

# Digital Transformation for Customer Service

Transforming Customer Services



## Digitize

Convert from paper to digital

Create digital forms

Collect essential data

## Automate

Remove manual tasks

Automatically route workflows

Integrate with other systems

## Optimize

Review regular reports

Make data-based decisions

Identify bottlenecks

All on a no-code/low-code work platform that everyone can use

## Customer Service processes to transform:



Customer portal communication



Order confirmation



Customer onboarding



Customer satisfaction surveys



Complaint management



Customer helpdesk



Customer support training



Ticketing systems

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**LUMEN**

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