

Mühlbauer ServiceDesk

Next Generation Customer Support

Our Mission

We would like to inform you about our latest efforts on improving customer service via our ticketing system: Mühlbauer ServiceDesk. We are bringing support for our valued customers to the next level by constantly improving ServiceDesk and developing new features for it.

Idea behind a ticket system

ServiceDesk is a web application used by our customer support teams to create, update, and resolve reported customer issues. A support ticket includes vital information for the account involved and the issue encountered.

Our customer web portal provides instant access to ServiceDesk. By using it you can obtain real time information on ticket status and progress. By obtaining well structured incident reports our support team can instantly start the support process.

The web portal allows reviewing the complete history of each ticket, providing all communication in chronological sequence with a synchronized time stamp. Closed incidents and service requests remain available for review or future reference.

Key feature of ServiceDesk is transparency. By providing our customers up-to-date information on their issues and by retaining all relevant data for future reference, we are making sure no problem is left unresolved.

User registrations & permissions

Customer user accounts can be registered and linked to the corresponding customer company. Each user can anytime create and manage their own incident reports and service requests via web interface.

The permission to view all tickets of a selected company can be allocated to selected users.

Customer Administrator

Additionally, we are providing an opportunity to for our customers to select a single user from their company who will be granted permission to use a new tool for administration of other customer users.

Via special control panel, administrators can instantly:

- block/unblock specific company users
- register new company users
- grant user permissions



KEY FEATURES

 Frequently Asked Questions

 Equipment Database

 Web portal

 Self Administration

 Company Tickets Overview

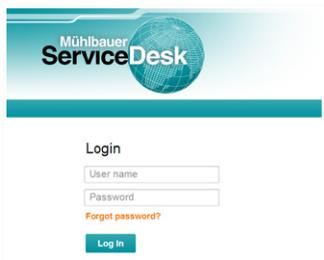
 Ticket History

 On-line Reports

 Single Point of Contact

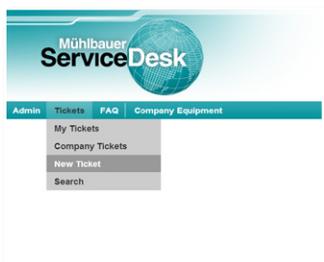
Visit us today and benefit from our latest development in customer support:

servicedesk.muehlbauer.de



Key Features

- Ticket system with unique reference numbers
- 24/7 access to customer web portal
- Communication via web, e-mail or phone possible
- FAQ Database with solution for recurring issues



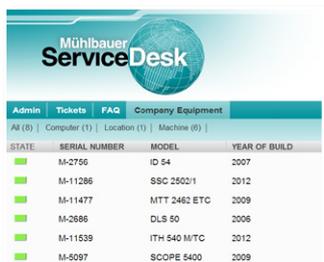
Tickets – your instant access to our support specialists

- Create instantly new tickets for incident reports or service requests
- View, review and manage your personal tickets
- Search for tickets by keywords
- Closed tickets remaining available for review



Traceability – customer portal for registered users

- User administration – easy management of registered users
- View all users registered as employees of your entity
- Block users instantly
- Upgrade user type to access all company tickets



Equipment Database – instant support for registered equipment

- No time consuming searching for serial numbers
- Link tickets to dedicated equipment to speed up support process
- Receive up to date electronic spare part catalogue for registered equipment
- Upgrade user type to access all company tickets

Contact

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With the introduction of our ServiceDesk a new era of customer support is starting. Serving as a single point of contact we are providing an easy to use web portal for all your needs: report incidents, order spare parts, request service interventions or submit your change request. This and much more at your fingertips – online and 24/7. Your tickets are assigned within seconds to a dedicated support team to ensure a maximum of highly qualified assistance.

Use our web interface to provide structured and detailed incident reports, check on the status of your tickets anytime, register your equipment for a streamlined support process and obtain up to date electronic spare part catalogues. Of course, you can still reach our support team by phone or e-mail. Contact us for more information and benefit from our latest development in customer support.