



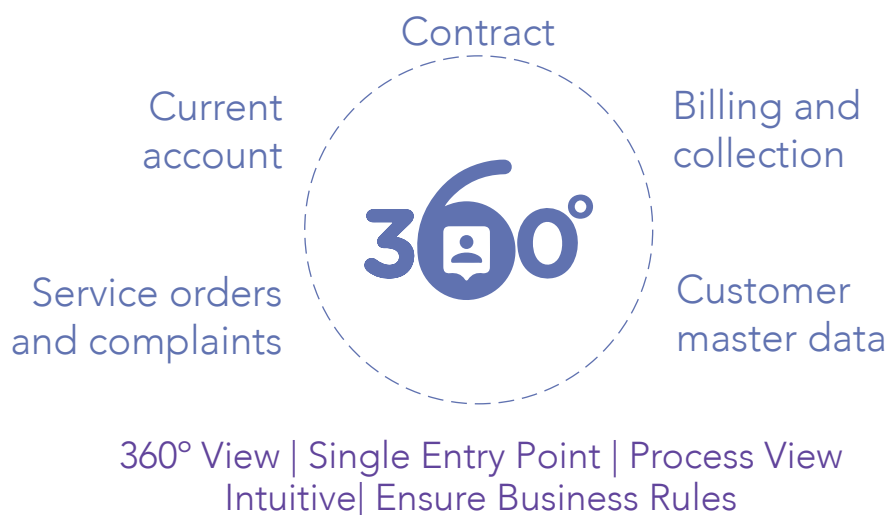
CSS **Customer Smart Service** **Customer Service** **Omnichannel Solution**

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The complexity of the utilities business requires the front office to access multiple systems simultaneously. This means that the efficiency and quality of customer service can be significantly improved. WAKARU® is developing solutions that simplify front-office processes through the unified desktop concept. This way, the operators are focused on the process and not on the systems where the information resides or where they have to update it. Not only reduces attendance times, but also the time and cost of user's training (learning curve), enforcing business rules and increasing processes' compliance.

Customer Smart Service (CSS) is a solution developed to meet the challenges of intensive use in customer service. It is an add-on to the SAP® business management system for Utilities (IS-U ECC and S/4HANA) that facilitates the customer journey, in stores, agents and through Contact Center.



Client management

360° integrated view of all Customer contracts and management of registration data. It is the starting point for serving the Client based on his objectives;

Contract

Initiates connection requests and all contracting and contract management operations;

Debt Management and Payments Supports

The activities of managing the current account, collection, debt and payment plans;

Readings

Consultations of the reading and consumption history and communication of readings;

Customer Complaints / Orders

Record of all interactions with the Client: service request, information, complaint or anomaly report;

Cash management

Process of opening and closing cashiers and producing cash maps by user;

User Management and Security

Profile management and assigning access permissions. Audit log of all operations.

HEADQUARTERS

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