

JADU



JADU CONNECT

Connecting communities

with digital customer experience

PROVIDE THE ULTIMATE DIGITAL CUSTOMER EXPERIENCE YOUR

CUSTOMERS DESERVE

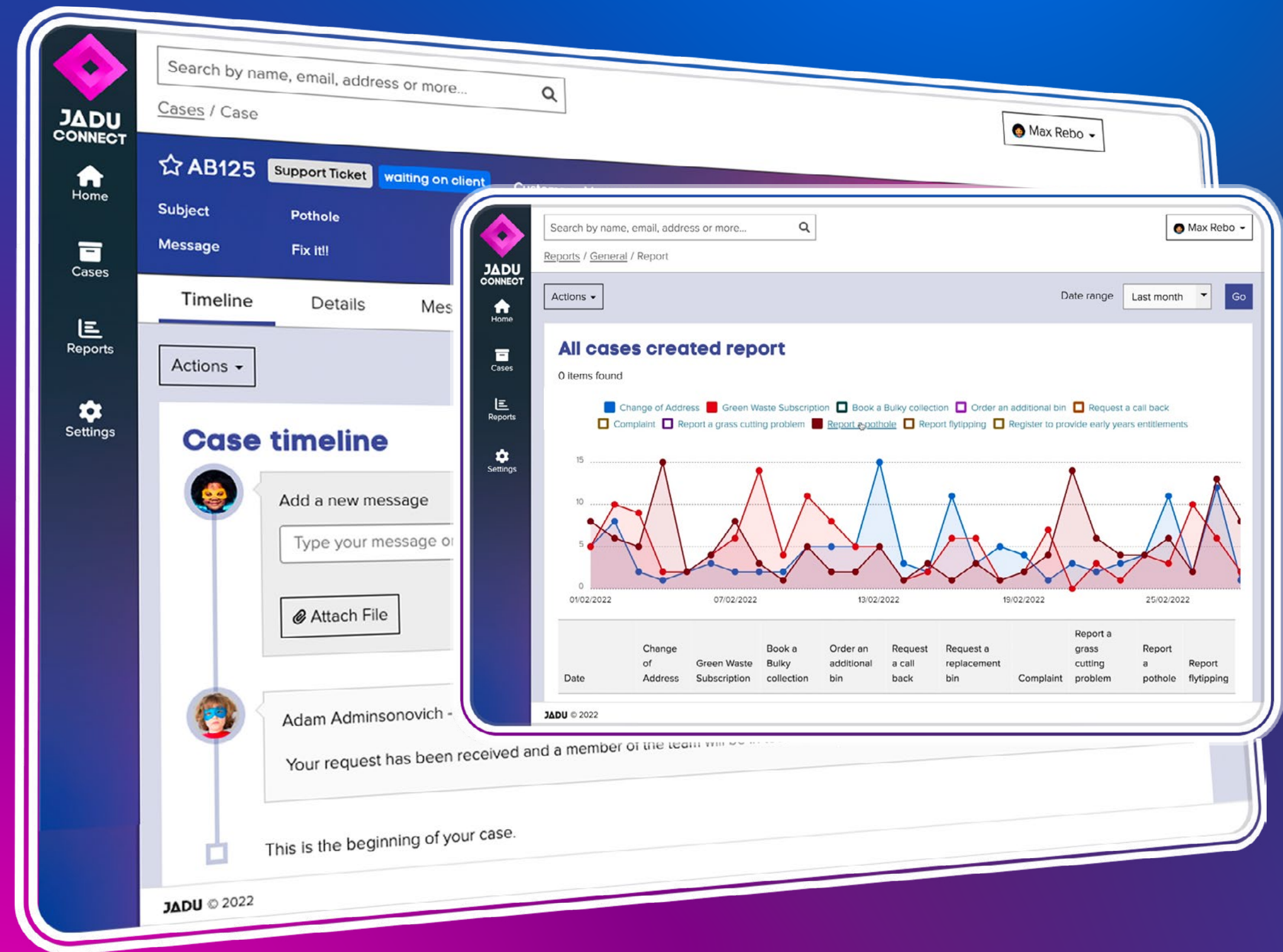
As a cloud-based customer experience management service for case resolution, **Jadu Connect** is all you need to interact and manage customer cases effectively.

With its easy-to-use interface, it provides a seamless, intuitive and consistent digital experience for both your customers, and service teams.

Jadu Connect enables your customers and service teams to collaborate in real-time.

Customers can raise cases, access digital services and effectively self-serve, freeing up your resources while providing outstanding user experiences.

Millions of people use Jadu to receive important digital services every day.



The Jadu Connect timeline and to the right an example of Jadu Connect case reporting.



BENEFITS TO YOU:

- » Improve efficiencies and reduce costs by enabling customers to effectively self-serve through digitised services.
 - » As a no code platform, your technical resources can focus on other key areas of your organisation.
 - » You're in control - design, develop, deploy and manage digital services in real-time, and as you need.
- Reduce stress as services and processes change - build and update services faster using a simple user interface.
- » Decrease the number of inbound calls and in-person drop-ins with real-time, online communications.
 - » Save time by automating manual processes including notifications, escalations and assignment of tasks.
 - » Future-proof your technology stack. As a cloud-based platform, Jadu Connect grows with you.

/// Jadu Connect makes our job so much easier. I've not had a product I can reliably build upon like this during my 32 years of building digital services. We've achieved more with Jadu Connect in these last few years than I ever thought possible.

- Kevin White, Digital Services Manager at West Northamptonshire Council.

BENEFITS TO CUSTOMERS:

- » Cases can be managed on any device, at any time, making it easy for them to contact you.
- » Faster resolution times and real-time communication, results in better customer satisfaction.
- » Customers are kept fully informed at every stage of their case with real-time communication, avoiding stress and confusion.
- » A customer-centric, single view web portal is a transparent way of communicating and builds trust.
- » They're in control of the data they enter for a service, meaning more automated processes are triggered and less wait times.

/// Jadu Connect gives residents direct access to their cases to ensure they're always kept up to date with their interactions with the council. Such transparency helps make digital services the preferred channel, which is important in bringing down costs and freeing up resources for unavoidable contact.

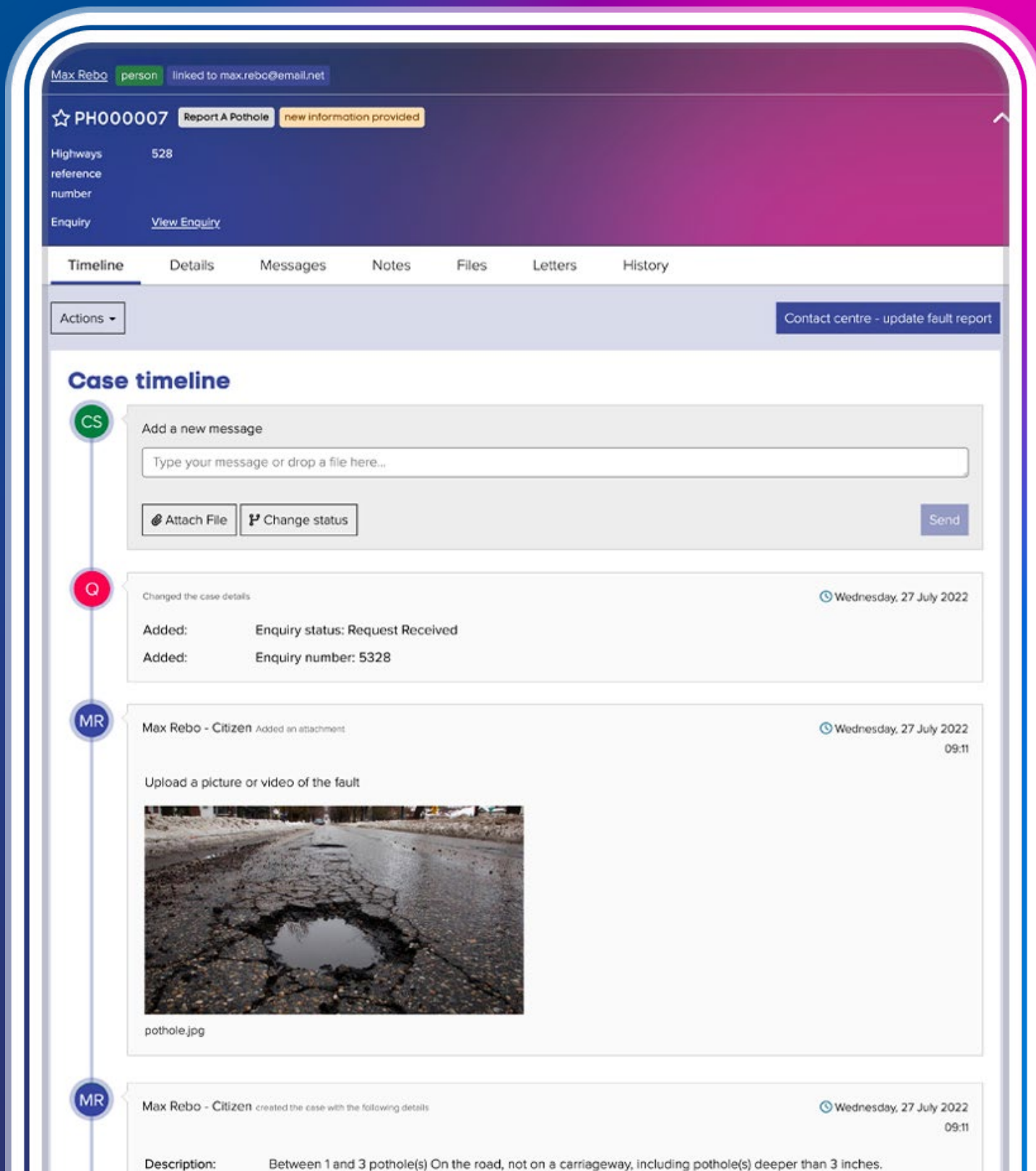
- Julia Smith, Head of Customer and Community Services, East Northamptonshire Council



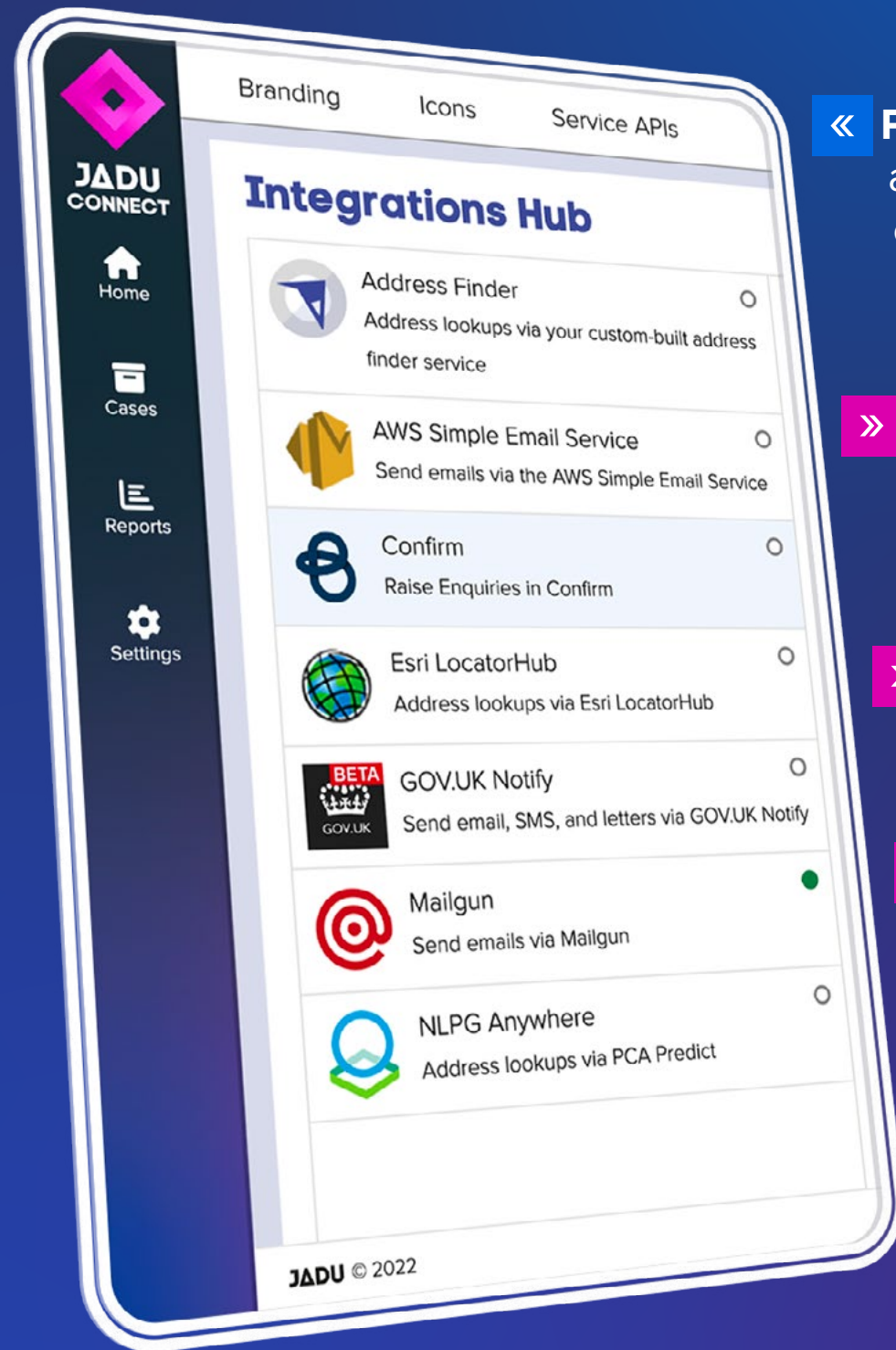
KEY FEATURES

Here are just some of our features, [request more info or a demo](#) to discover more and their benefits:

- « **Customer timeline:** a timeline view of a customer's case means that every event can be viewed and tracked by both you and your customer.
- » **Low code workflow building:** non-technical users can build end-to-end workflows without writing code.
- » **Easily set-up time based rules and SLAs:** set times and SLAs in your workflows to trigger actions.
- » **Customer alerts and messaging:** customers, service teams and any third-parties are kept in the loop at all times.
- » **Single view of a customer record and history:** customers, staff and third parties can review the details, data and documents in one place.
- » **Single Sign On:** end users can be signed into external portals. Jadu Connect acts as an identity provider to other systems using the OAuth Open ID Connect protocol.



MORE KEY FEATURES



« **Prebuilt integrations:** integrations are already available in Jadu Connect for many common platforms used in public services delivery - from asset management to SMS notifications.

» **API (Application Programming Interface) based:** if your line of business system can pull and push updates via a web service, then Jadu Connect can integrate with it.

» **Webhooks:** push data in real-time to other third-party systems such as Zapier or Azure Logic.

» **Mobile and device friendly:** service teams and customers can access Jadu Connect from anywhere at any time.

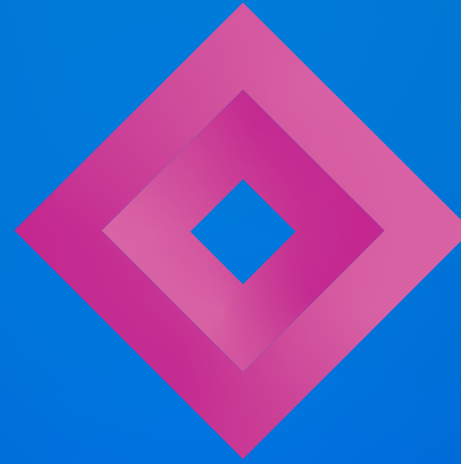
» **Granular and configurable user access model:** you can create simple customisation of roles and permissions across different work areas.

» **BI reporting via data extract:** export data using csv export, the CXM API or webhooks, so that you can visualise your data.

» **Generate letters from online cases:** with one-click based on predefined letter templates.

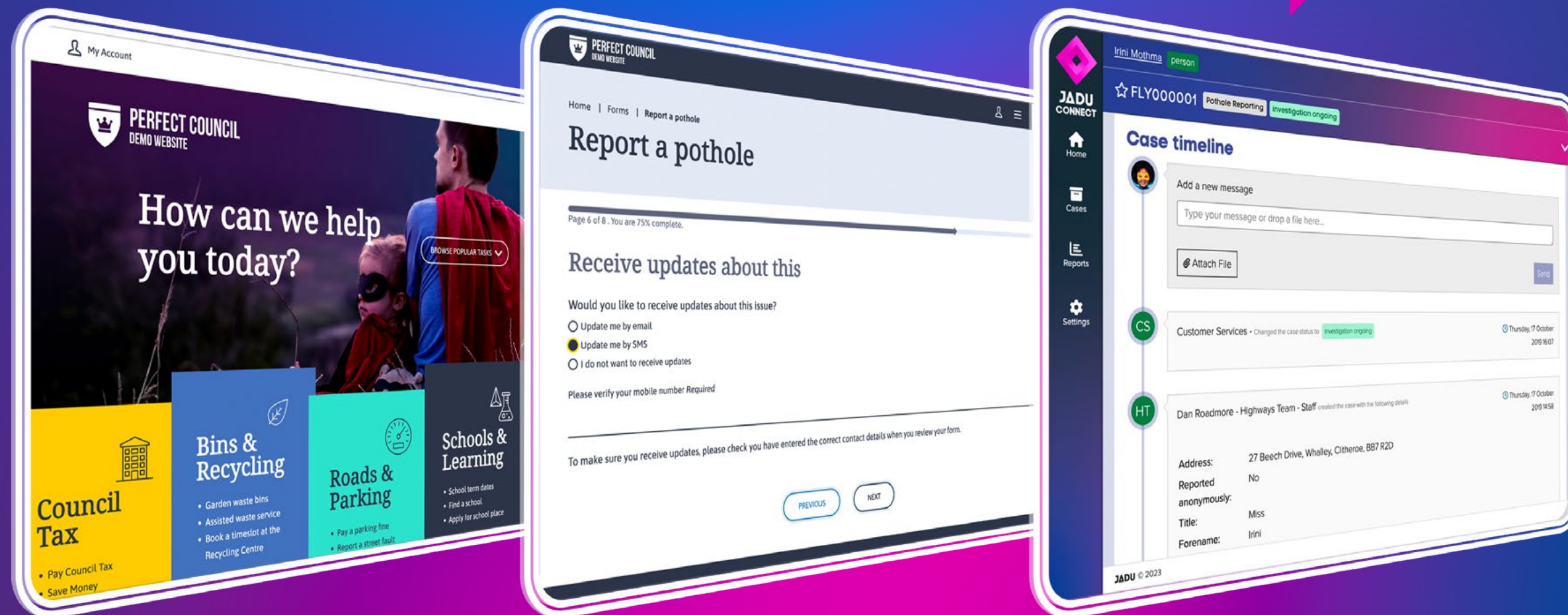
» **Cloud technology:** removes the restrictions of on-premise infrastructure and provides the agility to rapidly scale.

» **Automation:** automate notifications, escalations and assignment of tasks either within your organisation, with the customer or with external suppliers. All notifications and escalations are rules-based, entered via a non-technical web interface and can be email, SMS or paper based.



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Like to know more?
[Request info or a demo](#)



Boost productivity, increase self-service, reduce costs and improve efficiencies with Jadu Connect.



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