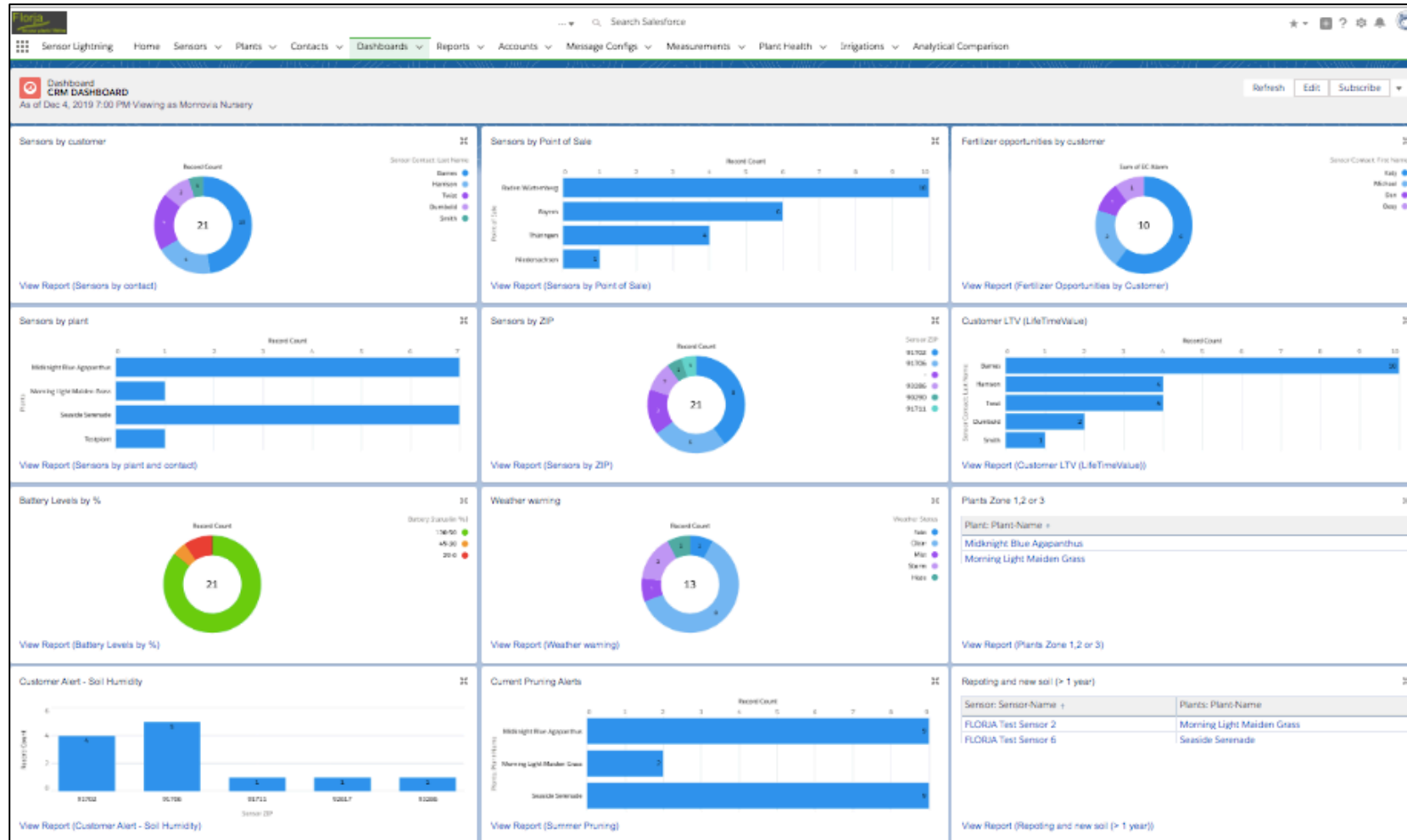
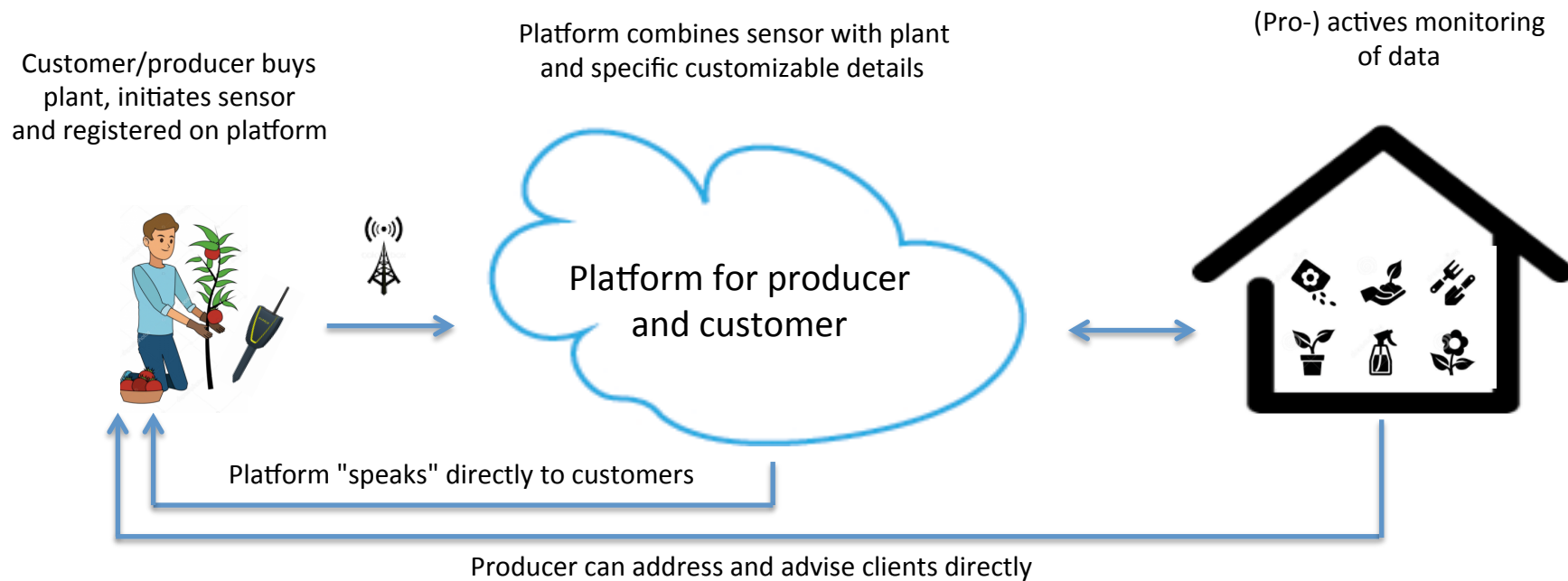




# CRM Dashboard



## CRM Process with Florja



### EXAMPLES

Intelligent algorithms adapt the measurement behaviour, combine values with experience and specifications and trigger an alarm if necessary.

The network communicates "two-way"- in real time, e.g. expected extreme weather - adjustment of measurement intervals

Platform collects and uses ALL sensor and customer data => targeted value-added consulting up to 100% service offer



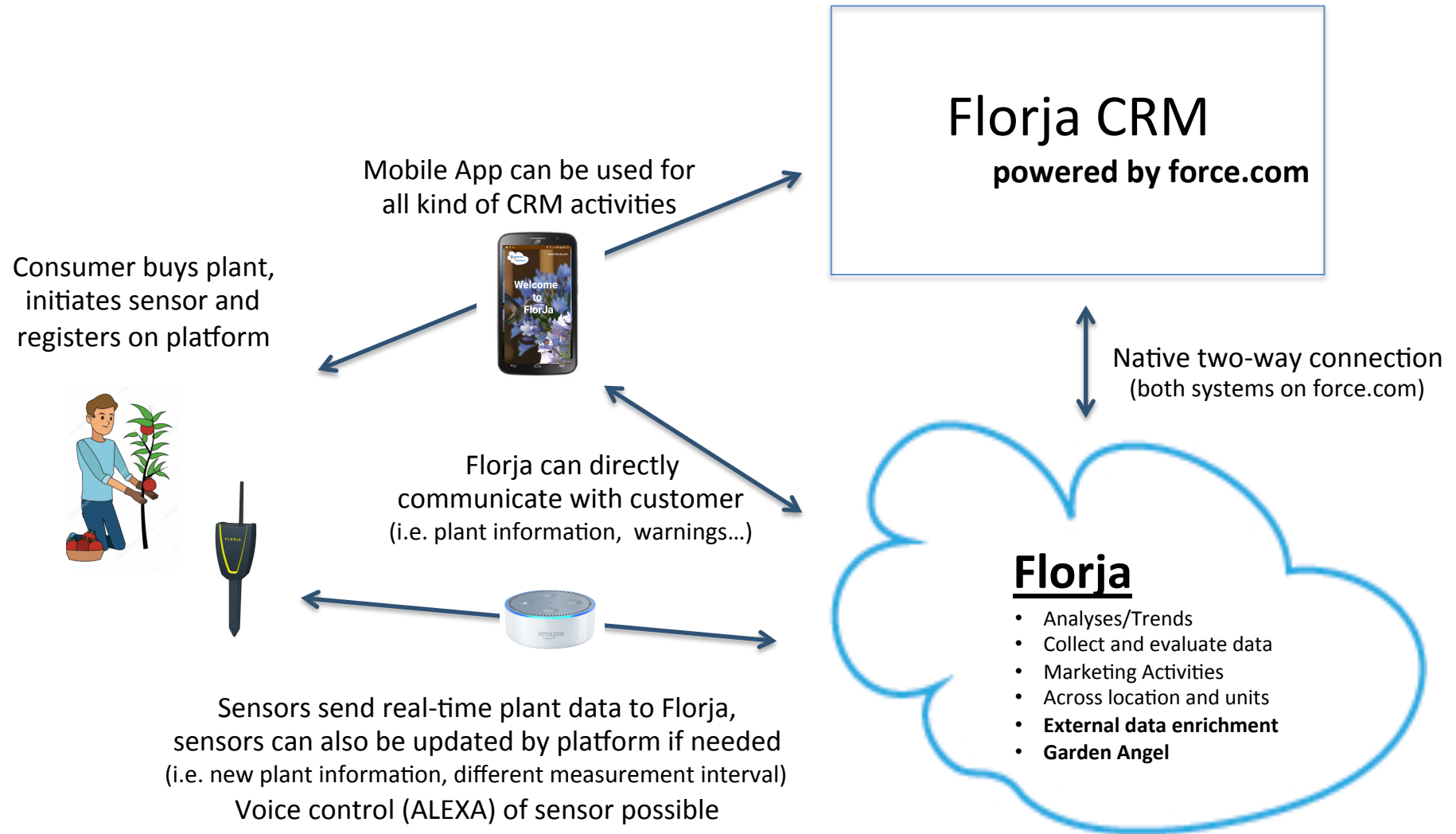
## CRM components

---

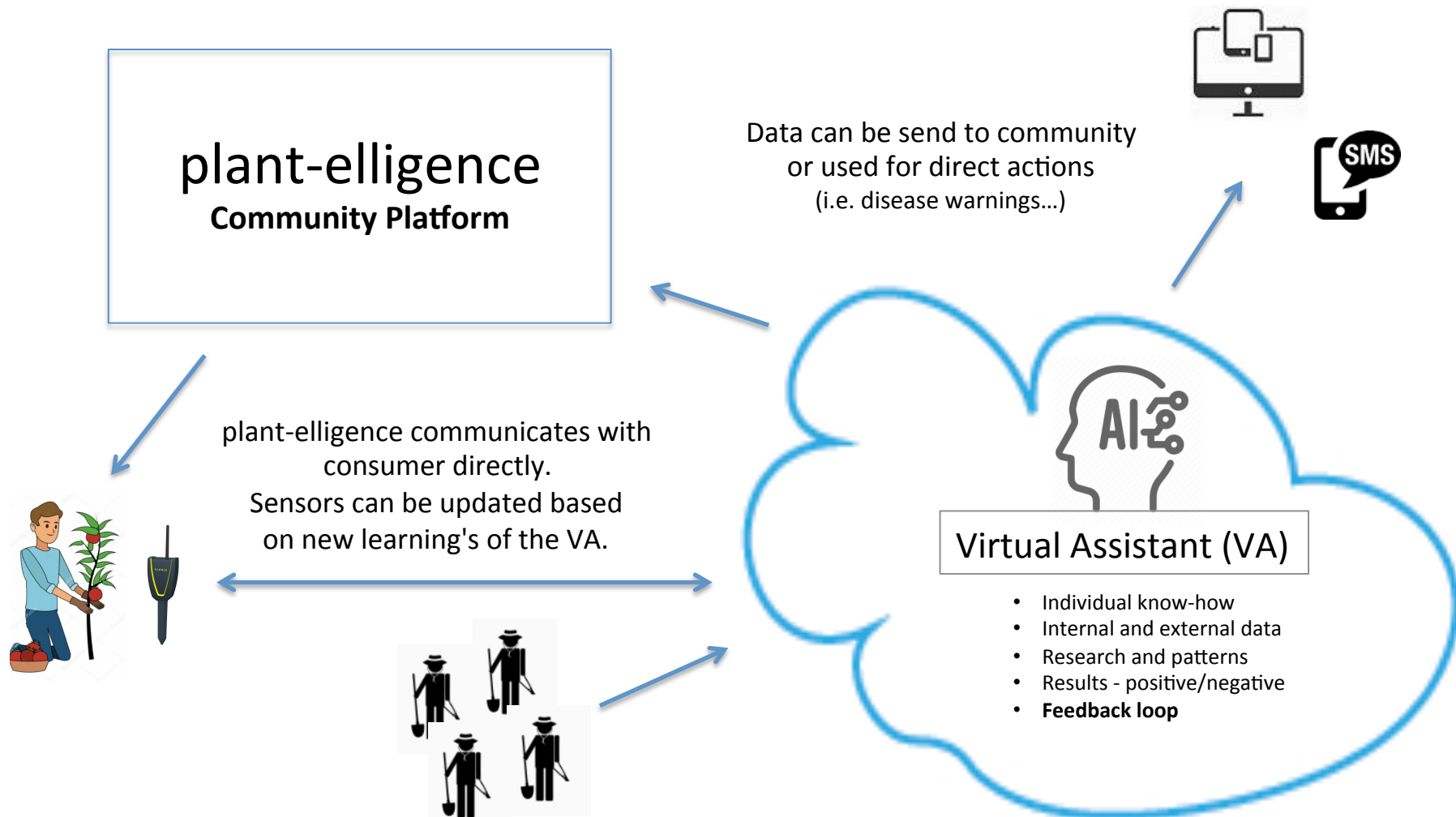
- WLAN Sensors
- NB-IoT Sensors
- Internal Sales data
- Online Shop
- Social Media Channels, Blog
- External Customer Zone data
- Imminent Business Cases
  - CRM Real-time with Florja
  - Customer Portal support with Florja (AI)



## CRM Real-time with Florja



## Customer Portal with Florja (AI)



Accumulated knowledge of experts gets fed into Florja (VA). Continuous learning ensures a rich and very well educated VA database – used to the benefit of consumer.