Where customer service meets customer satisfaction

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What we'll cover today

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The challenge

# Customer expectations are higher than ever

"

Customers today have high expectations for digital experiences
based on their interactions with other businesses.

Service is a key differentiator for the broader company.
To ensure both growth and operational excellence,
leaders must not overlook the proliferation of technologies
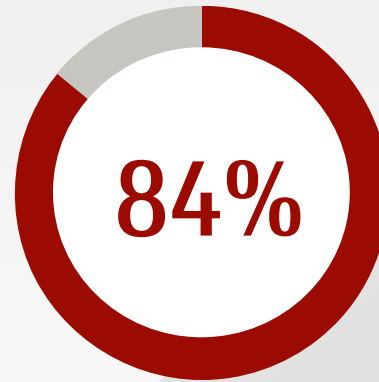and growing customer expectations in the service space.

"

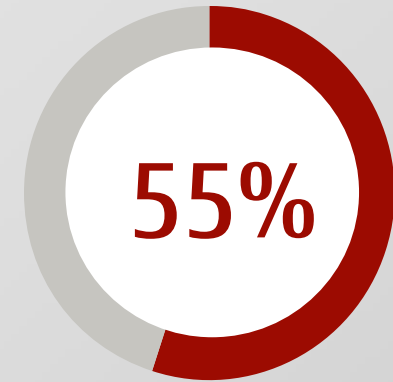Valerie Street, Snr Principal, Gartner

Expectations are not being met

89%
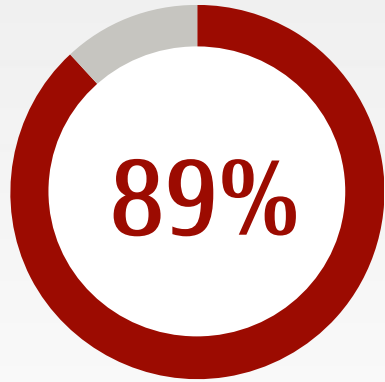
of customer service
heads aim to exceed
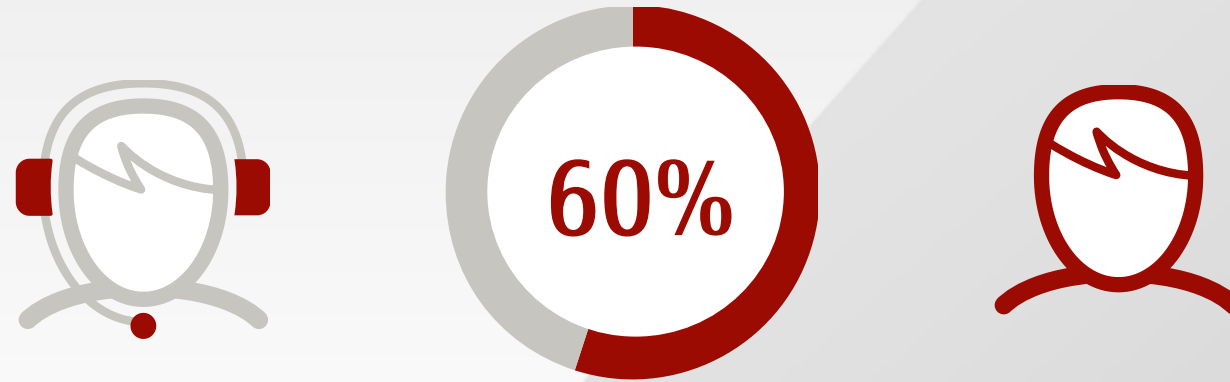customer expectations

84%

of customers felt
their expectations were
not exceeded at the
last interaction

55%

of customers have
intended to make a purchase
but have backed out because
of poor customer service

Source: Harvard Business Review 2019 (75,000 study sample)

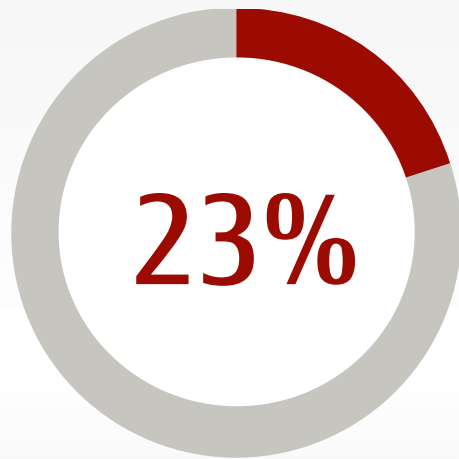# Employees don't always have the right tools for the job

60%

of customer service representatives
said they didn't have the right tools
or tech to handle complex problems

Minimising poor experience should be a priority

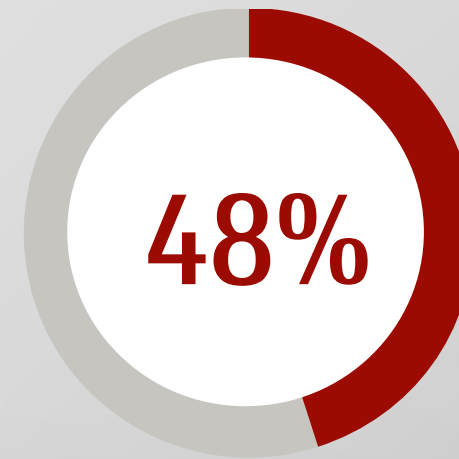## 65% of customer experiences are negative

People who had a positive customer experience

23%

told 10+ people

People who had a negative customer experience

48%

told 10+ people

Source: Harvard Business Review 2019 (75,000 study sample)

A seamless experience drives sales

"Getting service right is more than just a nice to do;
it's a *must do*.

Consumers are willing to spend more with companies
that provide outstanding service – ultimately,
great service can drive sales"

Jim Bush

Corporate Officer, Global Executive - American Express

The opportunity

The front desk process is a critical service moment

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Reputation

First impressions made

Security

Strengthen customer profiles
Transparent process

Customer Experience

Fast, efficient service
Reliable & intuitive

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Having to access back office to scan ID

Difficult to use equipment

Slow processing

Queues

Requiring multiple people to cover front of house

Requiring additional equipment

The solution

Introducing the seamless scanning solution: the fi-800R

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Specially designed for the front desk, to

- Scan passports (including the Machine Readable Zone), ID cards and documents

- Save your colleagues and customers time

- Deliver a seamless customer experience

Customer Service

Customer Satisfaction

What are the benefits?

Increased footfall opportunities

Higher customer satisfaction scores

Faster customer service times

More efficient data collection

Increased customer yield

Greater productivity

Greater opportunity for upselling

How the fi-800R enables seamless service

1 Space-saving design & fuss-free usability

2 Accurate paper feeding reduces burden on users

3 Software automates data extraction seamlessly into workflows
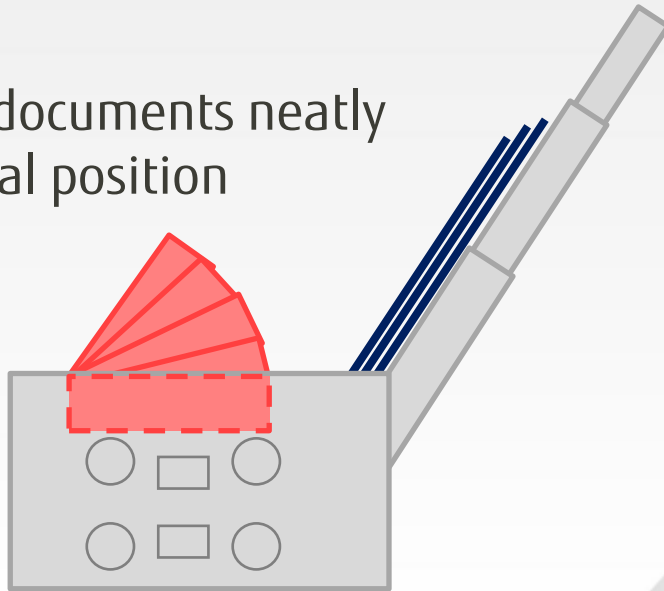
Space-saving design

Most compact design on the market.
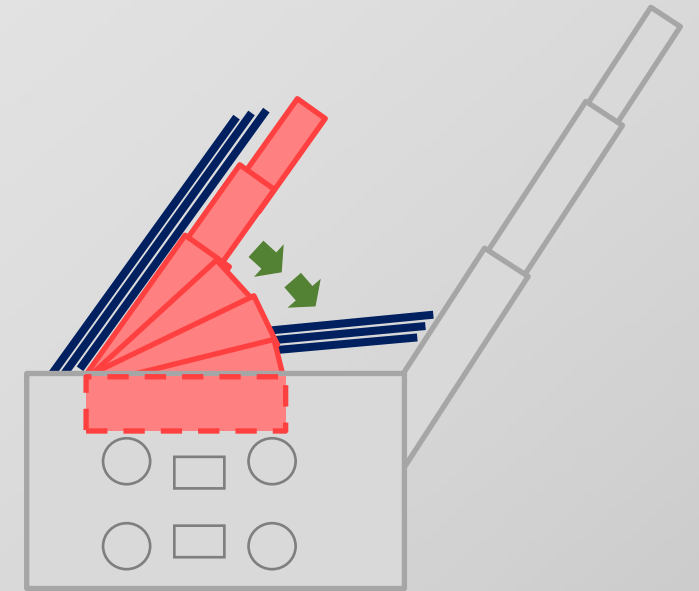

84 mm

105 mm

296 mm

Space-saving design

- Automatic Stacking Technology

- Returns documents neatly to original position

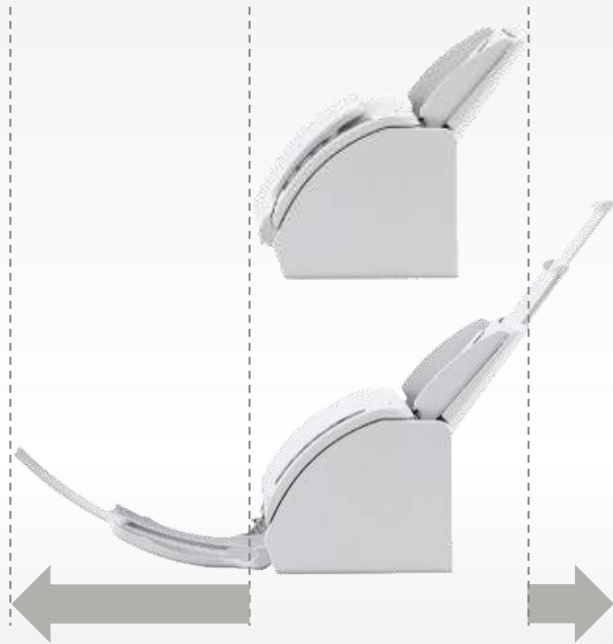Stacker slides out once documents are scanned in and fed out

Stacker slides down when there is no paper on the chute

Space-saving design

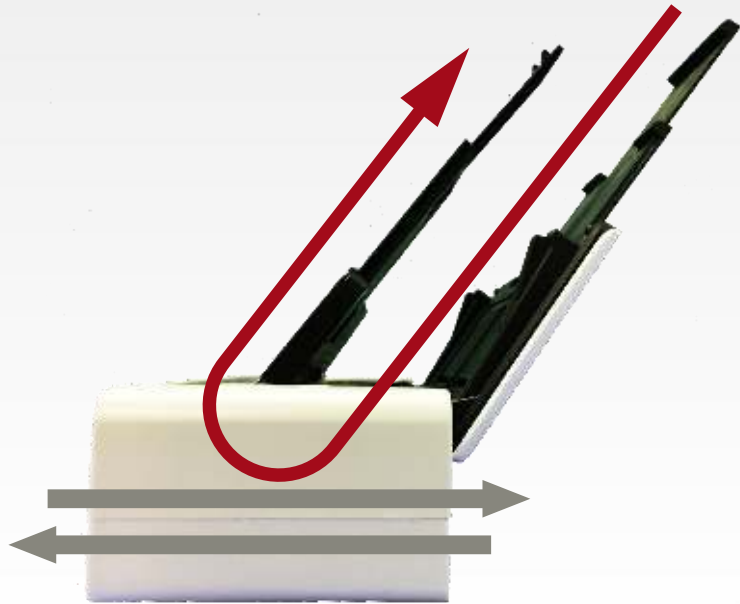Little installation space is needed even while it's in-use.

Standard
A4 scanner

fi-800R

¾ smaller when closed

Half the size when open

Fuss-free usability
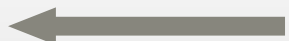

Two scanning paths in one scanner, so users can complete all tasks in one place.

Dual Path Mechanism

← U-turn Scan

← Return Scan

- U-turn ADF: up to 30 A4 sheets

- Return Scan: items up to 5mm thick

ID cards
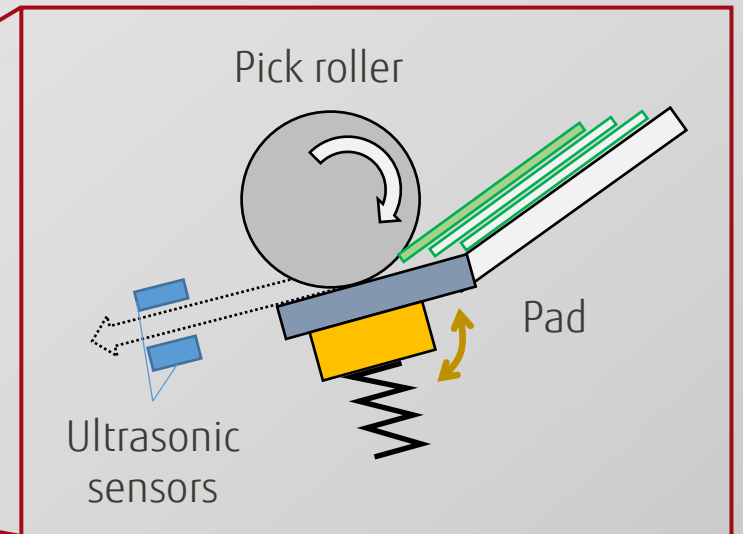
Booklets
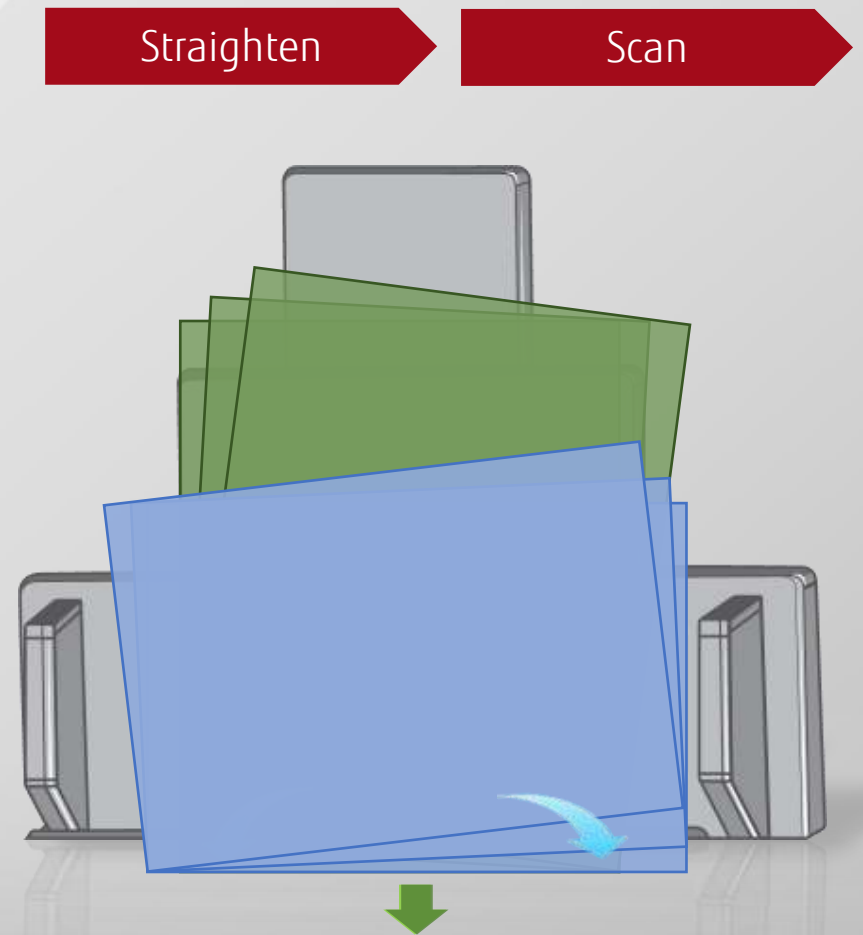(Passports, Family books)

Envelopes

Folded documents

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Accurate paper feeding

- Active Separation Technology

- Adjusts according to paper

- Helps prevent multi-feed errors

Pick roller

Pad

Ultrasonic sensors

Accurate paper feeding

- Automatic Skew Correction

- Detects roughly set documents

- Straightens them before scanning

Straighten

Scan

Reduce burden on users

- Fast scanning speeds

- Up to 40 A4 pages/80 images per minute (ADF)

- 3.5 seconds per item (Return scan)

Software automates data extraction seamlessly into workflows

- PaperStream IP:
  - Automatic image optimisation for OCR processing

- PaperStream Capture:
  - Automatic Profile Selection:
    - Automatically names, sorts and distributes documents
    - Automatically extracts data into workflows

The world's most trusted scanning technology

Market leaders...

- Specialist document solutions

- Advanced technology

- Engineered to the highest specifications

- Committed to customer service and co-creation

Summary

We create seamless experiences with revolutionary technology

- Front-desk is crucial to meeting customer expectations

- The fi-800R streamlines the check-in process:

  ✓ Saves time
  ✓ Saves space
  ✓ Reduces costs

- Know your customers, build better relationships

The fi-800R: where customer service meets customer satisfaction

Thank you

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