



# SIDETRADE Digital Case

Deliver great customer service and boost loyalty and retention with Digital Case.

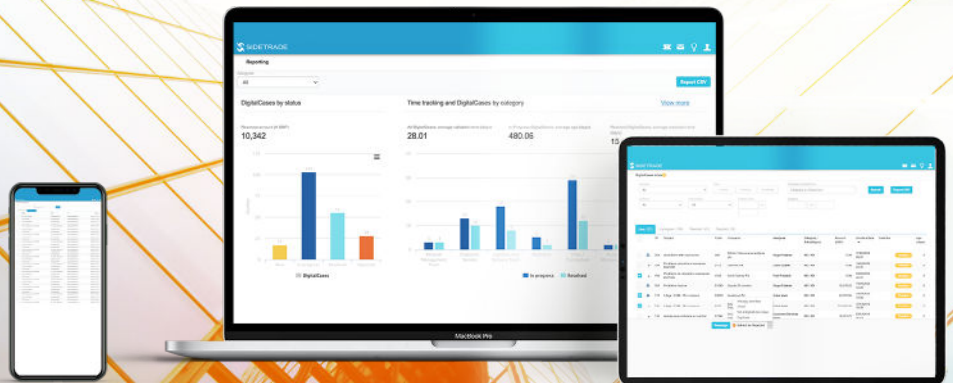
Increase productivity of customer case handlers.

Optimize the claim or dispute resolution process.

Enhance customer experience across the sales to cash process.

Improve your understanding of case drivers and customer retention impacts.

Delivering a great customer experience is key to long-term success for your business. **Digital Case**, Sidetrade's solution for improved case management, can help you quickly tackle disputes, improve time-to-resolution, and form long-lasting customer relationships while boosting overall engagement.



With the risk of customers switching companies due to poor service, you should ensure you're able to put customer experience at the heart of your sales-to-cash cycle.

Customer Service teams are often plagued with challenges which can affect future customer loyalty. Issues such as customer cases being left unassigned (or assigned incorrectly), bad topic definition and scattered information can lead to extensive delays, unsatisfied customers, and teams unable to meet SLA targets.

However, by implementing **Digital Case**, you can reduce long-term outstanding debts and accelerate cash collection by resolving disputes faster.

**Digital Case** also enables you to increase productivity of customer call handlers, optimize the end-to-end dispute process from registration right through to resolution, and improve the way you monitor and track case drivers and customer retention impacts.

## Further resources

[Read more: Digital Case](#)

[Augmented Cash](#)

[Sidetrade News](#)

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# SIDETRADE Digital Case

Bring your Customer Service function back on track with our intelligent case management application.

**Digital Case** can auto-assign customer claims to the correct person or team, automatically categorize and prioritize cases, and consolidate all the relevant information that the call handler needs to work on the case successfully.

This reduces initial delays in starting the claim handling process, while providing your teams with a more balanced workload, and resulting in an accelerated time-to-resolution – leading to more satisfied, loyal customers, and a greater understanding of how best to monitor and develop your Customer Service function.

**Digital Case** is part of Sidetrade **Augmented Cash**, our complementary solution focusing on the order-to-cash cycle, ensuring that the whole customer lifecycle is covered to the point that cash is received from the customer.

[To book a demo, please get in touch with our friendly team.](#)



## About Sidetrade

Our mission is to help organisations unlock customer value. Sidetrade provides the best AI technologies to drive the customer relationship, grow the business and generate cash flow. To find out more, visit [sidetrade.com](https://www.sidetrade.com).