

Lekane - Mobile Accounts

Mobile Customer Care

Reach Your Customers

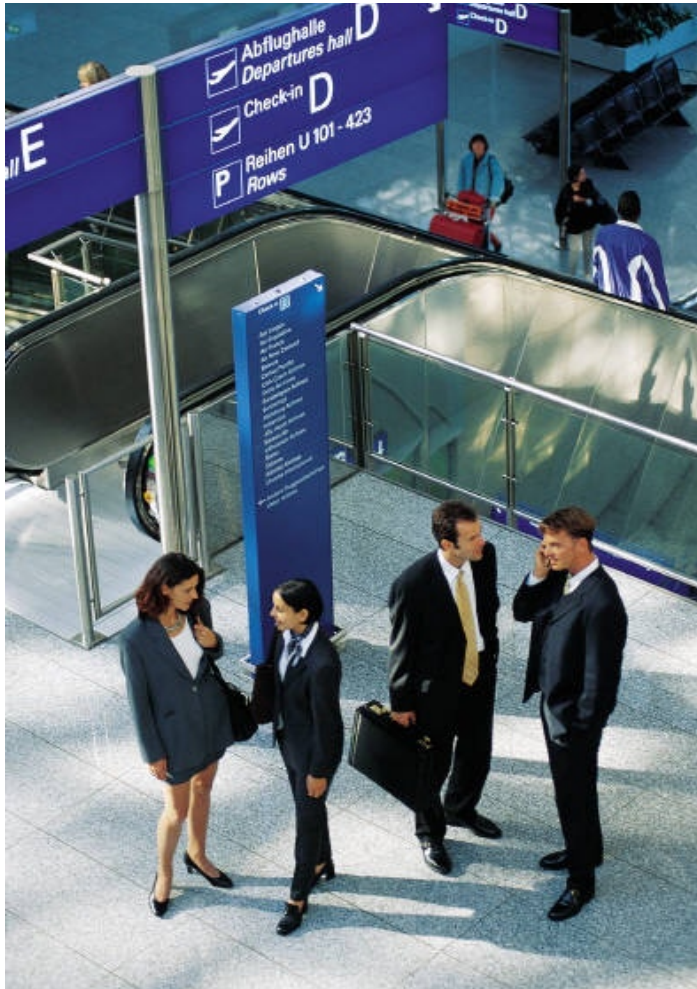
You can easily provide your customers with personalized mobile services and information using Lekane Mobile Accounts. Whether your industry is finance, insurance, telecom or transportation, you can use this new fully featured channel to reach your customers more effectively. Up to date information can be sent to customer groups or individuals. Customers enjoy a rich user experience and access to targeted online services.

Rapid Service Creation

Using Lekane Mobile Accounts, rich mobile services can be rapidly created and made immediately available to customers. Launching a campaign is effortless - you can go from concept to realization within days instead of weeks or months. New features and mobile user interface updates can be pushed to the mobile device with no end user involvement required. Services running on the customer's mobile device can be connected with existing contact center solution and business systems.

Improved Customer Services

With Lekane Mobile Accounts your customer interactions will be more effective. The contact center agent receiving the customer's call will have full background information on the customer and issue at hand, even before receiving the call. Lekane Mobile Accounts supports self-service, assisted self-service and context sensitive customer care.



Here's how it works...

Mobile Accounts is connected to data systems, making integration straightforward with most banking, customer care, airline and other modern software systems. Mobile Accounts protects your investment in software and handsets.

The product is designed for mass-customization. Information, functionality, and look and feel can be configured for desired audiences, down to single customer. This makes it possible to wide marketing campaigns tailored to individual customer needs.

Mobile Contact Center is available worldwide and has extensive multi-language and character set support.

Example

Frequent flyer Jon Smith has checked in using his mobile device. Because of a last minute cancellation a business class seat has become available. The airline pushes an offer for an instant upgrade to Jon's mobile. Jon can accept the offer immediately. He can also place a call to customer service and the agent receiving the call will have full details on the offer and Jon's flight information when the call comes in.

For additional information, please visit our website at www.lekane.com

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