

Softship's eNews³



In this issue:



Softship Customer Service - the new web interface for Softship's customers will be going live

Web interface for Softship customers

In the near future Softship will provide a dedicated online service area, where Softship customers will have access to up-to-minute information about their projects.

With this 24/7 service the customer will have an efficient tool to catch up on enquiries and offers which are pending, planned and completed.

In addition, the online tool displays expected delivery dates and, if applicable, outstanding questions regarding a project.

From this exchange between Softship and its customers, results a history for each enquiry and each offer, which can be traced online by both sides. A project's progress will become faster and much more transparent, resulting in

a noticeable process optimization.

At this moment, the customer service portal operates as a beta version and is undergoing thorough testing and upon test completion will be going live.

Over the next months Softship will be gradually extending its functionality.

