

A modern office interior with large windows and people working at a table. The scene is bright and professional, with several individuals engaged in work or discussion. A semi-transparent white box is overlaid on the image, containing the text.

**Redway**

**Next level of Customer Service &  
Customer Experience**

# Redway Quick Scan





# What is Redway Quick Scan?



The need for quick and clear insights has increased as the market changes, and Redway Quick scan is a tool that aims to quickly and efficiently provide a clear picture of the situation to facilitate decision-making and direction for any further measures and activities.

Redway Quick Scan creates business benefits in several ways:

**Quick overview:** Provides a quick and efficient analysis of current processes or systems, saving time compared to more extensive audits.

**Identification of areas for improvement:** Helps companies pinpoint specific areas where efficiency can be increased, costs can be lowered, or where there is potential for innovation.

**Risk Assessment:** Identifies potential risks and threats that could impact operations, allowing businesses to act proactively.

**Data-driven insights:** Base recommendations on concrete data, providing a solid foundation for strategic decisions.

**Customer Focus:** Can include analytics on customer experience and user behavior, allowing businesses to customize their services to better meet customer needs.

**Initial strategic planning:** Helps to create a clear plan for future development and investment, which can increase competitiveness.

# Quick Scan Offerings

These offerings are  
aligned with Microsoft  
Pre-sales offerings

## **Quick Scan Customer service**

We identify how you can increase efficiency and customer satisfaction in your customer service based on smarter processes and improved collaboration

## **Quick Scan Telephony**

We help you identify how you can optimize your telephony costs and maximize user benefits

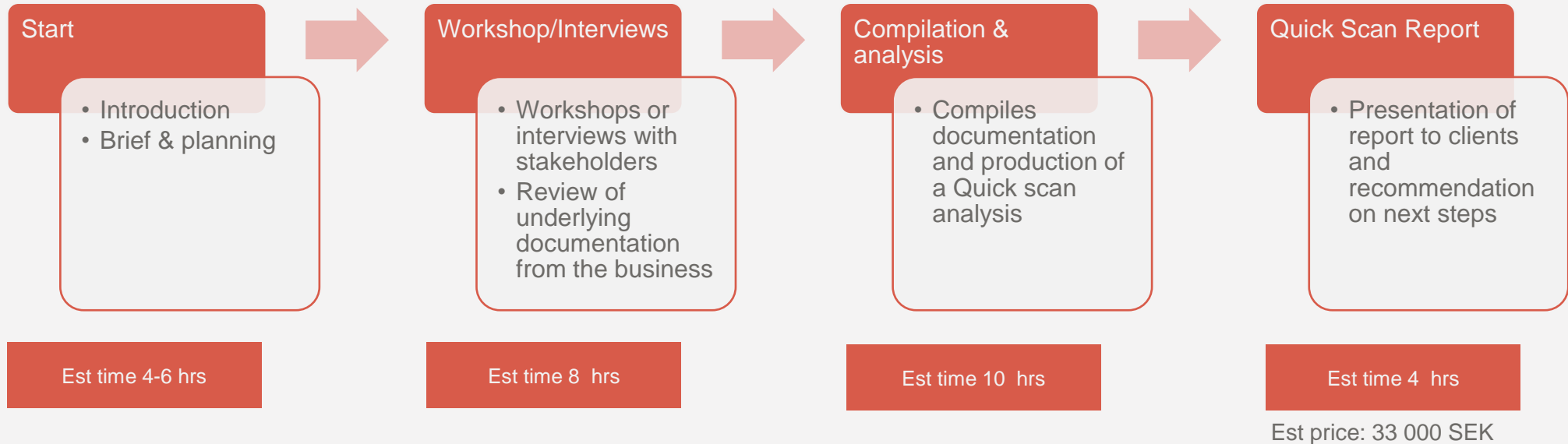
## **Quick Scan Customer Journey**

We help you map a selected customer journey where we identify areas for improvement to increase customer satisfaction.

## **Quick Scan AI**

We help you identify how you can now use AI to improve and streamline your customer service

# Quick Scan – Activity overview



## QUICK SCAN REPORT TOPICS

- Brief description of the current situation and basis for the report
- Identification of 3-5 areas for improvement and what effect each improvement can give
- Suggestions for 1-5 activities to reach the above effects
- Summary recommendation