



Flexible Returns Management

Lead Portal and Returns Management

Integrated tools to capitalize on e-commerce scenarios

With its new IntelliShop **Returns Management** and IntelliShop **Lead Portal** modules, Release 7.5 allows users of the IntelliShop eCommerce Platform to integrate authorized resellers into their own e-commerce strategy, regardless of channel, and organize their returns processes in a service-oriented and efficient way. Both of these modules reflect our expertise and experience gained from a wide range of successful B2B client projects.

Using indirect sales and distribution structures, the IntelliShop Lead Portal helps to select and assign the consulting reseller, respond to RFQs in partner-supported projects by assigning the lead to the business partner in charge, and (as an alternative if territorial protection is waived) offers lead pooling as well as an option for authorized resellers

to access leads which are thematically or regionally appropriate. Here, the e-store operator can use the Lead Portal to autonomously configure the distribution logic, thereby allowing the IntelliShop Lead Portal to interlink checkout processes with the reseller network in a process-oriented manner.

The IntelliShop Returns Management allows e-store operators to flexibly model their returns processes, and offers end users a host of self-service options.

Using the admin control panel, the e-store operator can configure the reason for the return, the refund (payment), and the downstream process of re-ordering goods, as well as customize the returns process by customer group or product range.

Thanks to systematic process modeling, the IntelliShop Returns Management module offers the option of sending out customer notifications for each individual process step. The admin control panel presents an overview of all returns, which can also be filtered, and conveniently guides the staff member handling support or logistics through each process step.

The customer can generate returns from his/her orders using the self-service option, select the products to be returned, and then choose the quantity to be returned. In the next step, the customer can select a reason for the refund for each selected item as well as a refund method. A returns PDF is automatically generated, which the customer should include in the returns package for easy processing by the logistics team.

A comprehensive, integrated customer service solution – responsive design included

The IntelliShop **Customer Care Tool** premium module, which is also new, is a modular, process-oriented customer service solution with its own user interface. The comprehensive module helps to optimize customer service processes and adds an efficient self-service area to the store.



Efficient customer service using the IntelliShop Customer Care Tool

The IntelliShop **Customer Care Tool** supports the customer service team with a distribution system handling the logical assignment of tasks based on available staff. Tasks are only ever assigned when staff members are logged into the system, and are returned to the pool when the respective staff member logs out.

In a call center scenario, for example, customer service staff can update customer information, record inquiries, process quotations/offers, accept orders, or make a note of a return.

The IntelliShop Customer Care Tool is implemented using responsive design, meaning that the use on tablet devices – such as for mobile customer service or logistics integration – is already seamlessly available. The user interface of the solution can quickly and easily be adapted to an organization's individual CI specifications, via the admin area.

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