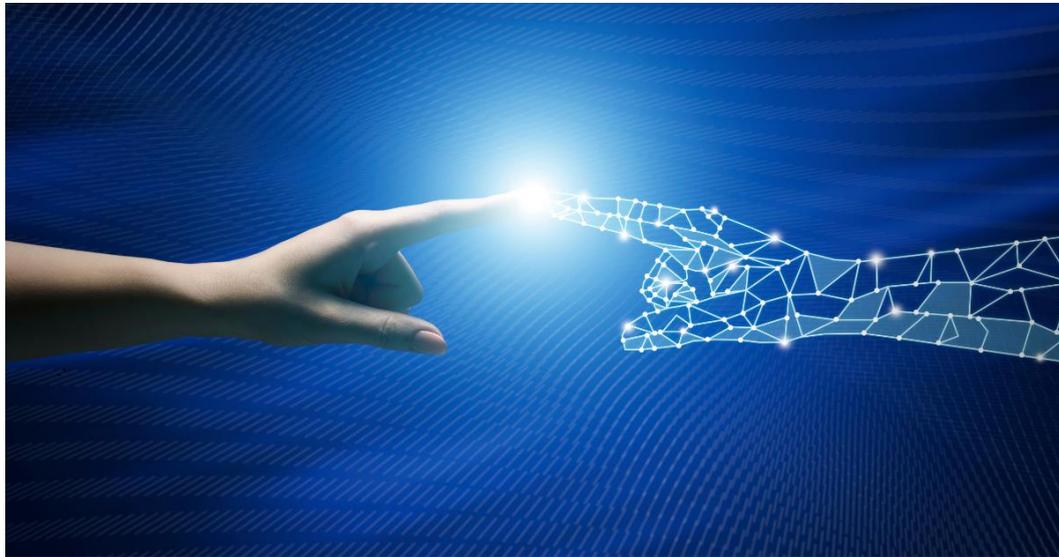


# DXC AI Customer Portal using SAP Build Work Zone Advanced Edition

Customer Collaboration and Empowerment



## Solution overview

The Customer Portal using SAP Build Work Zone is a powerful tool that allows businesses to enhance their customer experience by providing a centralized platform for customers to access and manage their accounts. With this portal, customers can easily view and update their personal information, track their orders, access product documentation and support materials, and engage in real-time communication with customer service representatives. This not only streamlines the customer journey, but also improves efficiency and productivity for the business, resulting in increased customer satisfaction and loyalty.

## Features

- **SAP Build Work Zone** allows customers to easily communicate with your company through a dedicated Customer Portal, providing a centralized platform for inquiries, requests, and support.
- Customers can access **Real-time information** such as product updates, order tracking, and account details in real-time, enhancing transparency and empowering them to make informed decisions.
- With **self-service features**, customers can independently manage their accounts, update preferences, and track their own orders, reducing the need for manual intervention and improving overall efficiency.
- **Personalized User Experience:** SAP Build Work Zone enables you to create a personalized experience for each customer, tailoring the portal's layout, content, and functionalities to their specific needs and preferences.

## Solution components

- SAP Build Work Zone, advanced edition
- SAP Build Process Automation
- SAP Business Application Studio

## Customer benefits realized

**Improved customer satisfaction:** A customer portal using SAP Build Work Zone allows customers to access real-time information about their accounts, orders, and support tickets. This enables self-service capabilities, reducing the need for customers to contact the company for basic inquiries. This convenience and ease of use leads to higher customer satisfaction.

**Increased efficiency:** By providing customers with a self-service portal, businesses can streamline their customer service processes. Customers can find answers to their questions and resolve issues on their own, reducing the number of inquiries and support tickets that need to be handled by customer service teams. This frees up time and resources, enabling employees to focus on more complex and strategic tasks.

**Personalized experiences:** With a customer portal, businesses can gather and analyze customer data to gain insights into their preferences, behaviors, and needs. This data can be used to personalize the customer experience, delivering targeted content, product recommendations, and offers. Personalized experiences build customer loyalty and increase the likelihood of repeat business.

**Enhanced collaboration:** Customer portal using SAP Build Work Zone enables seamless collaboration between customers and businesses. Customers can easily communicate with customer service teams, submit support tickets, and track the progress of their inquiries. This facilitates quicker resolution of issues and builds trust between the customer and the company.

### SAP Certified Partner

DXC is SAP Global Strategic Services Provider (GSSP) and SAP certified BTP SaaS Solution in SAP Store

### Proven Track Record

DXC has a proven track record in complex solution implementations and systems integration

### Proprietary Methods, Tools & IP

DXC developed optimization and transformation methods and tools, content extensions and accelerators