existing system landscapes via a large number of input and output interfaces.

Input
- Mailserver (Exchange / Lotus Notes)
- LDAP
- Document Management / Archives
- Customer master data
- HR systems
- Article and product groups
- Tourist reservation systems
- Document Input Web Services
- Connectors to banking and inventory systems
- Exchange rates
- Uploads of arbitrary files (formats and sizes can be limited)
- Telephony (CTI)

Output
- SAP-FAKT (credits / invoices)
- BaFin-Webservices (AnsFuG)
- CSV and Excel exports
- Datawarehouse
- MS-Word
- E-mail

- Smart Input Connector (e.g. contact forms)

Banking modul AnsFuG

Support of regulatory requirements of supervisory authorities.

- Notification of investment advisers and advisory complaints pursuant to section 34d WpHG to the German Federal Financial Supervisory Authority (BaFin) within the framework of the Investor Protection and Function Improvement Act
- Employee reports with time-related activities via web services
- Connection of HR systems with duplicate detection
- Portal for reporting details
- Automatic detection of complaint-relevant complaints
- Complaints via web services

Dashboards

If you need a quick overview of current processing times and open processes, we will show you this graphically in real time.

- Management cockpit for process control and monitoring of open transactions
- Team charts
- Statistics charts
- Year comparisons
- Lead times
- Backlog

Reporting

The supreme discipline is the exact analysis of your complaints and complaints.

- Customer, product and process reporting
- Over 60 online reports
- Complaint and problem frequencies
- Product group and product analyzes
- Branch and business area reporting
- Download with filter functions directly in Excel
- Determination of complaint rates
- Calculation of lead times
- Cost reporting
- Evaluation of checklists and surveys
- Special industry reports for tour operators (hotel and destination statistics)

Clean Data / DSGVO

The implementation of deletion obligations according to the EU General Data Protection Regulation is a great challenge for companies. To fulfill these legal requirements, TurnFriendly provides the module "Clean Data", which deletes or anonymizes personal data and considers company-specific requirements via rule sets.

- Definition of individual deletion periods
- Anonymization of personal data
- In-system archiving of electronic files with special access protection

- Determination of data to be deleted with controlled release before data deletion is carried out
- Acceptance of delete requests from central control systems via web services
- Logging and monitoring of delete requests via the Clean Data Cockpit

Risk Detector

Early detection of potential risks is relevant for all companies. The TurnFriendly Risk Detector maps risk parameters and uses a scoring model to identify potential risks. This already takes place during the processing of all concerns and is far superior to a patchy sample analysis

- Reputation
- Security
- Law
- Privacy

- Score values
- Risk assessment
- Immediate detection during concern processing
- Alert function / reporting