

DYNUG.NO

HØSTKONFERANSE 26. OG 27. NOVEMBER
AV BRUKERE - FOR BRUKERE





BeSafe[®]

Krøderenen ❤️



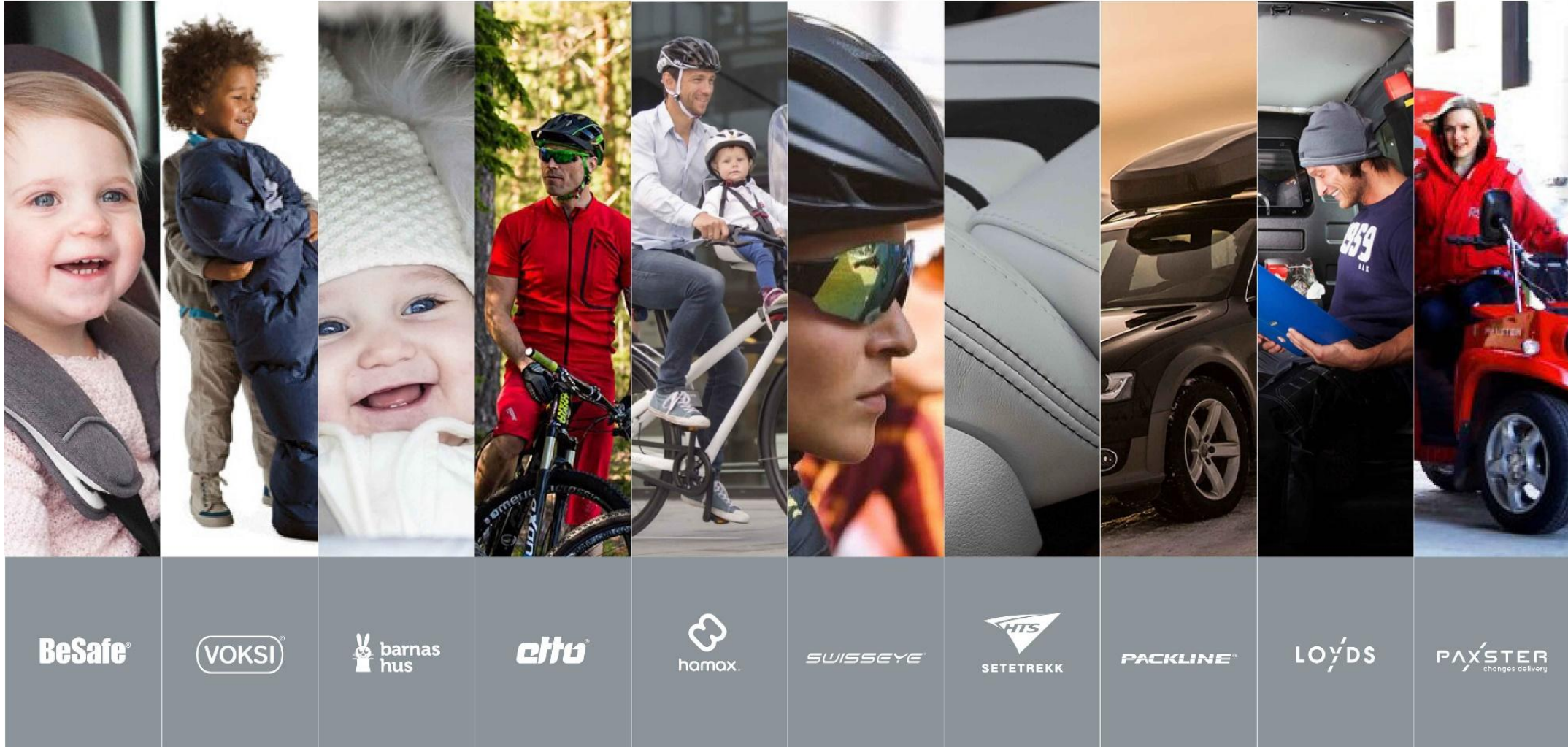
4. generasjon familieeid selskap



- HTS-Gruppen er et norsk, familieeid selskap
- Startet som salmakeri i 1919
- Videreutviklet inne bilindustrien, barn og sport
- Første "bilbarnestol" i 1963
- Utviklet vår første bilbarnestol i 1989
- HTS Group turnover 2024: 2000 MNOK



Selskaper og merkevarer i HTS-gruppen



BeSafe®



VOKSI®



**Σ3
MINIMEIS®**





VOKSI®

SCANDINAVIAN
CHILDHOOD

**FUN, OUTDOOR
MOMENTS WITH**



THE SAFETY OF OUR DEAREST!



Bakovervendt = 5x sikrere!



Internasjonalt selskap, over 80 % av salget utenfor Norge



186 500
car seats sold



65 000
footmuffs sold



6 250
car seat rental
subscriptions



465
million NOK revenue



13 900
tCO2e Greenhouse
Gas emissions



106
employees



12
nationalities



43
countries where we
sell our products

Customer Service BeSafe, Voksi og MiniMeis

8 i Jönköping

6+2 på Krøderen





From shared Outlook mailboxes into the future

The world is evolving:

More people

More brands

More tasks

More flexible

More customers

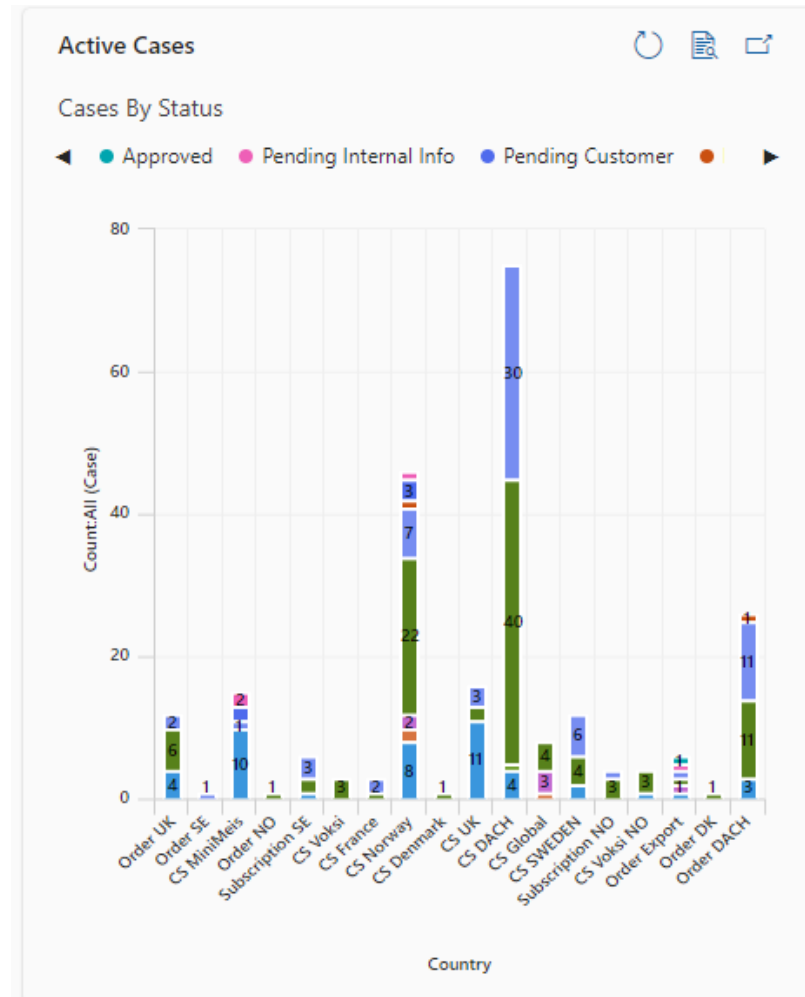
More transparent

More end user contact

More documentation

More demanding customers

From shared Outlook mailboxes The solution: Customer Service



Dynamics 365 Customer Service & Sales

Omfanget

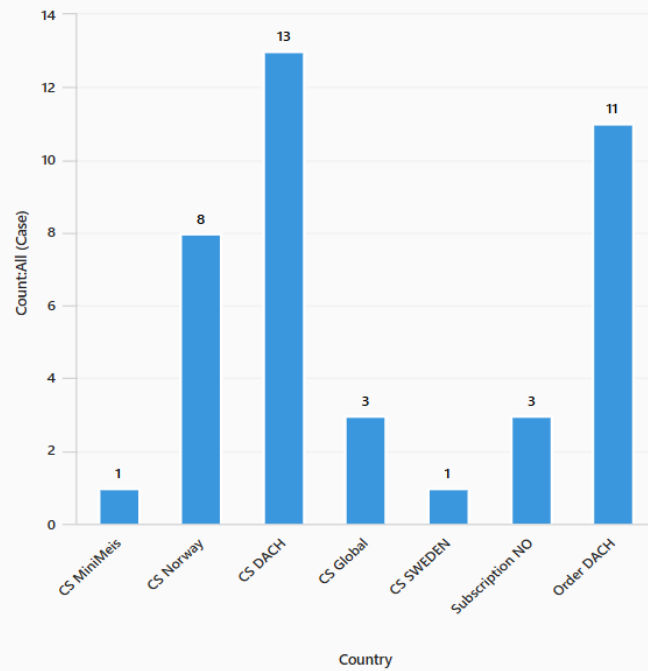
- 40+ brukere
- 21 køer
- 6 forskjellige språk
- 6 brands (MiniMeis, Voksi, BeSafe, Packline, BeSafe Rental, If Barn i Bil)
- FAQ
- Finance & Operations

Oversikt

Besafe Customer Service ▾

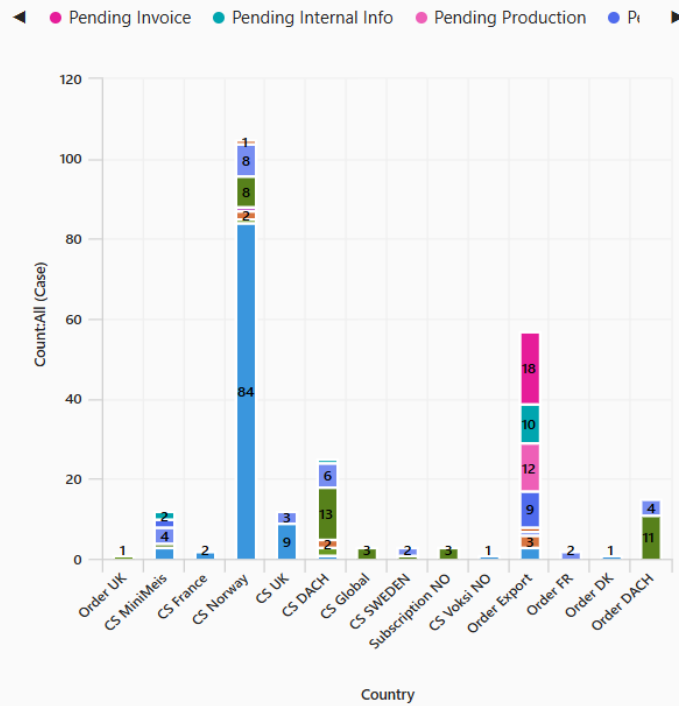
New cases by country

New cases by country



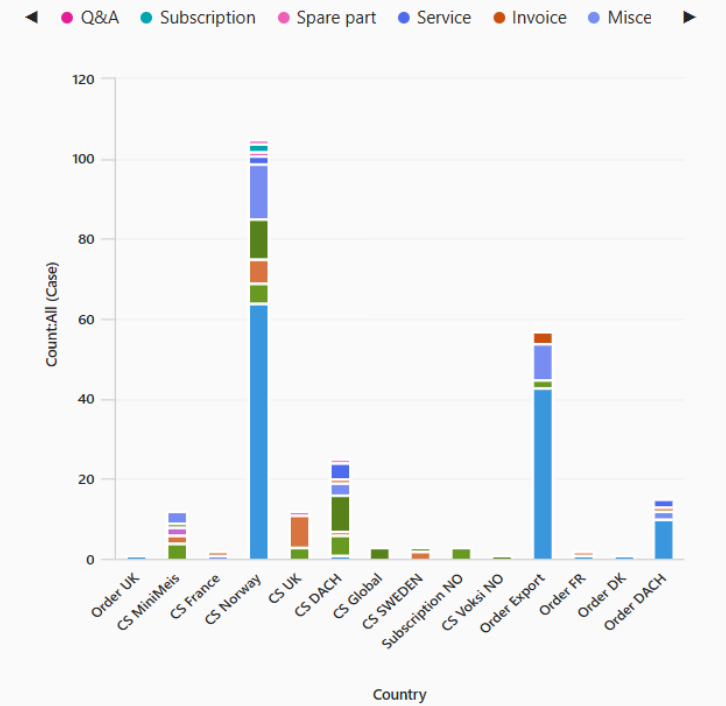
Active Cases

Cases By Status



Active Cases

Active cases by category



Behandling av sak

Dynamics 365 Customer Service workspace

Search Cases and more

Home

Besafe Customer Servi... Cases Active Cases X

Show As Show Chart + New Case Delete Refresh Run Report Email a Link Visualize this view Flow Excel Templates Export to Excel

Active Cases Edit columns Edit filters Filter by keyword

<input type="checkbox"/> Case Title	Case Number	Country	Customer	Owner	Status Reason	Subject	Description	Case Type	Origin	Created On
<input type="checkbox"/> RE: Ärendeförmulär - CAS-48988	CAS-68826		BabyWorld	MP Mattias Nore (Avail...	New			General	Email	04.11.2024 13:47
<input type="checkbox"/> Ersatzteil	CAS-68825	Order DACH	Zwergperlen Dinslak...	OD Order DACH	New	Order		General	Email	04.11.2024 13:46
<input type="checkbox"/> Submit	CAS-68824	CS Norway	noreply@hts.no	CN CS Norway	New			General	Email	04.11.2024 13:45
<input type="checkbox"/> New order	CAS-68823	Order UK	BabyB	OU Order UK	In Progress	Order		General	Email	04.11.2024 13:42
<input type="checkbox"/> Submit	CAS-68822	CS Norway	noreply@hts.no	CN CS Norway	New			General	Email	04.11.2024 13:39
<input type="checkbox"/> VS: Reklamasjon	CAS-68821	CS Norway	Kristine	CN CS Norway	New			General	Email	04.11.2024 13:34
<input type="checkbox"/> BE HTS BeSafe AS / 128452 Fil 081	CAS-68819	Order DACH	Coloniale AG	LP Lena Rahimi (Availa...	In Progress	Order		General	Email	04.11.2024 13:30
<input type="checkbox"/> Du fick en ny beställning	CAS-68818	Subscriptio...	Hyr bilbarstol	SS Subscription SE	New			Subscrip...	Email	04.11.2024 13:17
<input type="checkbox"/> Byta bilstol	CAS-68816	Subscriptio...	Ida	SS Subscription SE	New			Subscrip...	Email	04.11.2024 13:07
<input type="checkbox"/> Form submitted	CAS-68815	CS DACH	noreply@hts.no	CD CS DACH	New			General	Email	04.11.2024 13:02

Behandling av sak

The screenshot displays the Microsoft Dynamics 365 Customer Service workspace. The top navigation bar includes the Dynamics 365 logo, 'Customer Service workspace', a search bar, and utility icons. Below the navigation bar, there are tabs for 'Home' and the current case 'Spørsmål angående BeSaf...'. A toolbar contains various actions: Save, Save & Close, Save & Route, Refresh, New, Convert to Work Order, Resolve Case, Cancel Case, Assign, Add to Queue, and Share.

The main content area shows the case details for 'Spørsmål angående BeSafe Beyond 360 - Saved'. The case is categorized as 'Case for Interactive experience'. Metadata includes 'New Status', 'Created On: 22.11.2024 11:26', 'Country: CS Norway', and 'Owner: CS Norway'. The 'Summary' tab is selected, showing contact information (Email: mathias_aa_t@hotmail.com, Mobile: [redacted]) and a list of recent messages.

The 'Recent' messages list includes:

- Created on: 22.11.2024 11:26
Email from: Queue Norway (Closed)
To: Mathias Torgalsbøen
Autoreponse: Spørsmål angående BeSafe Beyond 360 - CA...
View more
- Created on: 22.11.2024 11:26
Email from: Mathias Torgalsbøen (Closed)
To: Kundeservice Norge; Queue Norway
Spørsmål angående BeSafe Beyond 360
Hei,
Hvordan monterer jeg bilsetet til basen (Beyond 360)

On the right side, a list of users is shown with their status:

- Sa: Spørsmål angående BeSaf... (Active)
- tm: tester mathias (Cancelled)
- Tm: Test mathias - ikke behandle (Cancelled)
- mt: mathias tester signatur (Cancelled)
- tb: test bestilling - Mathias (Cancelled)

Behandling av sak

The screenshot displays the Dynamics 365 Customer Service workspace. The main area shows an email draft titled "RE: Spørsmål angående BeSafe Beyond 360 - CAS-72623" with a status of "Normal Priority" and "Draft Status Reason". The email content includes a greeting, a sign-off, and contact information for HTS BeSafe AS in Norway. On the right, a "Knowledge search" sidebar is active, showing search results for the term "Beyond". The results include two articles: "When do I have to stop using this seat?" and "Do I have to use the two cushions that come with the seat?". The search results are sorted by relevance and show the number of matches found in each article.

Dynamics 365 | Customer Service workspace

Search

Home | Spørsmål angående BeSaf... X

Spørsmål angående BeSafe Be... | RE: Spørsmål angående Be...

Reply All | Send | Save | Save & Close | Refresh | Check Access | Attach File | Share

RE: Spørsmål angående BeSafe Beyond 360 - CAS-72623 - Saved

Normal Priority | --- Due | Draft Status Reason | **Knut Arne Glesne** Owner

Email | Related

Segoe UI | 12 | B I U S

Ha en fin dag videre! / Have a nice day!

Vennlig hilsen / Best regards
Knut Arne
Customer Support Norway

Office: +47 32 15 08 00

HTS BeSafe AS
Sundvollhovet 35
3535 Krøderen, Norway

Knowledge search

Search | My favorites

Beyond

9 Results found | Sorted by Relevance

When do I have to stop using this seat?

The shoulder height goes **beyond** the highest position of the shoulder belts. 4.

External | Published
KA-01436 | 0 likes | 0 views | 14.10.2024

No other matches found in this article

Do I have to use the two cushions that come with the seat?

The cushions that you received with your **Beyond** toddler seat are purely for the comfort of your child and thus not mandatory to use.

External | Published
KA-01536 | 0 likes | 0 views | 25.09.2024

More matches found in this article

Why is the SIP+ different from BeSafe's previous SIP+-versions?

When we developed this seat, we also wanted to improv...

Dynamics 365 Sales

← Save Save & Close + New Place Order Refresh Check Access Export to PDF Look Up Address On-hand Inventory Price Quote Process Share

DynUG - Quote for presentasjon - Unsaved kr 9 342,88 Total Amount --- Effective From --- Effective To Draft Status

Summary Details Integration Related

Products

+ Add products Refresh Get Products Flow

Existing ...	Price Per Unit	Quantity	On Hand	Line Discount Amount	Line Discount Percentage	Extended Amount
BeSafe Be...	kr 1 685,00	1	9 525	0,00	18,00	kr 1 381,70
BeSafe Be...	kr 3 595,00	1	133	0,00	18,00	kr 2 947,90
BeSafe Ba...	kr 117,00	1	1 560	0,00	18,00	kr 95,94
BeSafe Ba...	kr 179,00	1	2 090	0,00	18,00	kr 146,78
BeSafe Be...	kr 3 539,00	1	1 097	0,00	18,00	kr 2 901,98

Page 1

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

SALES INFORMATION

Company * NO10

Potential Customer * ---
Potential Customer: Required fields must be filled in.

Invoice Customer ---

Account number 120519

Detail Amount kr 7 474,30



Utfordringer

- Delt tenant med søsterselskaper
- Dual-Write
- Kompleks sikkerhetsstruktur
- FAQ
 - Import basert på språk
- Exchange rules
- Ny måte å tenke/jobbe på for kundeservice



Veien videre

- Telefoni
- Chat
- Sosiale medier
-> Contact Center
- FAQ + E-post-maler
-> Copilot

Erfaringer

- Entydig identifikator på caset
- Lett å spore saker
- Lett å følge opp saker
- Lett å søke etter tidligere sak
- Lett å se sammenhenger
- Legg å følge opp eldre saker
- Lett å slå sammen cases
- Lett å hjelpe hverandre
- Knowledge Articles/hurtigsvar
- Behandlingstid kan måles
- Lett å se belastningen per avdeling/kø
- Lett å skalere opp

**Viktig med god partner!
Stor takk til Mathias/Pointtaken!**