

PRODUCT OVERVIEW



Commercial Services

Improve, simplify and digitise the service delivered to your account customers.

Commercial Services will give your account customers access to their ticket information via an online customer portal.

- ✓ Allow your account customers to access their ticket information as soon as it becomes available in the cloud.
- ✓ Reduce the workload for your administration team by reducing the number of account queries they receive.

Give time back to your administration team.

Reduce account queries by allowing your account customers to access tickets when they need to.

What is Commercial Services?

Commercial Services will allow your account customers to access their ticket information online without the need to interact with your administration team.

Your account customers will be able to:



View and print copies of their transaction receipts from one or more of your facilities.



View and print copies of transaction receipts against their account including where the carrier was a third party.



Request images associated with transactions for visual confirmation of transaction (where the Image Capture product was in use and permissions allow images to be shared).

The Commercial Services product will work in conjunction with the **Facility Product Suite**.

Why use Commercial Services?



Provide Convenience with Digital Tickets

Make the ticketing process more convenient by giving your account customers access to digital tickets.



Account Customer Self Service

Give your account customers access to an easy-to-use self-service portal where they can access ticket information as soon as it becomes available in the cloud.



Reduce Administration for your Account Customers

Your account customers can save time and effort on administration with full transparency and auditability of all tickets available in one location.



Reduce Administration for Your Team

Remove the need for your account customers to request ticket information and ticket reprints from your administration team. Let them access their information directly.



Reduce Cost to Service

Reduce account customer management overhead by reducing customer calls relating to tickets and statement reconciliation, freeing up time for more important and valuable tasks.



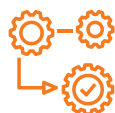
Improve Ticket Handover from Carrier to Account Customer

Remove the reliance on ticket handover between carriers and your account customers. Your account customers can access tickets directly, removing the need for paper tickets.



Reduce Debtor Chasing

Remove reliance on supplying a paper ticket for debtor chasing by allowing account customers to access digital copies of their tickets.



Improve Interaction and Efficiency

By establishing a digital relationship, interactions with your account customers will be enhanced and service efficiency will be greatly improved.



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