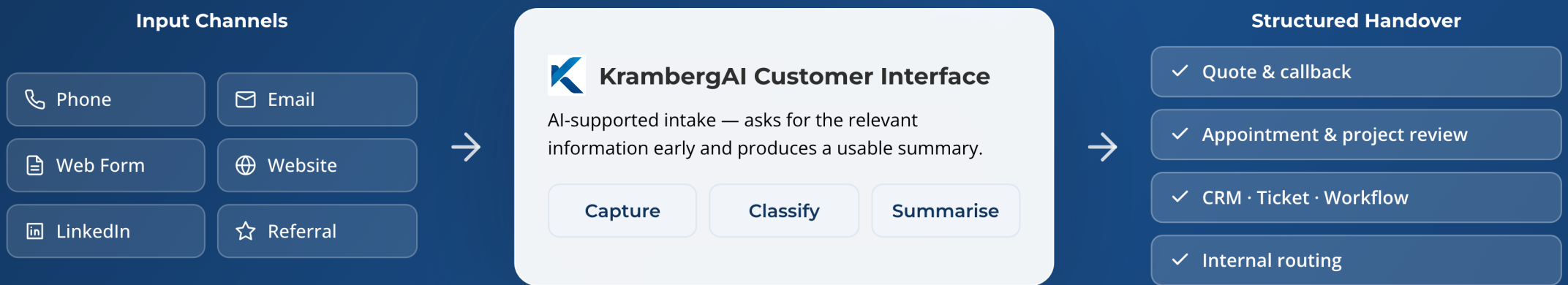


KRAMBERGAI CUSTOMER INTERFACE

Capture customer enquiries in a structured way, process them faster and hand them over better

Mid-sized companies receive enquiries by phone, email, web form, website, LinkedIn or referral — often incomplete, inconsistently worded and reaching different people. The Customer Interface captures incoming enquiries in a structured way, prepares them for review and passes them into the right follow-up processes. Unclear first contacts become usable information for a quote, callback, appointment, project review or internal handover.

FROM SCATTERED FIRST CONTACT TO A STRUCTURED STARTING POINT



— The Problem

Companies lose time not because of a lack of demand, but because of unstructured enquiry processes. Location, timing, scope of work, urgency or the right contact person are often missing.

- Incomplete customer enquiries
- Lengthy back-and-forth before processing
- Information scattered across emails & notes
- Unclear responsibilities
- Delayed quote preparation
- Duplicate data entry
- Poor handovers between teams
- Lost opportunities from slow responses

— The Solution

An AI-supported solution for the structured intake and preparation of enquiries — usable on your website, in web forms, by email, in chat, over the phone or via internal workflows. It asks for information in a structured way, for example:

“What service is required?”

“Where will the work take place?”

“When should it be delivered?”

“Are there photos, plans or documents?”

“How urgent is the enquiry?”

“Who is the contact person?”

It does not replace personal advice — your team starts with better information, and customers receive the right response sooner.

— Everyday Benefits

- ✓ More complete customer enquiries
- ✓ Fewer follow-up questions upfront
- ✓ Faster response to enquiries
- ✓ Better quote & appointment prep
- ✓ More consistent customer data
- ✓ Clear handover to the teams
- ✓ Less manual sorting
- ✓ Better traceability
- ✓ A more professional impression

— How It Works

- Kick-off & enquiry types**
We identify which enquiries come in regularly — quotes, callbacks, service cases, projects, appointments, faults.
- Define required info & logic**
We set the details needed — contact, location, timing, site, service, urgency, photos.
- Design the enquiry process**
Smart forms, email flows, website dialogues, telephony — tailored to how you work.
- Prepare handover to systems**
Delivery via email, CRM, ticketing, Pipedrive, Notion, Make, n8n or an internal workflow.
- Pilot with real enquiries**
We test whether the right information is captured and the handover fits daily operations.
- Refine & scale**
We review common enquiries and gaps — the interface grows step by step with you.

— Who It's For

- Skilled trades
- Technical service providers
- Traffic safety & access control
- Security services
- Event security
- Facility services
- Construction & fit-out firms
- Plumbing · Electrical · Service
- Property management
- B2B service providers

Typical users: management, back office, internal sales, sales, project management, dispatch and customer service.

NEXT STEP

Request your AI Quick Check

We assess which channels enquiries arrive through, what information is missing and which process is right for a first pilot.

krambergai.com