

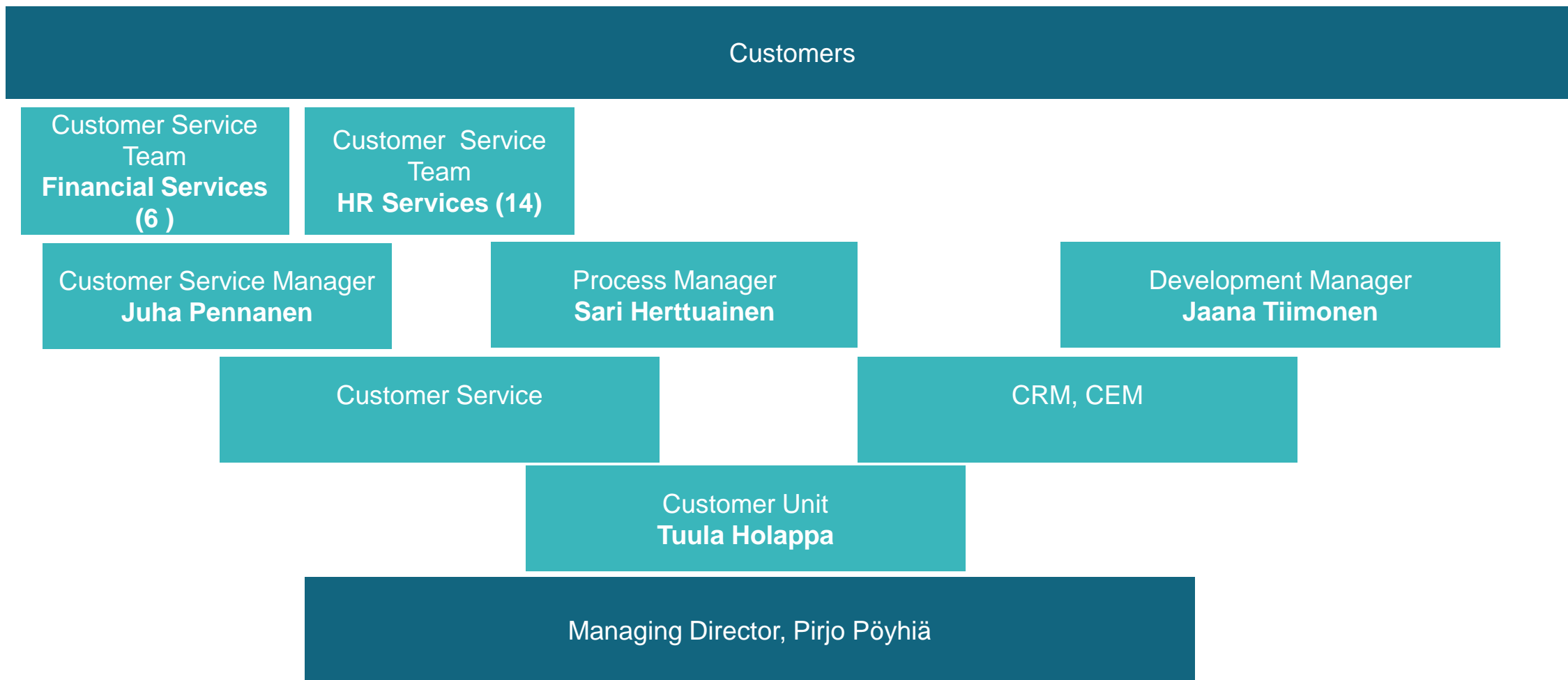
# Palkeet Customer Service

**NORDIC SHARED SERVICE  
CENTRES FORUM 16.11.-  
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Jaana Tiimonen  
Development Manager



# Customer Service: Organisation and Management



# The guiding principles of the customer service model

Palkeet has one **centralized uniform customer service** where customers can get **customer service multichannel for the service they want**.

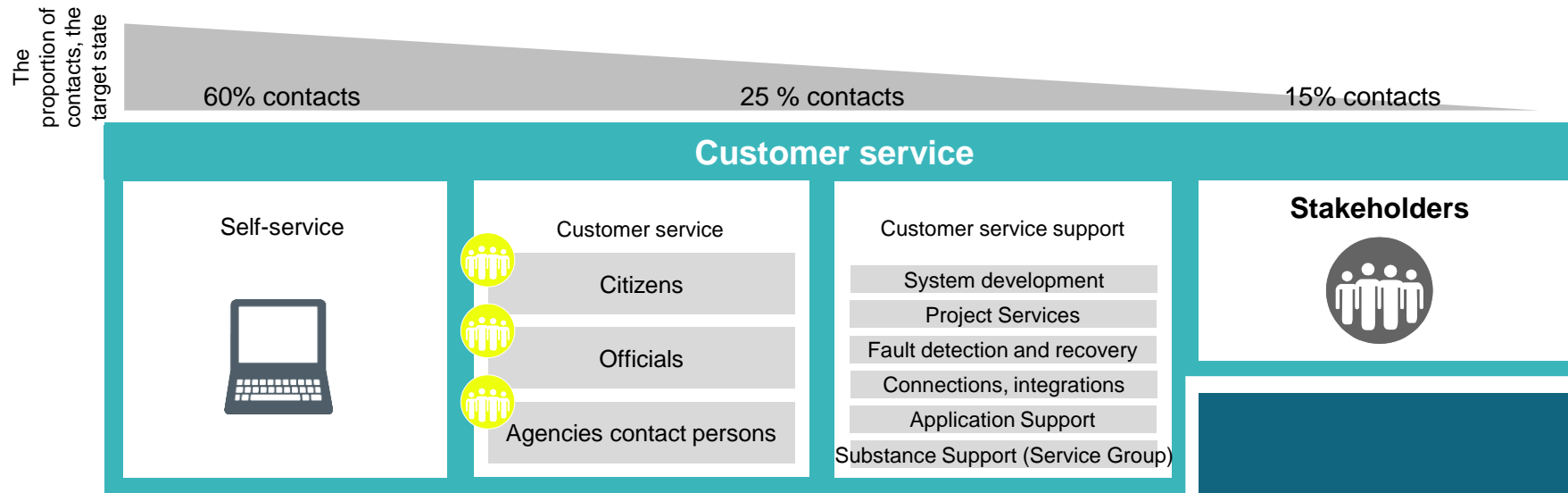
## Customer's perspective:

- The guiding principle and perspective for customers are working **services**.
- Services are provided **multichannel** and the customer can choose the channel they need.
- Services are provided for **the principle of one contact**. The customer does not have to know Palkeet organization to get the service.
- Customers can get uniform, personal, professional and proactive customer service within agreed response times.

## Service Provision Perspective:

- Palkeet has **clear objectives, control and operating model as well as uniform game rules** for customer service implementation.
- The customer service has its **own supervisor/manager**.
- Customer service **functions as one function** and is physically **concentrated** in Joensuu and Hämeenlinna. Customer service can also be joined from Mikkeli, Pori and Helsinki.
- Service requests are mainly directed to the customer service function. Specifically defined services are directed directly to the service group (e.g. malfunction or reporting support).
- The customer service function has the necessary **substance and system expertise** to achieve the achievable level of resolution in co-operation.

# Layered service model from the customer's perspective



Self-services access both internal and external customers to services tailored to their needs. Customers search for things they need by using digitalized services.

Self-services include e.g. customer instructions, a solution bank, feedback and digitalized forms.

Customer service advises customers, generates basic services (e.g. basic counseling and system usage guidance) and guides the use of available digitalized services.

Customer service support supports customer servers and serves customers in extensive skills issues.

Support services include e.g. dealing with challenging problem situations, substantive or system issues requiring deep knowledge, and training services.

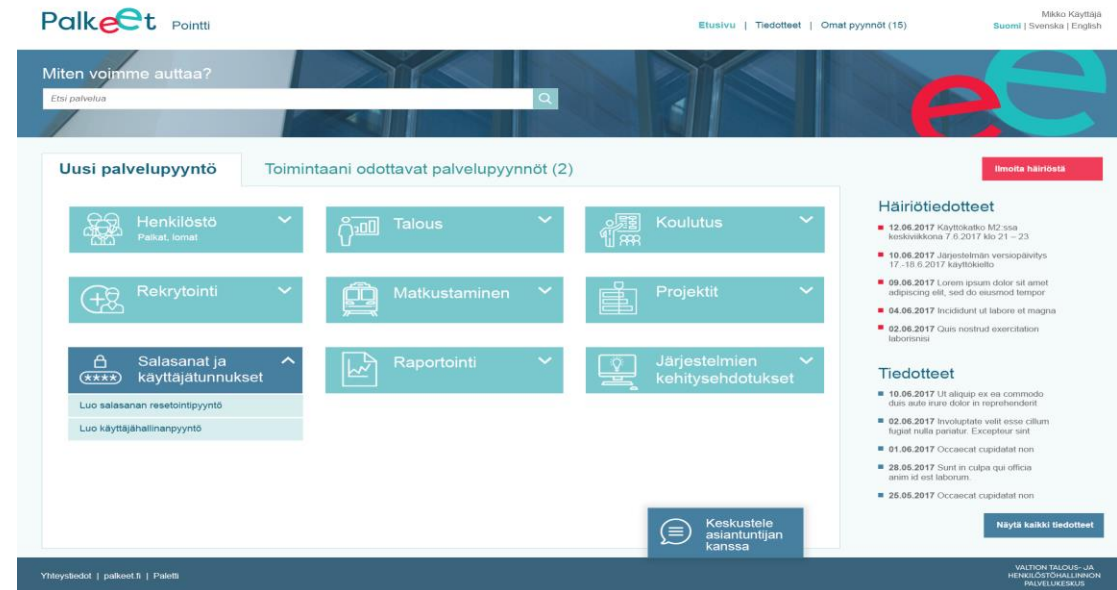
Stakeholders consist of internal process owners, as well as suppliers and other external stakeholders. They support customer service and serve customers in the toughest issues, e.g. policies required for a new assignment.

Other services include e.g. ensuring quality of information and developing services.

# Pointti - service management system service portal

- Users have access to the services provided by Palkeet through the Pointti service management portal.
- The service portal is built on the basis of user needs and the goal is to use the service portal for its ease of use and because it provides a response to the most important and most frequently asked questions.

- The service portal is used, for example, when
  - you want to send a service request
  - you want to report any changes
  - you want to report a malfunction in use
  - you want to make a development proposal
  - you want to have a chat connection



- In addition, users have access to self-service production systems they have access to.

# Roadmap 2017 →

## 2017, Basic tools

### Omnichannel service

- Still several contact points for customers

### Service Request Portal ver 1

- Service Requests
- Single SignOn
- Dashboard v1

### Service Request Process

- Defined roles and responsibilities
- Service Request and Incident Management Processes
- E-forms in use
- Service Level Agreement in active use

### Knowledge base for internal use

## 2018, Integration and selfservice

### Omnichannel service

- More centralized Customer Care
- Service Request Workflow automation
- Suomi.fi –integration for citizens

### Service Request Portal ver 2

- Mobile
- Dashboard v2
- Chatbot

### Service Request Process

- Service Request Software and telephone intergration
- More E-forms in use
- More integrations
- User Action analysis

### Knowledge base for customers

### Implementation of CRM

## 2019, End Users

### Omnichannel service

- One centralized Customer Care
- More automation

### Service Request Portal ver 3

- Extranet and Service Request Portal Integration
- One Government Portal?

### Service Request Process

- Fully Automated workflow
- Service to all government end-users

## 2020 →, Automation

- Videoservice
- Artificial Intelligence in use (eg. Amelia)
- Automated User Action analysis
- Virtual Collaboration between end-users