

Customer Experience Management Software *that fits your industry*



TurnFriendly Financials

- Integration of banking systems
- Compliance with regulatory requirements
- Risk detection



TurnFriendly Travel

- Integration of reservation systems
- Management of flight delays and overbookings
- Clearing processes before and during travel



TurnFriendly Retail

- Product groups and goods
- Stores and branches
- Processing customer inquiries



TurnFriendly Healthcare

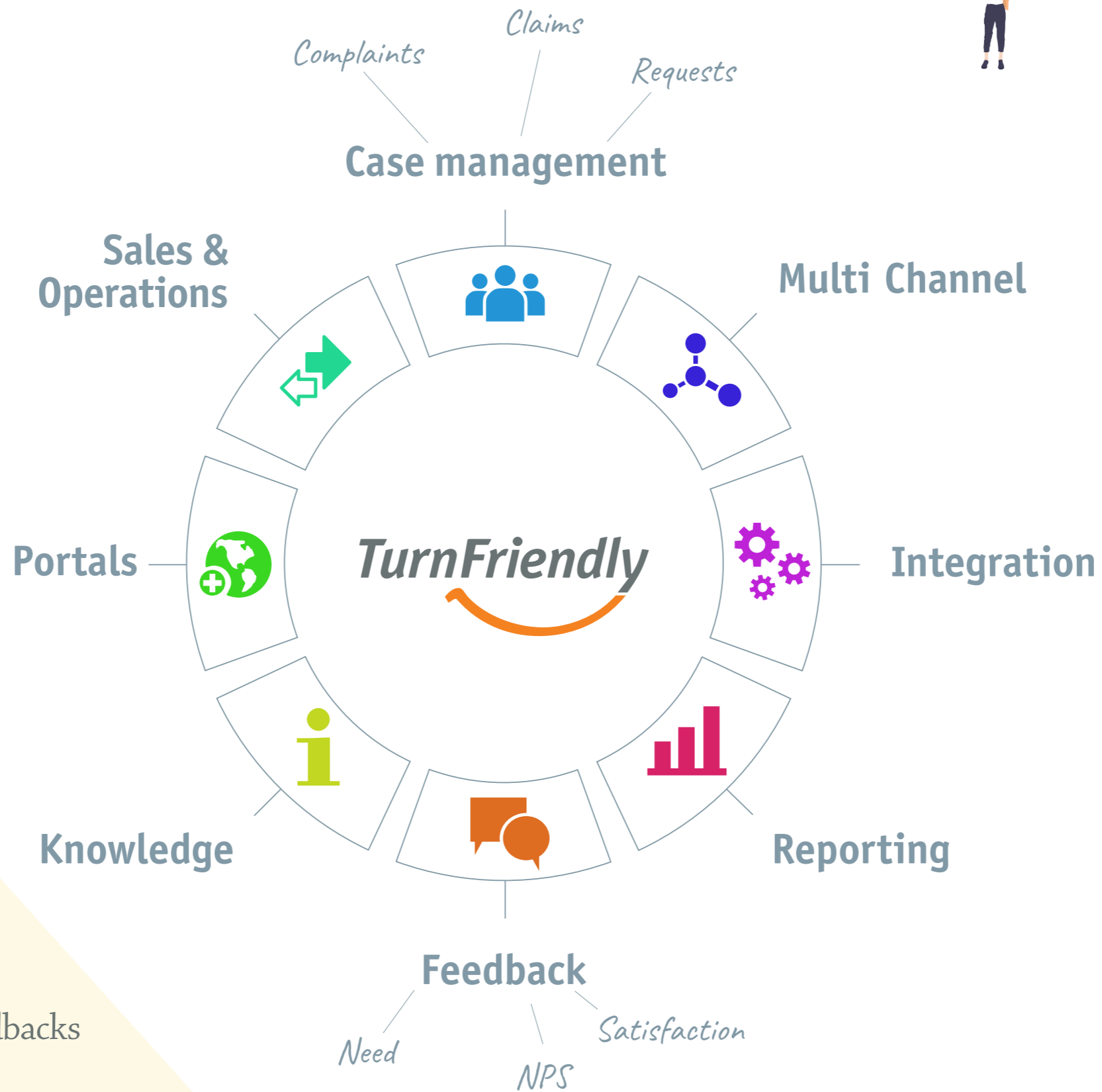
- Reports at the level of clinics, departments and wards
- Dashboards for hospital management
- Integrated service monitor for surveying patients and staff

Customer Experience Management for efficient customer service

8 systems
1 platform



- 1 Smart CRM System
- 2 Easy Survey Tool
- 3 Professional Complaint Management
- 4 Interfaces to Backend Systems
- 5 Comprehensive Document Management
- 6 Web-based Workflows
- 7 Active Knowledge Management
- 8 Detailed Reporting



With TurnFriendly you manage all complaints, requests and feedbacks in one software platform



Why should you choose *TurnFriendly*?

1 You will manage complaints professionally

- Bring all customer feedback into one system: telephony, e-mails, letters, contact forms
- Handle all complaints centrally
- Have full control at all times

2 You will handle more cases in less time

- Automatically distribute all requests to relevant teams by topic
- With one click, create personalized receipt confirmations and interim notices
- With web-based workflows, you can get responses quickly
- Multilingual text modules help you

3 You will understand your customers even better

- Turn reportable into actionable information
- All concerns are categorized and evaluated

4 The quality of service will improve significantly

- Ensure a structured and uniform processing
- The integrated knowledge base provides context-based knowledge without having to search
- Record causes in the service processes and turn them off early

5 Complaints open up new opportunities

- Select all customers, who have complained about a specific topic
- Send your customers web-based offers and information consistent with their complaints
- When customers are taken seriously they remain loyal

6 You want to know more about your customers

- Create any web-based surveys and collect valuable information from your customers

We partner with *leading brands*:

