

Customer service agreement – Order Management

14.04.2022

General details of our hybrid strategy:

- Usage of one central mail account: cs@packagingsteel.thyssenkrupp.com
- Keeping one face to our customers by transferring the incoming mails to the responsible order manager (hybrid strategy)
- Benefits taken by the usage of artificial intelligence of the new platform
- Breaking down language barriers (integrated translation option)
- Advanced management of workload in the order management department
- Improvement of processes for sick and vacation replacement
- Improvement of response times and customer satisfaction
- Improvement of employee satisfaction
- Expansion of communication options through the use of new media (chat, ticket form) in the future

Kontakt

Customer Service, cs@packagingsteel.thyssenkrupp.com