

A background image showing four business professionals in a meeting. A man in a dark sweater is leaning over a table, pointing at a laptop. A man in a light blue shirt is sitting at the table, looking at the laptop. A woman in a grey sweater is sitting at the table, looking at the laptop. A woman with curly hair in a light-colored top is sitting at the table, looking at the laptop. The image is overlaid with a dark blue semi-transparent layer.

SUPPORT & SERVICE GUIDE

PITCH DECK

Support That Matches Your Business Needs

MAJOR SERVICES



Capabilities

Guarantee service quality and customer data security



Software Solution

Calculate the cost according to the software and its underlying infrastructure



Flexible Support

Extent of support and maintenance required, and the preferred pricing model

Welcome to the KAISPE Customer Support Portal

"Outstanding clients deserve exceptional service."

If you are an existing customer of KAISPE, [Sign-in](#) to our Customer Portal to use our self-service features whenever you need it, 365

Support Portal Benefits

➤ **Online Case Management**

Create and manage cases online, and track progress from open to close.

➤ **Product Subscriptions**

Receive notice via email of new and updated knowledge and downloads.

➤ **Product Specific Pages**

Access to download articles, bulletin, and more for your product and services.

➤ **Virtual Agent**

Chatbot that provides user assistance through automate

➤ **Knowledge Center**

Resources to help you find information and software do

➤ **Increased Productivity**

Enables internal team members and customers to access contracts, budgets, and project plans.

A valuable customer can pre-register for the customer support portal by completing the form below

Customer's Information

First Name *

Last Name *

Email *

Company Name *

Phone Number *

Provide a telephone number

Submit

Customer Self Service Portal

- ✓ Take advantage of our self-service features in our Advanced Customer Support Portal to get the most out of your products & services whenever you need them, 365 days a year
- ✓ Providing convenience to our valued customers by allowing them to submit service requests online [here](#)

SERVICE

Take advantage of a wealth of knowledge at your fingertips by engaging, discovering, and learning



Online Case Management

Create and manage cases online, and track progress from open to close.



Product Subscriptions

Receive notice via email of new and updated knowledge and downloads.



Product Specific Pages

Access to download articles, bulletin, and more for your product and services.



Virtual Agent

Chatbot that provides user assistance through automated conversations.



Knowledge Center

Resources to help you find information and software downloads quickly and easily



Increased Productivity

Enables internal team members and customers to access crucial documents like contracts, budgets, and project plans.

SUPPORT

Troubleshooting

- How to sign into the app
- General application problems
- Issue with the licensing process
- Enable to access the application
- Facing connectivity related issue

For support with troubleshooting, visit our support page [here](#)

Technical support contact information

For additional assistance, email [here](#)

API Documentation

<https://kpodapidoc.web.app/#introduction>

THANK YOU!



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