



Customer Experience Transformation

Excel in managing customer billing and support

PRONTO WOVEN

Pronto Xi Customer Central

Invoice management that pays

When it comes to paying invoices, statistics prove Australian organisations often run late – creating administrative complexity, escalating costs and disrupted cash flows. A significant reason for late payment is the high dependency of a business on manual processes, which introduce significant inefficiency and errors. The Australian Taxation Office estimated¹ that 20% of invoices are paid late due to mistakes or being sent to the wrong person – because of manual data entry.

Pronto Xi Customer Central automates and simplifies invoice management for a business and their customers – accelerating key steps to payment. Customers can self-serve at their convenience – viewing account information in real-time, raising questions and completing payments using a credit card. Regular updates from customers provide organisations with the necessary information to identify and quickly resolve issues – enabling resources to be redirected from chasing late payments to better serving customers.

Convenience and control

User permissions can be set in Pronto Xi Customer Central to ensure only those with authority have access to sensitive information. This enables the business to offer customers secure, 24/7 account access – with confidence. Pronto Xi Customer Central is also a mobile responsive management tool – users can work remotely from any device. Statements and invoices can be reviewed individually or multiple payments can be organised, at the account level. The configurable dashboard provides customers with a snapshot of their account status to:

- review balances, terms and invoices that are paid/unpaid/overdue – all on one single screen
- print a hard copy or download invoices to store or email to colleagues
- view sales order history and in-progress orders
- manage and update account details including name, billing address, email and phone number
- request a quote and view product availability
- raise a question directly via the contact form

To improve customer experience, emails can be automated – such as alerts when invoices are due and ‘thank you’ messages after payments are received. Customers can opt out of these reminders or select preferences to ensure they receive just the right amount of communication. Key notifications such as a new product line or an upcoming promotion, can even be placed on the Pronto Xi Customer Central homepage to ensure more users are aware and take full advantage in a timely manner.

Turbocharge efficiency & CX with Pronto Xi Customer Central



Empower customers with the freedom & flexibility to manage accounts at their convenience.



Sustain an automatic follow-up and update loop with the ability to view paid/due invoices, issue dates, reminder email trigger dates & recipient details.



Maintain clear & timely communication. Manage and send trigger reminders for overdue invoices – with just one click. Automate payment confirmation and thank you emails – and post announcements on customer dashboards.



Improve cash flow and build customer relationships with incentives, discounts and special credit terms.

¹ ‘A win-win: Australia moving closer to killing off paper invoices’, WA Today, August 2019

Pronto Xi Service Connect

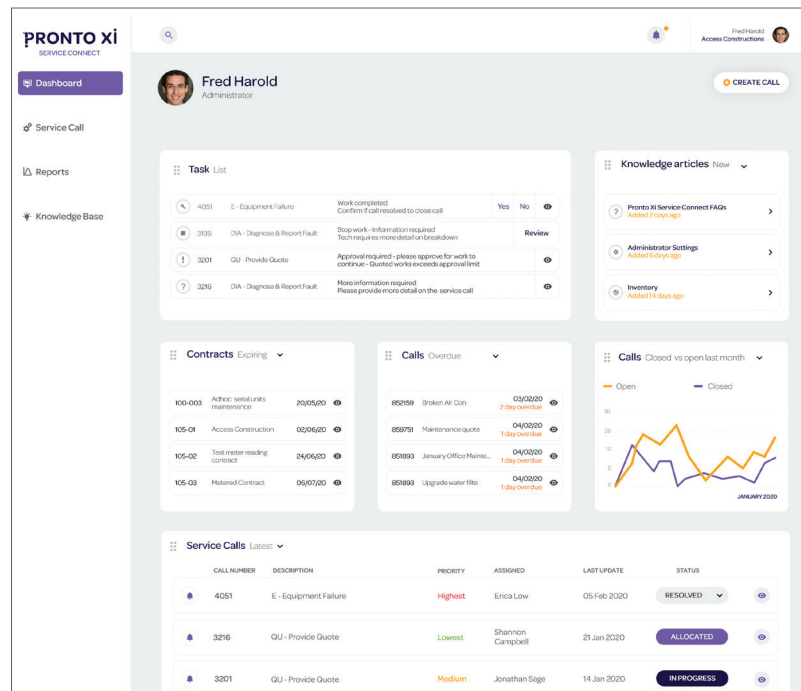
Customer Support that delivers

An extension of Pronto Xi Service Management, Service Connect is an engaging web portal for an organisation's customers to create and track logged service calls in real time – and self-manage details or preferences.

Alongside Pronto Xi Resource Scheduler and Mobile Service, Service Connect becomes part of the standard workflow. This enables end-to-end management of a service call and an ongoing, automatic feedback loop. With access to one constant source of truth, Support teams have all the information needed to assign the right resources and resolve calls rapidly to improve customer experience. Different user types have appropriate roles within the application to manage the calls accordingly. All service calls logged via the portal are fully audited – back office staff can review the history on any call.

When entering calls, customers use the form provided by the business to ensure required information for action is captured. There is an option to add additional notes and attach/upload files, such as photos and scanned documents. To ensure accuracy, submission forms in Pronto Xi Service Connect can be configured in the backend to match business procedures.

Customers have complete visibility of raised and active calls via the Pronto Xi Service Connect user dashboard – from anywhere and across all devices. This also eliminates the need for time-consuming progress updates to be made by Customer Support teams. Conversations can be initiated with service staff and when required, the easy-to-follow timeline accelerates navigation through call history – with a clear list of information and actions involved with each interaction. Filters and predictive search fields in Pronto Xi Service Connect help customers find the details they need quickly.



Pronto Xi Service Connect Dashboard

The knowledge base function in Pronto Xi Service Connect allows organisations to consistently share useful tips, FAQs and more to keep users updated. This is also where customers can rate and comment on their service experience, after each call, to track ongoing satisfaction levels.





Pronto Woven is the award-winning digital consultancy division of Pronto Software – an Australian developer of ERP and analytics software. The team's innovative solutions transform customer and employee engagement across digital channels – extending the capabilities of Pronto Xi ERP and driving strategic change.

Pronto Woven helps organisations harness the power of real-time interactions from a single source of truth – to simplify operations and enhance customer experience. Working in synergy with Pronto Software, these ERP savvy creatives are redefining the boundaries of traditional business systems. Several organisations, across a range of industries benefit from Pronto Woven's deep expertise including Lorraine Lea, CR Kennedy and Narva.

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