

# Customer Self-Service Portal



## Self-Service bookings and account enquiries 24/7

Looking to save your business time and money? Our self-service customer portal software enables you to do this - and it makes life easier for your customers too.

Access securely – from any web page or any mobile device, from anywhere, any time.

It enables clients to see their scheduled services, review and drill into prior invoices detail, raise service requests or book additional services **ANY TIME from any smart mobile device or web browser.**

As well as effectively extending your “open-for-business” contact hours by enabling clients to leave self-service contact notes and service requests 24/7, this software seriously reduces admin effort - **keyaccount site activity reports, spend charts and recycling performance percentages are all automatic.** And it even produces waste diversion outcome charts to show environmental recycling performance % and trend.

## Key benefits



- Reduces call centre phone queues
- Facilitates customer self-service
- Differentiates your business
- Available any time from anywhere
- Improves customer communications
- Automates key account reports
- Extends communication hours without staff overtime costs

## Main features...



### Site stats/trend

Shows customer activity charts by lifts, value, volume or weight and recycling percentage trends.



## Additional features...



- Self-service information source
- Scheduled services calendar
- Prior invoices view/reprint
- Site service statistics
  - By Bin Type
  - By Waste Stream
  - By Waste Outcome
  - Environmental Equivalents
- Transaction history online
- Service activity trend charts
- Recycling outcome percentages
- Additional booking requests
- Available as web portal or apps
- Your logo on the app
- Downloadable from your website

Put your business on the map today!  
Visit [www.wastedge.com](http://www.wastedge.com) or call: 02 9499 6222