

E-SERVICE WITH SAP HYBRIS



Empower a unified customer experience. Provide custom-tailored support through a single e-service interface.

SOLUTION HIGHLIGHTS

SAP Hybris Web Shop (both B2C and B2B) offers a personalized support homepage with streamlined user registration and account management. This best-in-class solution includes these features and capabilities:



Service and Support homepage gives access to all service- and support-related information.



Service Requests and Complaints provide personalized lists of service requests, service appointments, complaints, orders, etc.



Product Registration and Installed Base provides personalized lists of registered products, including warranty information and service contracts.



Knowledge Articles can be integrated to show customers information relevant to the products they own.



Account management allows customers to register themselves and maintain their personal profiles online.

SOLUTION BENEFITS

- Keep your customers engaged and retained through multi-channel touchpoints.
- Provide a guided self-service support view so information can be made available proactively and quickly for resolutions.
- Gain higher customer satisfaction and, ultimately, increase revenue.
- Deliver compelling customer experiences with a personalized e-service homepage, and provide a unified view of customers' information and their preferences.
- Increase SLA performance of both response time and time to resolution.
- Streamline process in handling product issues, ultimately heading off customer satisfaction issues.
- Reduce return-rate by proactively offering likely solutions.
- Enable follow-on interactions with customers.
- Leverage a single, highly responsive interface for handling all sales and customer interactions, hence improving usability, speed, and efficiency.

About Nsight

Nsight is a leading edge systems integrator around ERP, CEC, SAP Hybris, Cloud and Mobility solutions. Using Nsight's value added services and innovative solutions, companies can achieve predictable project results to enable business value. Nsight CEC (Customer Engagement and Commerce) Experts have the ability to deliver a consistently satisfying and profitable customer experience using the SAP suite of products. For more details, visit our website, www.nsignal-inc.com, or email sales@nsight-inc.com.

About Hybris

Hybris helps global businesses sell more goods, services, and digital content through all channels with OmniCommerce™: enterprise software and commerce-focused master data management to ensure the best integrated experience. For more details, visit their website: www.hybris.com



Contact us

Corporate: corp@nsight-inc.com
Sales: sales@nsight-inc.com

Resumes: career@nsight-inc.com
Jobs: jobs@nsight-inc.com
Tech Support: support@nsight-inc.com