



The performance management solution  
available in cloud mode



## Remote Customer Relationship Management: Managing performance, Viewing indicators and Leading teams

Designed to meet the challenges of real-time management of remote customer relations activities, LOGEPAL is the leading solution favored by customer relations centers and support units.

It provides a 360-degree view of the activity and improves performance and responsiveness.

### CHALLENGES

- To have a shared vision in real time of the different activities according to the operational context.
- Relay the general or specific type of communication
- Facilitate and engage teams remotely

### IDEAL SOLUTION

- Choose the business and telephony indicators to display and share regardless of the ACD and business solutions (CRM).
- Define the collective, individual and mobile supports according to the population.
- Customizable display projects

### DESIRED OUTCOMES

- Improved quality of service, better responsiveness and proactivity
- Better dropout rate and accessibility to service
- Facilitate the commitment and retention of employees and the animation of challenges.

Designed specifically for customer relationship environments  
Increases and multiplies performance by relying on the display of indicators.  
LOGEPAL is the visual management solution that allows to :

# 1 [ANIMATE & MOTIVATE THE OPERATIONAL TEAMS ]

[Visualize the results and the remaining path to reach the objectives. Employee commitment is taken into account to promote performance and response to business challenges..]

# 2 [DRIVE & HAVE A SHARED VISION IN REAL TIME]

The different activities according to the operational context of the moment, everyone can adapt their action and react according to their role, prerogatives and the rules defined...]

# 3 [REPLAY THE GENERAL OR SPECIFIC COMMUNICATION]

[Providing content or contextual information to better handle customer requests or increase the level of training of operational staff.]





## [ACTIVEO] [LOGEPAL] & [MICROSOFT AZURE]

**[Thanks to Microsoft Azure, LOGEPAL enters the world of the cloud and accelerates the digital transformation. A new agile, secure and flexible experience to better engage, manage and animate customer relationship activities]**

### **[THE USE VALUE EMBODIED BY THE CLOUD ENVIRONMENT]**

Thanks to its modularity, LOGEPAL is now CLOUD compliant and adapts perfectly to the customer's choice (dedicated instance or not on Microsoft Azure).

### **[SECURITY & CONTINUAL ACCESS]**

Authentication protocol update

Secure communications between client and server bricks

Automatic display detection

### **[THE ASSETS OF THE SAAS IN MICROSOFT AZURE ]**

All inclusive subscription, hosting, mobility, collaborative work, cost control,...



# CUSTOMER SUCCESS: [RAJA - LOGEPAL AT THE SERVICE OF REAL-TIME MONITORING AND MANAGEMENT INDICATORS.]

["The solution allows us to meet the business challenges by having a real-time view on the turnover generated towards the target but also on the volume of orders. We decrypt the customer situation with reports according to the customer database. These indicators are very precious to us and allow the teams to be more reactive and proactive. The solution is also present in our warehouses in collective display to have relevant information on the status of the order and its preparation as well as on shipments".]



## [ADDRESSING BUSINESS ISSUES]

By having a real-time view of the revenue generated in relation to the target but also on the volume of orders

## [BEST PROACTIVITY AND REACTIVITY]

Decryption of the customer database with reports according to the customer database. Advisors can therefore anticipate and act accordingly.

## [DYNAMIC WORK]

The contextual information visualized allows RAJA to combine performance and employee engagement, satisfaction and customer knowledge.



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