

AMS Service Portals

Time Savings and High Customer Satisfaction

Elevate your customer service to the next level and discover the innovative service portals with AMS at its core.

Inquiries about delivery status, payment methods, delivery notes, and much more can be easily resolved through quick login and online queries. Your field service has the ability to access standardized information remotely, and tasks directly related to jobs can be transparently and efficiently delegated within your company. AMS always ensures current data through regular synchronization.

Benefit from the powerful AMS Connect Suite (AMS^{ConSuite}): A software package that creates an effective connection between AMS and Atlassian's Jira / Confluence programs, assisting you in handling customer inquiries as well as in internal job and knowledge management.

Prefer a customized and independent service portal solution? TTC develops your web portal in your corporate design, creating a consistent service experience for customers and employees.

*AMS^{ConSuite} or customized service portal.
We develop the best solution for you.*



Your Benefits

High Customer Satisfaction

Submitting a job and easy status inquiry possible by the customer.

Time Savings

Faster internal and external forwarding of job information.

Digital Service Relieves Employees

No phone calls needed for job status inquiries.

Standardized Documents

Improve Knowledge Management

Reports and documentation accessible online everywhere

Better Control of Internal Tasks

Quick delegation of tasks related to a job.

An Overview of the AMS Connect Suite (AMS^{ConSuite})

The AMS^{ConSuite} consists of three optional components and forms a powerful combination of AMS and the software components Jira and Confluence. The interplay of these systems allows for efficient and time-saving internal and external communication. It also assists in task coordination and optimizes knowledge management within the company and with the field service.

The AMS^{ConSuite} consists of three optional modules that you can combine according to your operational needs with AMS as the core:

1. AMS^{CWS} Connect Wiki System
2. AMS^{CDS} Connect Dashboard System
3. AMS^{CCS} Connect Customer System

1. AMS^{CWS} Connect Wiki System

Basis: AMS and Atlassian Confluence

The Connect Wiki System is a browser-based wiki system for knowledge and data management, where information can be stored.

This includes:

- Quotations / Sequences
- Complaints / Credit Notes
- Dunning Notes
- Visit reports
- Supplier Data / Documentation
- Sales Statistics
- KPIs

Through an interface, the required AMS data is always exported to Confluence in real-time. Additional data that cannot be represented in AMS (e.g., handover protocols, internal QM systems) can also be created and managed.

All information is practically compilable in AMS^{CWS} in standardized overviews without needing to access various AMS modules again. Authorized employees can access this data anywhere via the internet and password. The Connect Wiki System is also ideally suited as an intranet for the company.

2. AMS^{CDS} Connect Dashboard System

Basis: AMS and Atlassian JIRA Work Management (Ticket System)

With AMS^{CDS}, tasks can be represented and managed as tickets even before the actual job recording in AMS occurs.

This includes:

- Preliminary Work / Negotiations
- Phone Calls / Call-back Requests
- Email Inquiries

With a defined status, these processes can be transferred to AMS and converted into jobs. Conversely, you can also create Jira tasks from AMS with AMS^{CDS}, making them visible to employees everywhere.

You can also use AMS^{CDS} for task management and communication of these tasks (e.g., task assignment). Employees can then directly access Jira via mobile devices and view or edit tasks there. This way, employees always have their tasks in sight.

3. AMS^{CCS} Connect Customer System

Basis: AMS and JIRA Service Management

With AMS^{CCS}, your customers have the opportunity to retrieve or edit job-related information via a simple web browser interface.

This includes:

- Inquire about job status
- Print documents
- Ask questions about their jobs via comment function

Your customers are thus always informed about the jobs, and your employees save time on the phone or in answering emails.

Through the interface to AMS, the required data is regularly exported to Jira and displayed on the web interface. Each customer can only see their data via customer name and/or password login.

Individual Service Portals



The individual Service Portals allow your customers quick, time-independent, and convenient contact with your company through a web frontend in your design and functionality.

Information retrieval about job status, downloading documents, and submitting new jobs is possible around the clock. Through regular automatic synchronization with AMS, the data is transmitted almost in real-time.



We are happy to advise you on a tailored solution for your company.

The following functions are available to your customers:

- Job / delivery status and production tracking
- Form-based job recording
- Provide return shipping information
- Access to heat treatment data from AMS in real-time
- View and update master data
- Search and manage job archives
- Document and download area

Customer registration is done through personal access data and can be done remotely via an internet browser.

Required Licenses for the AMS^{ConSuite}

AMS^{CWS} Connect Wiki System

AMS^{CDS} Connect Dashboard System

AMS^{CCS} Connect Customer System

One license is required for each optional component.

Requirements for the Custom Service Portals

The online service portals for AMS are developed according to your specifications.

For the custom service portals and for the AMS^{ConSuite}, the respective licenses in the stationary AMS and an internet connection are required.



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