

XEEO



E-MOBILITY
SERVICES



YOUR PARTNER FOR PROFESSIONAL CUSTOMER SERVICE & TECHNICAL SUPPORT.

Our team provides companies in the field of e-mobility with professional first and second-level support, personalised customer service and comprehensive technical services for all aspects of charging infrastructure. If required, we also offer support for direct payment, charging cards and apps.

Our standard 80/20 service level and an initial resolution rate of over 85% guarantee that your customers receive quick answers and sustainable solutions right from the first contact.



Our employees
handle our
12.000 calls
per month.



AREAS OF RESPONSIBILITY

We handle all customer and user communication:

- Receiving enquiries and fault reports by telephone, email or chat
- Answering typical user questions (e.g. charging processes, payment methods, app operation)
- Goodwill decisions according to CPO criteria
- Technical support (e.g. unlocking stuck cables, reporting backend faults, activation, resetting the charging infrastructure and, if necessary, the payment terminal including fault analysis and troubleshooting)
- Ticket management in the client's CRM system (ITIL-compliant)
- Preliminary analysis and documentation of all relevant content



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OVERVIEW OF OUR SERVICE PORTFOLIO

- 24/7 inbound support
- Multichannel support: email handling and chat support
- Internal second-level support with e-mobility experts
- Individual reporting for each project
- Line and agent-based control and monitoring
- Consulting (forecasting, setup, specialist training)
- Hybrid solutions with AI voice agents for cost optimisation (for night and weekend operations)
- Quality assurance and ongoing training for agents
- Payment terminal replacement in Austria by a partner certified for charging stations

INTERNAL SECOND-LEVEL-SUPPORT

Our experts are available as shared or dedicated teams.

Typical tasks:

- Internal hotline for employees
- Regular quality control, including derivation of measures (coaching, refresher courses, etc.)
- Ticket control before forwarding to client
- 'Train the trainer' programmes for initial training
- Flexible extensions according to customer requirements

SUPPORTED SYSTEMS & INTEGRATIONS

Experience with leading backend systems such as:

- Chargecloud
- Be.energized
- eRound
- charVIS

Languages:

- Already available:
DE, EN, IT, FR, RU, BKS, GR, TR
- Expandable:
Additional languages available at short notice via partners and internal HR team



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PRICING MODEL

- **Set-up costs:**
one-off, variable, depending on channels, interfaces, AI, etc.
- **Training costs:**
billed by the minute at a reduced hourly rate.
- **Monthly base fee:**
Depends on service hours, volume and channels. Includes the provision of agents during service hours, support and reporting.
- **Price per minute:**
Billing by the second for processing (including post-processing).



REPORTING & DASHBOARDS

Depending on the agreed SLA specifications, reporting can be tailored to the individual requirements of each customer. This ensures that only the key figures that are truly relevant to each individual project are displayed.

In addition to a clear and structured KPI presentation at project level, we can evaluate down to the last detail. (If desired, on an employee or call basis.)

This enables us to achieve complete transparency in terms of performance, quality and efficiency.

Reporting is available live, allowing us to respond to current developments in real time.

Thanks to the modular structure, we always maintain an overview, even with more complex projects. Everything is prepared in such a way that even users without in-depth analytical knowledge can work with the data quickly and confidently.

We set up direct access to the reporting system for our clients. This means that everyone always has an overview of all key figures and data-based decisions can be made.



XELEO



E-Mobility

ca. 12.000 calls/month

Ø call duration:
3 minutes

Support for
CPOs & network operator



Energy supply

ca. 3.000 calls/month

Ø call duration:
5 minutes

Support for electricity
customers, incl. green
electricity providers



Telecommunications

ca. 25.000 calls/month

Ø call duration:
5 minutes

B2C &
B2B support



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