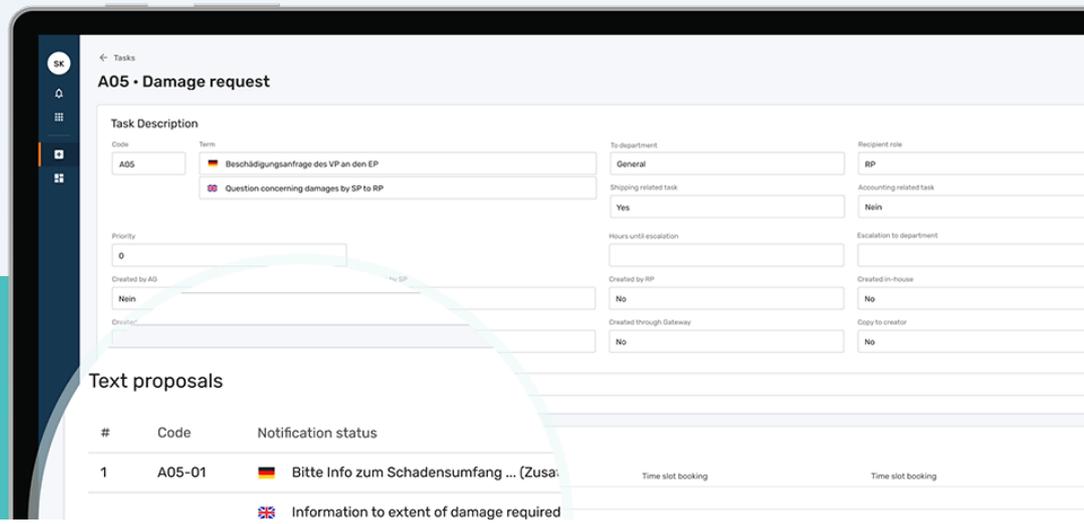




# EIKONA Task Management

Be prepared for the typical exceptions.  
EIKONA Task Management enables you to  
perform special tasks based on defined  
templates.



## Have structured responses to deviations from the standard process.

Logistics specialists use workflow-based task management to ensure everyone knows what needs to be done.

When you use our software, you are always perfectly prepared. Even if one of your orders doesn't go according to plan. Then, you can employ templates and workflows to handle these deviations in a structured way. Everyone who is part of the process receives instructions for a return transport or claims processing.

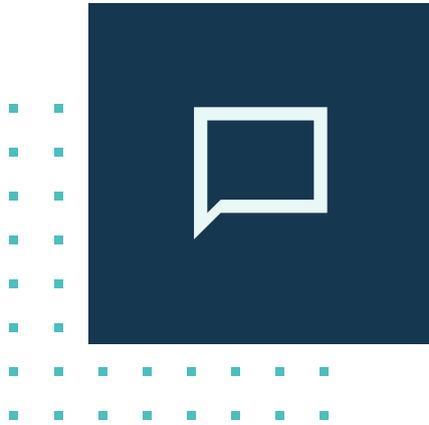
You can define these instructions as tasks in our EIKONA Task Management module and document all communication relating to the shipment directly. This way, you effortlessly initiate the next steps. In any language you use. It not only records firm agreements on who will perform what steps but also manages the details. The minor tasks that remain on your to-do list.

Agree on times for them and set deadlines. EIKONA Task Management documents what you have already done and shows what you still owe. Clearly manage who is responsible for what task, and translate each shipment status into clear instructions.

### Your benefits at a glance

- + Rights-based usage
- + Process standard/ standard process for claims management
- + Chat-based communication
- + Configurable workflow chains
- + Automatically store information with the shipment or in the order
- + Text modules in different languages

# Features at a glance



## Integrated chat function

Once you have decided on a course of action, EIKONA Task Management records the current status with each action. For additional arrangements, we have integrated a chat function that directly documents all messages relating to the shipment or the current process.

## Escalate in peace

If mistakes occur despite having made good arrangements, our EIKONA Task Management will help you. It documents your steps and shows what everyone agreed to. You can also define and monitor response times and deadlines. After a claim has been reported, you establish the perfect escalation chain with EIKONA Task Management module.



## Fixed responsibilities

Decide who should do what task, how, and by when.

## Secure documentation

You can transparently document your work results along all process steps.

## Digitalisation accelerator

Share your tasks with other companies along the supply chain without having to re-enter data.

# Specify work steps digitally

Use this tool to manage unexpected tasks and disruptions professionally.

## Communication

The EIKONA Task Management is directly accessible in the EIKONA Track and Trace and enables a chat-based communication with predefined questions and answers about a shipment or a tour. So away from tedious emails.

## Service

The tool is perfect for your service area. With EIKONA Task Management, you can react in a structured way to deviations in the logistics process. In addition, the tool can also be used for complaints and returns management.

## Language

There are no language barriers in EIKONA Task Management. You can define all instructions in as many languages as you like.

## Mix and Match

Extend EIKONA Task Management with these suitable modules of the EIKONA Logistics Cloud:

 EIKONA  
Order Management

 EIKONA  
Notification

 EIKONA  
Power BI Integration

 EIKONA  
Track and Trace



**Do you have any questions?  
Our team will gladly advise you!**

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