

Slideckly is the global leader in door opening solutions,
dedicated to satisfying end-user needs for security,
safety and convenience

CUSTOMER EXPERIENCE

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Manager, Customer Support



What is Customer Experience (CX)?

CX is the interaction between the Company and customers that takes place over the duration of their relationship.

4 Main Components:

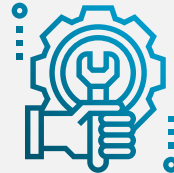
Customer



Company



Technical Resources



Human Interaction





Customer Experience Vision

To meet and exceed customer expectations throughout all aspects of Slideckly products and services

Internal Benefits of Customer Experience Initiative



Gets the **right people engaged**; creating opportunities for a team to work together and develop new champions for company programs.

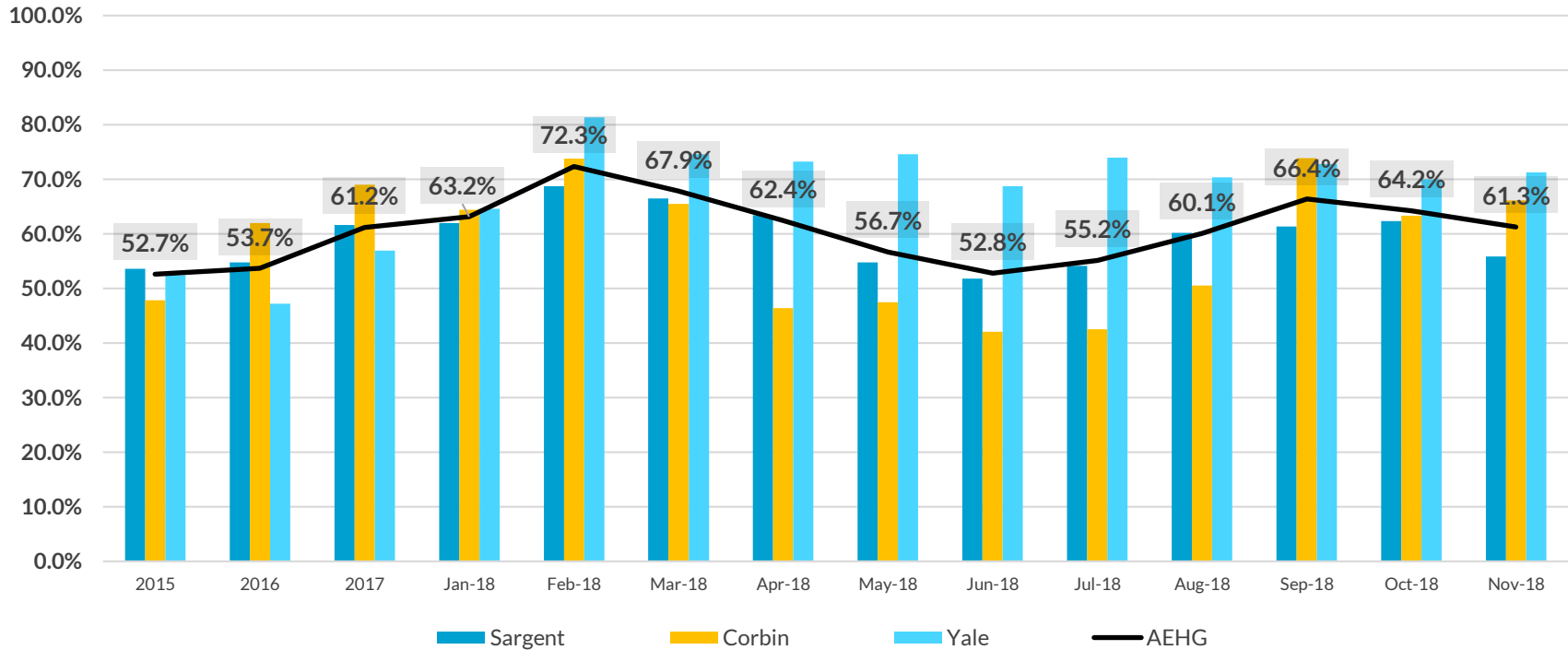


Cross functional teams which provide the **best resolution** for both the customer and the Company.

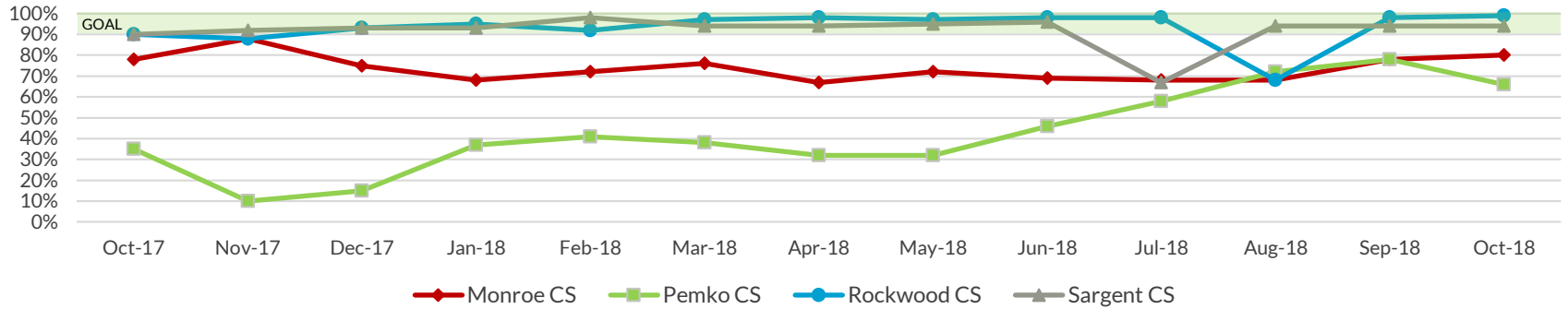
How To Order Guidelines



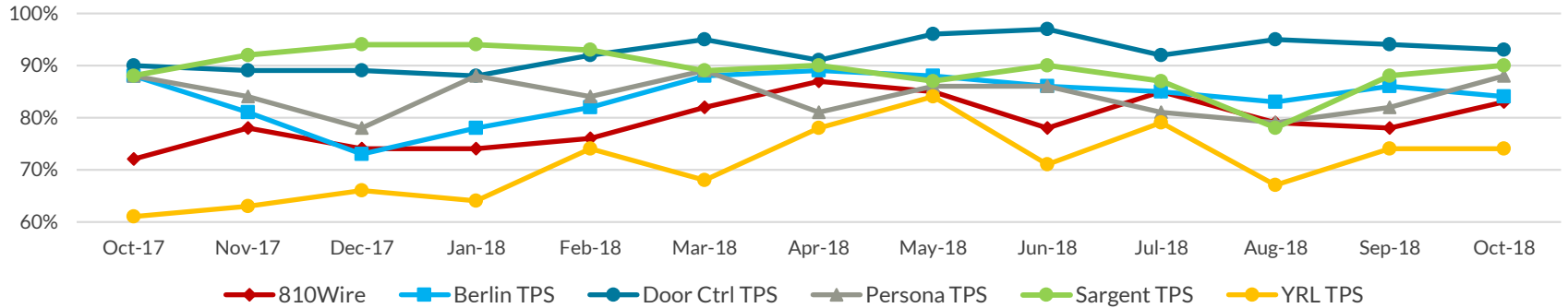
AEHG Agility (OFR to Request Date + Expedites)



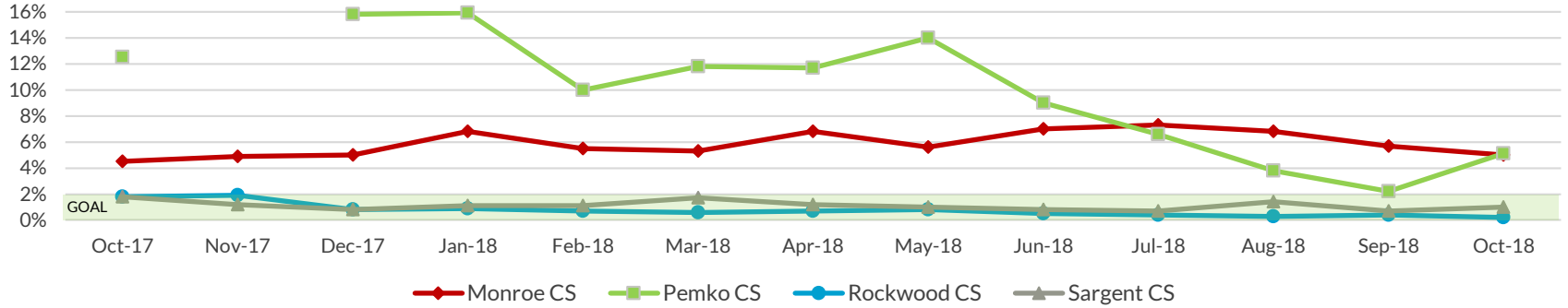
CS & Call / Chat Answered within TASA



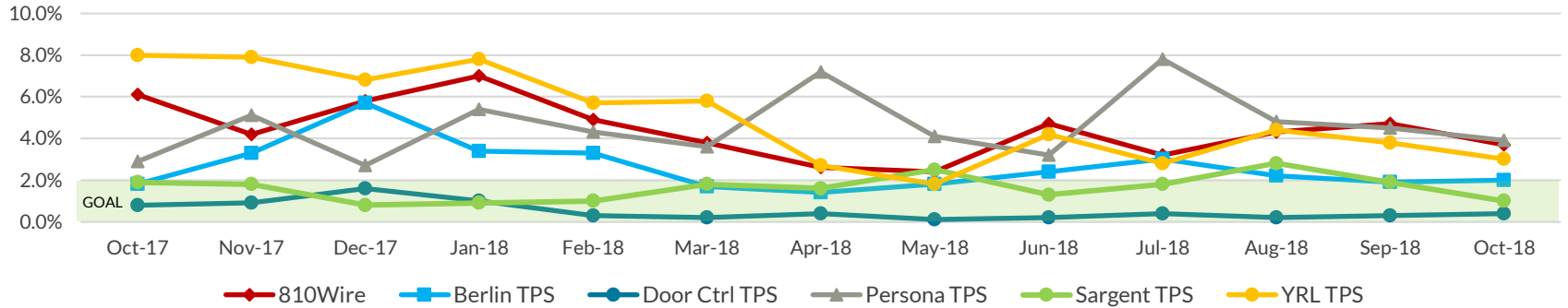
TPS & Calls / Chat Answered within TASA



CS % Calls / Chat Abandoned



TPS % Calls / Chat Abandoned



Upcoming/Ongoing Initiatives



- Virtual “One Face” Customer Service
- Improved Customer Facing Product Documentation
- Customer Survey
- Standardization
- More Efficient Processes
 - Electronic Data Interchange- EDI
 - Delayed Order Notification- DON
 - Advanced Late Order Notification- ALON
- New Customer On-Boarding Process – AA Connect
- Training Tools
 - How to Order
 - How To Prevent Delayed Orders
- Metrics



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