

Fast, Easy and Insightful Platform to Streamline Service Requests from Beginning to End



An online portal and app you can access wherever and whenever, designed to deliver the information and tech support you need, in real-time.

Technology is moving faster than ever. Your service support should too. Introducing DN AllConnect Live, a transformed approach to service.

The portal is accessible anywhere, anytime and enables you to:

- Access knowledge via the self-help widget to self-resolve an issue on your touchpoint
- Create a service request in three simple steps
- Track progress from beginning to end with real-time updates
- Include photos or other supporting documentation easily to enhance a service request
- Review historical and completed service requests

FAST

The acknowledgment of a service request in DN All Connect Live is fully digital. It takes only few seconds compared to traditional phone and e-mail methods.

EASY

Customers can create and check the status of their service request in three simple steps, saving time and ensuring their focus is on their core mission.

INSIGHTFUL

- Immediate access to self-help 'know how' videos
- Review the live status of a current service request and history
- Ability to provide feedback to DN when a service request is closed to help drive continuous improvement in our service processes.

FIND US ON THE APP STORE OR ON GOOGLE PLAY.



Did You Know?



FAST

A service request is acknowledged **within a few seconds**.



EASY

DN AllConnect Live **reduces the risk of redundant ticket duplications** and gives you **visibility** into the **end-to-end service request process**.



INSIGHTFUL

DN AllConnect Live offers **the ability to track the live status of a service request** and provides a **closed loop approach** with the **ability to provide feedback** on your interactions.

DN ALLCONNECT LIVE KEY FEATURES

- DN AllConnect Live reduces the risk of service request logging duplications, with the ability to access instructions for self-help troubleshooting.
- With 24/7 access, you can find self help 'know how' videos and guides to perform basic troubleshooting by yourself.
- We encourage feedback and continuous improvement through a customer satisfaction survey after each completed service ticket.

HOW WILL DN ALLCONNECT LIVE BENEFIT YOU?

- **Multi-channel support.** Quick login process with the ability to raise a service request or check a status 24/7, all from one platform.
- **Ease of use.** You can create a service request from any device (computer, tablet or smartphone).
- **Mobile help desk.** Our user-friendly DN AllConnect Live app is available to download through Google Play and the App Store (Android and iOS).
- **Real-time service request tracking.** Benefit from real-time ability to track the status and progression of a service request, and get a detailed explanation of the solution implemented by our technical teams.
- **Minimize duplicate service requests.** Thanks to a holistic view you can easily retrieve information and check status for each submitted service request.
- **Knowledge base access.** You can now use the self-help widget to perform basic troubleshooting on your touchpoint by yourself.
- **Customer ratings and reports.** Your direct feedback provides an opportunity for continuous improvement with some simple automated performance questions.

Across many industries, the evolution of Connected Services is driving improved field-service performance and faster issue resolution, all with less hassle and downtime. You can rely on DN AllConnect Live to automate the service request process for you, so your team can spend more time focusing on your customers.

Learn more at DieboldNixdorf.com/DNAllConnectLive2 or contact your Diebold Nixdorf representative today.

WHY DIEBOLD NIXDORF?

Diebold Nixdorf AllConnect ServicesSM offers transformative support that provide tailored, end-to-end solutions with a customer-first view. We help banks, credit unions and retailers accelerate their performance on a global scale. Using the foundational strength of our highly skilled and experienced support teams, we drive the highest device availability and enable our customers to delight increasingly demanding consumers while optimizing their internal operational efficiencies. From maintenance operations to business solutions to data-driven insights, only DN AllConnect Services delivers the expertise and innovation that help businesses thrive by identifying today's efficiencies and tomorrow's opportunities.