

Enkel kundeservice til en kompleks organisation

Kundeservice & Kundeoplevelser 18.5.2022

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servicenow®



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IT Service Management...?

servicenow®

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Enterprise Service Management

The Now Platform is the “platform of platforms” for digital workflows

Connect people, functions and systems to drive innovation, increase business agility and unlock productivity



A single, unifying platform to digitize your business



Now Platform®

Customer Experience

Customer Service Management

Field Service Management

Technology Excellence

IT Service Management

IT Operations Management

Lightstep Observability

Security Operations

IT Asset Management

Employee Experience

HR Service Delivery

Workplace Service Delivery

Safe Workplace Suite

Operating Excellence

Global Business Services

Integrated Risk Management

Strategic Portfolio Management

Environmental Social Governance

Legal Service Delivery

Procurement Service Mgmt

Build and Automate

App Engine

Automation Engine

Industry Solutions

Financial Services

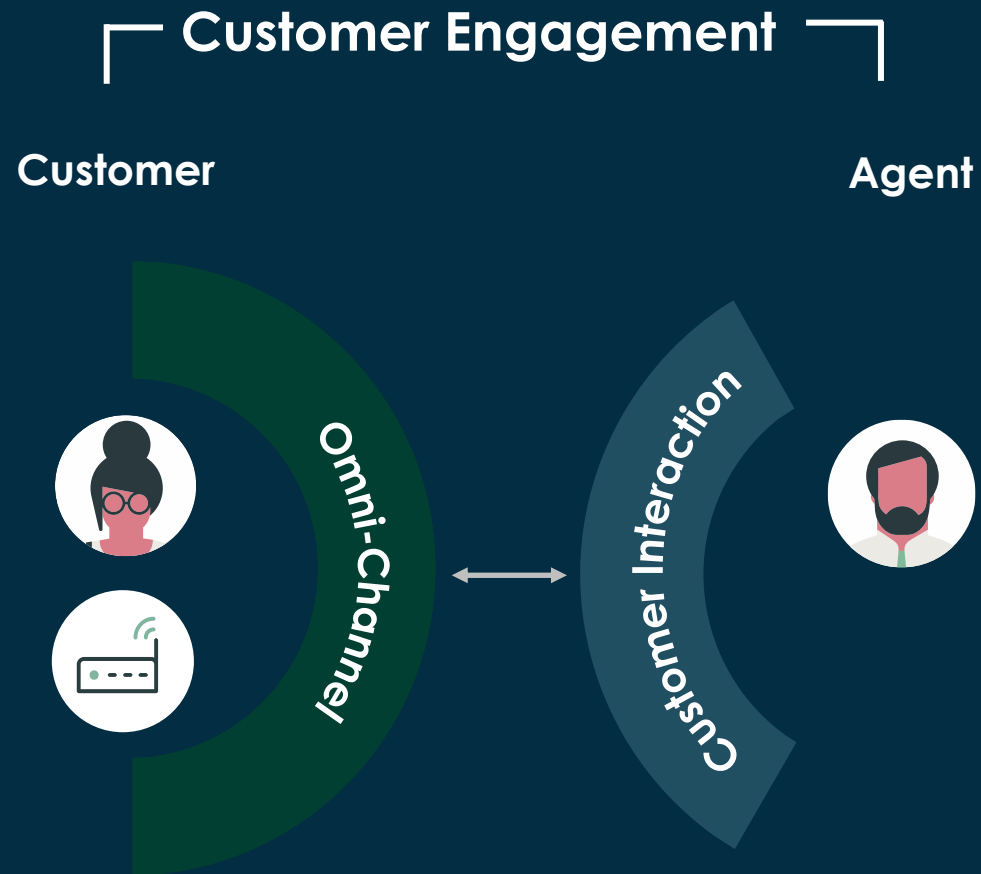
Government

Healthcare

Manufacturing

Telecom

Creating a Seamless Customer Experience



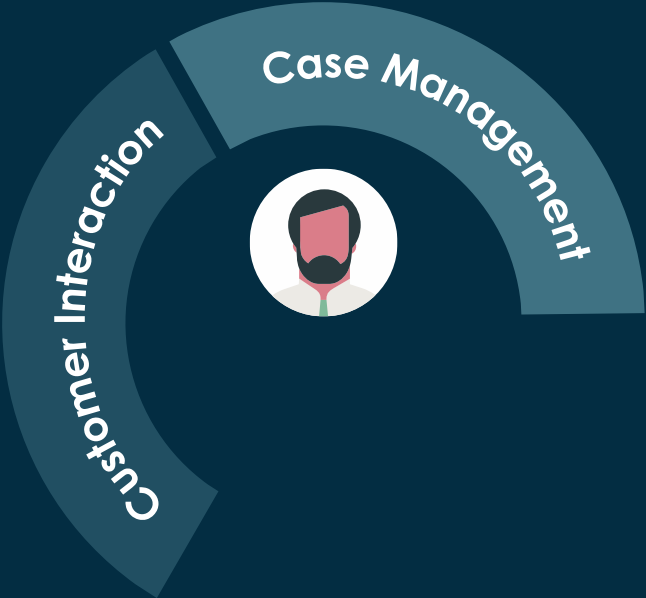
Creating a Seamless Customer Experience

└ Customer Engagement ─ └ Customer Operations ─

Customer



Agent



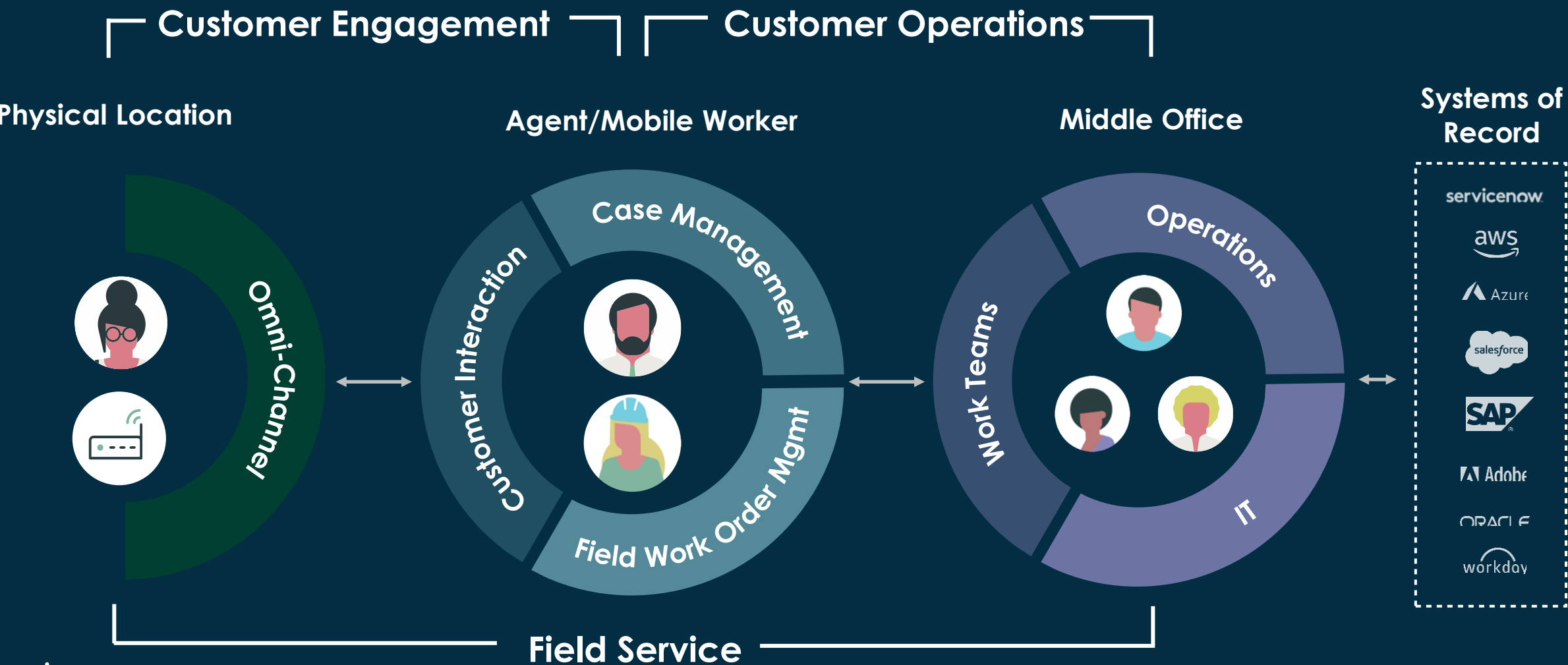
Middle Office

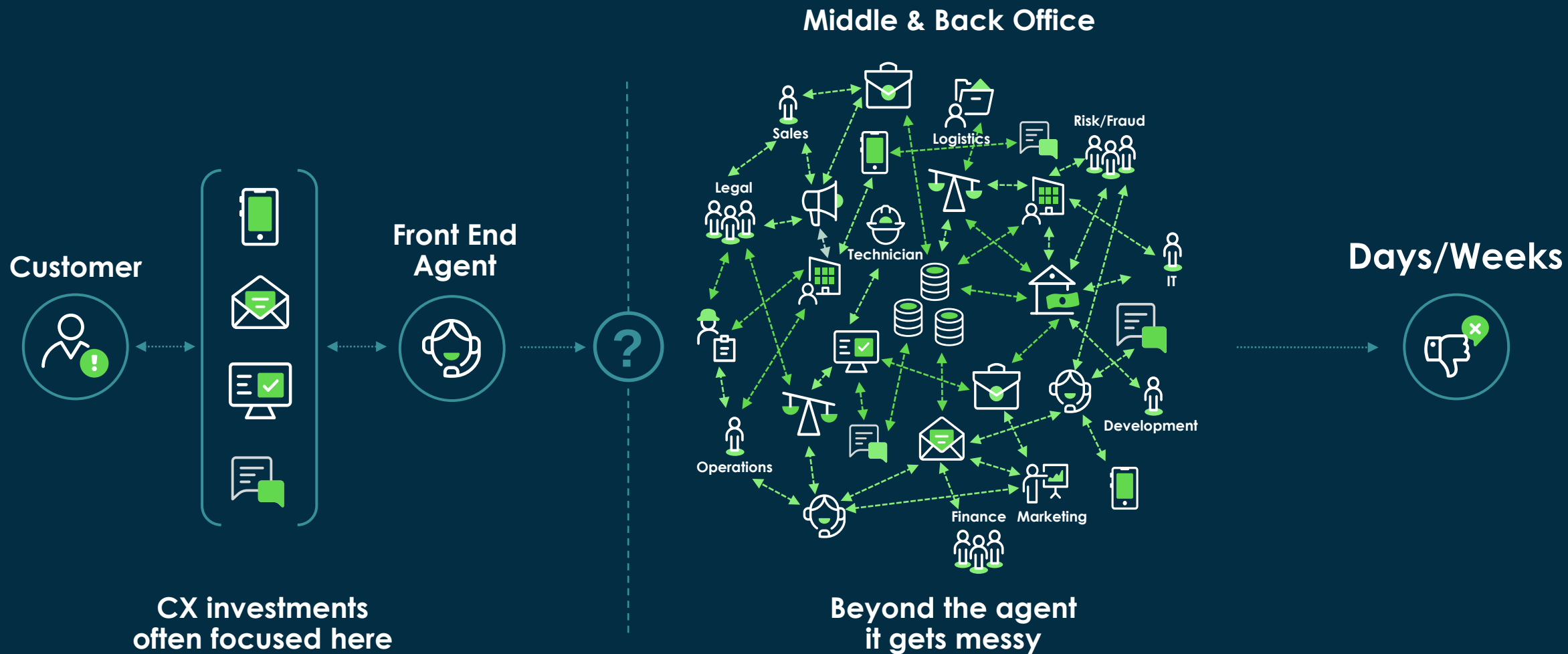


Systems of Record

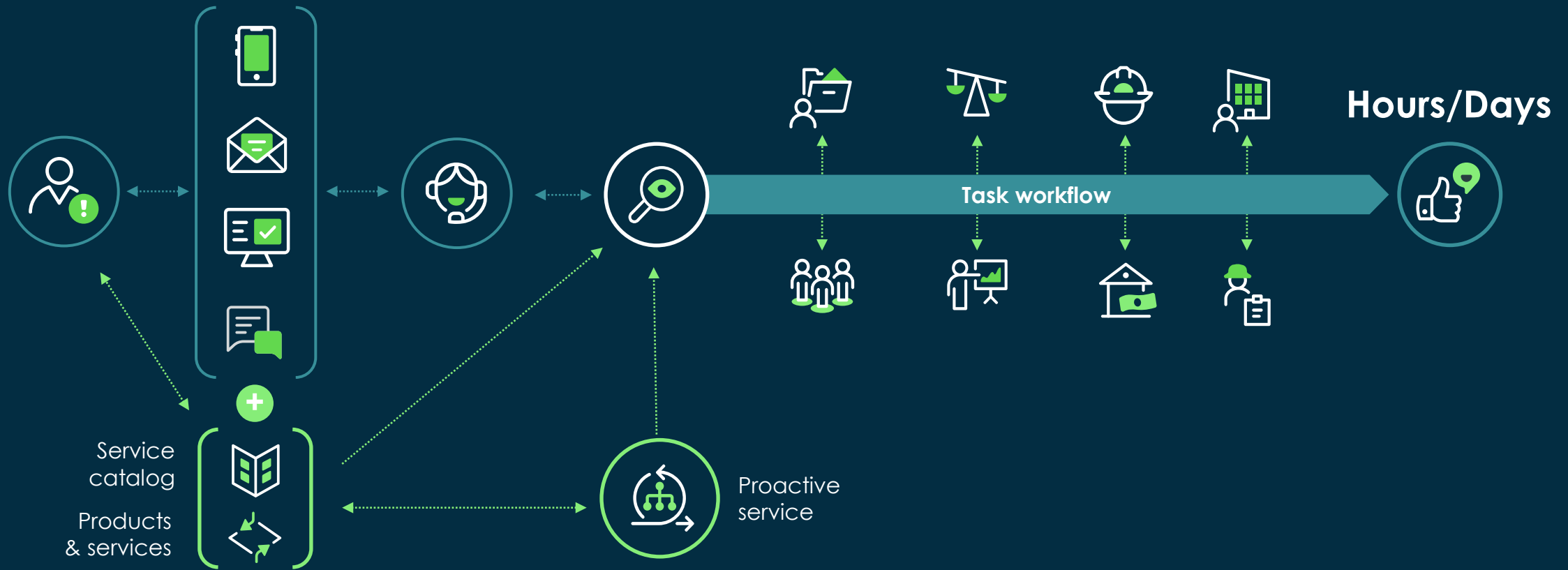


Creating a Seamless Customer Experience





Empower employees across the organization to deliver effortless experiences



End-to-end visibility and audit trail for compliance



EG A/S



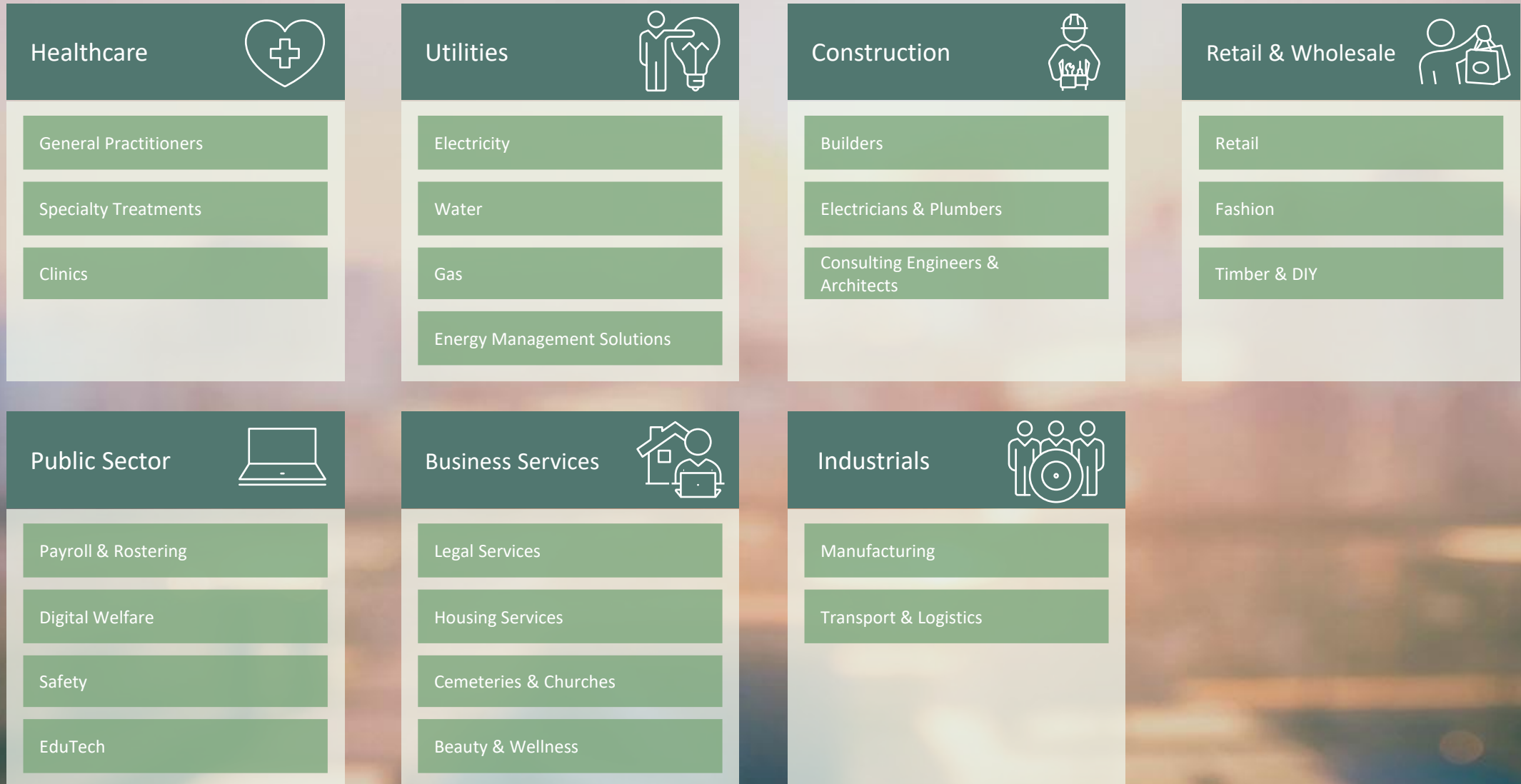
Vision

We enable our
customers to
become industry
leaders

Mission

We build market
leading vertical
software

Vi supporterer kunder i disse brancher



EG har mere end 21.000 kunder i hele Norden

Vores produkter og ydelser forgrener sig i alle aspekter af kundernes hverdag og arbejdsliv

				
Over 12.000 kunder og 100.000 brugere i byggebranchen anvender en digital EG-løsning.	Over 4,5 millioner brugere booker hvert år en frisøraftale via Hairtools.	Hver måned sørger EG Utility for afregning for op imod 2 millioner el-kunder.	EG Silkeborg Data udsender hver måned ca. 470.000 lønsedler via SD Løn.	Vi håndterer mere end 150 milliarder NOK årligt via vores systemer til detailhandlen i Norge og Sverige.
EG Construction	EG Hairtools	EG Utility	EG Silkeborg Data	EG Retail

Nordens førende leverandør af software

Kunder



26.000+

Medarbejdere



1.600+

Omsætning



**DKK
1,7 mia.**

Grundlagt



1977

Vertikaler



22+

Økonomiske milepæle

EG har været privatejet, børsnoteret og ejet af en industriel ejer. I dag ejes virksomheden af Francisco Partners.

2019
Francisco Partners køber
EG for DKK 3,7 milliarder

2019
EG sælger serviceforretning til
DXC Technology

2013
Axcel overtager aktiemajoriteten fra
Nordic Capital

2009
EDB Gruppen runder for første gang en
omsætning på DKK 1 milliard

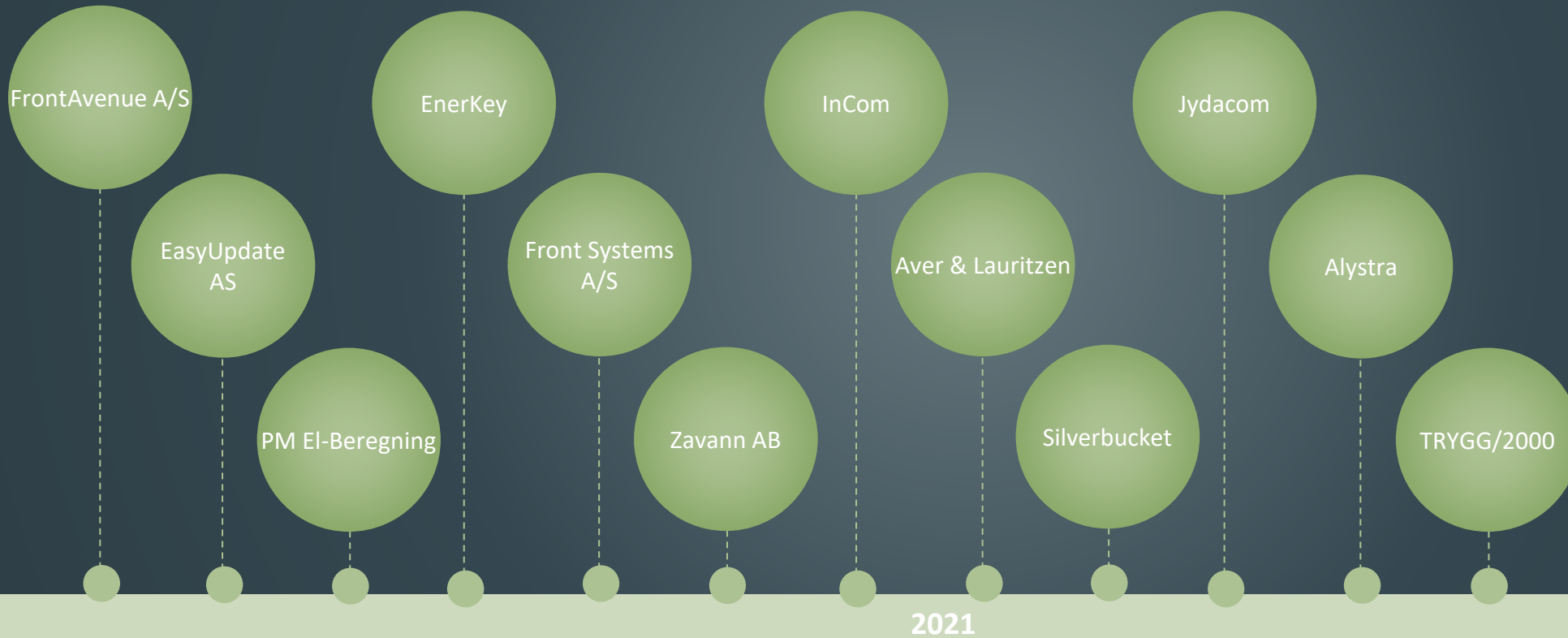
2008
Nordic Capital overtager aktiemajoriteten fra IBM, og EDB
Gruppens børsnotering trækkes tilbage

1993
EDB Gruppen børsnoteres, og IBM overtager
aktiemajoriteten

1977
EDB Gruppen grundlægges i Herning

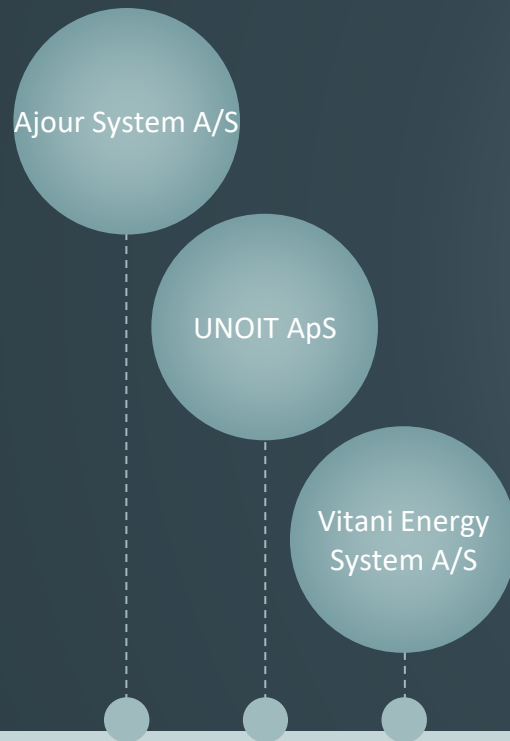
Nye medlemmer af EG familien

I 2021 bød vi velkommen til følgende virksomheder:



New members of the EG family

In 2022 we welcomed these companies to EG:



2022

Create CS0856811 | Case | TEST |

← → ↺ 🏠

EG Intranet Filer – OneDrive ServiceNow EGIT ServiceNow Test ServiceNow EDU ServiceNow Prod EGBusiness - Super... Service & Suport M... ServiceNow Jira Int... Browse projects - Ji... (20+) Yammer - Feed Management Hand... Awareness

TEST | supporttest.eg.dk | EG Service & Support

Brian Kjær

🔍 🗨️ ? ⚙️

< ☰ Case
New record [Case view]

📎 ⋮ Submit Save

Number

CS0856811

* Account

🔍 +

* Contact

🔍 📎

* Service

🔍

Configuration item

🔍

* Case type

-- None --

-- None --

Incident

Service Request - Information

Service Request - Access / product

Service Request - Application feature

Billing

* Subject

Opened

11-05-2022 10:26:46

Channel

Phone

* Sold Product

🔍

Sales item

🔍

Entitlement

🔍

State

Open

* Assignment group

🔍

* Assigned to

Brian Kjær

📎 ⓘ

Story

🔍

Parent

🔍

Problem

🔍

Follow up

📅

Related Search Results

Related Search ⓘ 🔍

Default Sources (All)

No results to display

Customer-Service-....jpg

Vis alle

Understøttet af ITIL

De 4 hovedprocesser

Omnichannel

Opened	11-05-2022 10:26:46
Channel	Phone
* Sold Product	-- None -- Web Phone Email Chat Social Community Alert Virtual Agent Integration
Sales item	
Entitlement	
State	
* Assignment group	
* Assigned to	Brian Kjær
Story	
Parent	
Problem	
Follow up	

Related Search Results 

✓

No results to display



Number	CS0739577
Account	EG A/S
Contact	EG Healthcare
Contact will not receive e-mail notifications!	
Internal user	
Service	EG Healthcare Clinea(0005506)
Configuration item	Kalender (HC)
Case type	Incident
Impact	3 - Low
Urgency	3 - Low
Priority	5 - Planning
Billing	Subscription
Subject	Kan ikke bruge shift til at markere flere patienter i kalenderen

Opened	17-11-2021 10:44:19
Channel	Phone
Sold Product	EG Healthcare Clinea - EG A/S
Sales Item	EG Healthcare Clinea
Entitlement	
State	Awaiting
Awaiting reason	Awaiting Change
Assignment group	HC Development
Assigned to	
Story	STRY0035978
Story state	Planning
Release version	

Urgency	3 - Low
Priority	5 - Planning
Billing	Subscription

Subject	Kan ikke bruge shift
---------	----------------------

User Description	Kan ikke bruge shift til
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Internal Description / Investigation	Resumé:
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Story

Open Record

Manage Attachments (3): Bilag_1.png [rename] [download] Bilag_2.png [rename] [download] STRY0035978_initial.pdf [rename] [download]

External Key	CLN-15527	State	Draft
Classification	Defect	Created	18-11-2021 15:48:24
Jira project		Updated	24-11-2021 13:40:31
Jira team	Team Groot	Sprint	
Related case count	1	Priority	5 - Planning
* Short description	It is not possible to highlight multiple appointments at once when using 'Shift + Click'		
Description	*Release* *Task* STR: Requires new setting Kalender > dagskalender > Ny kalender = Ja - Create a number of appointments on the same day. - Set focus above the appointments. - Hold the shift key while pressing the down arrow key until focus is after the appointments. - Observe that all the appointments are selected. - Clear the selection. - Set focus above the appointments. - Hold shift and click the left mouse button below the appointments. - Observe the selection. Actual: The calendar is selected, but not the appointments. Expected: The appointments should be selected, just like when using the keyboard.		

Kundeportalen

[Sagsoversigt](#) [Support](#) [Vejledning](#)  [Maria Rølvung](#)

[Forside](#) > [Customer Service](#) > [Support](#) > [Opret Sag](#)



Opret Sag

* Konto

* Kontakt

* Produkt



* Emne

* Beskrivelse

  Paragraph               

 Vedhæft

Send

Påkrævede oplysninger

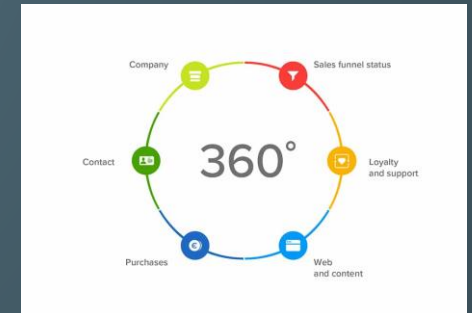
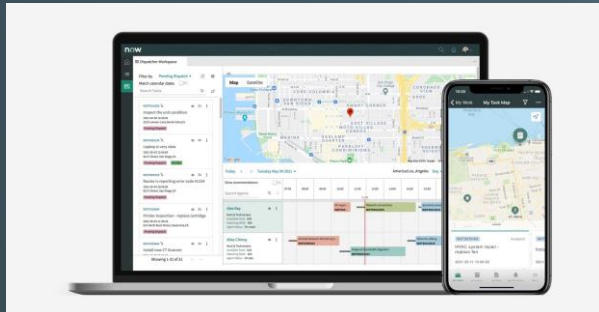
Produkt

Emne

Beskrivelse



Coming soon





Let's go further