



Customer Self-Service Strategy

CONNECT **COLLABORATE** CONQUER

Customer Self-Service

- A way for customers to perform tasks without contacting an employee.

Customer Self-Service

- About 88% of customers state they want access to a self-service portal when shopping online.
- About 67% of customers prefer serving themselves over speaking to a customer service agent.
- As many as 95% of businesses are witnessing an increase in self-service requests.

Statistics from Tidio.com (<https://www.tidio.com/blog/self-service-statistics/>)

Customer Self-Service - Key Terms

- Print Reach Central
 - Platform built on the latest technology
 - Communicates directly with Printer's Plan
- Print Reach Pay
 - Embedded Payment Processing Solution
- Job Link

What is Job Link?



You

What is job link by Print Reach

inventory management, invoicing, and reporting. JobLink helps print shops automate various tasks, track job statuses in real-time, manage customer interactions, and optimize production processes for increased productivity and profitability.



tasks, track job statuses in real-time, manage customer interactions, and optimize production processes for increased productivity and profitability.



What is Job Link?



You

Is job link a great feature



ChatGPT

Yes, JobLink by Print Reach is considered a valuable feature for print businesses. It provides a centralized platform for managing various aspects of the print production process, helping to streamline workflows, track jobs efficiently, improve communication with customers, and enhance overall productivity. By offering tools for job tracking, estimating, order management, scheduling, and more, JobLink enables print shops to operate more effectively and deliver high-quality results to their clients.

Customer Self-Service

- How does Job Link work?