SeAP

Customer Service in a One-Stop-Shop

STREAMLINE AND SIMPLIFY CUSTOMER SERVICE!

The **SeAP** is a set of software products as well as ANO's services, parameterised and customised for centres and/or Public Attendance. They're a powerful tool which allows a quick and efficient answer to the Public.

The **SeAP** consist of attendance, register, flow, handling and digitized documents software connected to the other information system for clients. The **SeAP** supplies the client with a powerful tool that evaluates, controls and rationalises the used resources in Public Attendance, through graphic and statistic information.

FLEXIBILITY   SECURITY   INTEGRATIVE   MULTI DEVICES

Certified company
ISO 9001 | ISO 27001 | ISO/IEC 20000-1

FEATURES AND BENEFITS

Registration of various types of processes, following a structured workflow, which includes phases, documents, actions nd actors in the process.

Registration of all requests for information or documents, delivered by a user.

Service choosing possibility, department and person(s) to whom the information/document should be addressed.

Automatic integration of information and/or documents into existing processes.

Control of deadlines, on part or all of the services provided to the user, with the automatic issuance of notifications.

Control and accountability of actions on documents through the registration of the intervention in the system, with user identification, date and time.

Relationship between incoming and outgoing information, making it possible to identify all information exchanged with a given person (collective or individual).

Relationship between processes, even if they are of different types, which allows establishing hierarchical and temporal relationships by entity, nature or subject of the process, such as: knowing all the processes of entity "x", knowing when they were started, whether they are active or archived, etc.

Control of the inspection of processes, making it possible to determine when and how each supervisor intervened in the process.

Management and control of delivered and attached elements, triggering the sending of automatic notifications on request missing documents.

Integration with document scanning tools (MDD) in order to allow the attachment and processing of scanned documents.

Possibility of issuing prescription guides whenever necessary, within the scope of customer service.

Graphic exploration of statistical information on the status and evolution of service, the number of cases per user, the number of processes dispatched, services/ persons with more load of work, the average treatment time of documents and/or actions, the percentage of processes completed in a given time interval, among others.

It is thus possible to manage, in a more efficient way, the available resources.