

Service Delivery

Online services save both customer and the service provider time and money. Manual processes take longer, waste man-hours, printing, paper and scanning costs. A SERVICE DELIVERY GROUP functions as a simple online service, enabling smarter service delivery.

Your team don't have to take the time to inform customers one by one. Instead customers help themselves to the information - what is offered and how to apply. Customers are guided to make enquiries and submit a request online. These enquiries and requests are then processed by your team, using case tracking to record activities to fulfillment. Customers can review the service levels to provide constant feedback on the quality of the experience.

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Online services - provide information and respond to enquiries with ticketing/tracking system

Request new

