

An example of how it could work

Customer

Employee

Encounter Problem

A construction worker has trouble with moisture and does not know how to solve this.

Ask question in App

The construction worker searches through the STIHO Expert list and asks a question to an expert about moisture. He chooses to use a speech message. He marks it as a question cluster because he wants advice. He selects the right category and adds some tags so other people can find the entry in the archive later.

Add people

The person with the question adds his sales rep and a STIHO employee with extensive experience in the area. He also adds his two co-workers working in the same room of the building so they can learn from it too.

Continue with work

The construction worker waits for a reply and continues with his work.

Receive advice

The construction worker receives a notification on his smartphone. He listens to the speech message that the STIHO employee has sent him.

Store in archive

The worker marks this entry as solved. The entry is automatically stored in the archive. Now other users can find this advice.

Solve problem

The construction worker immediately orders the materials and products from STIHO he needs to solve the moisture problem.

Receive question

The STIHO employee receives a notification on his SmartPhone. It contains a speech message from a construction worker.

Search for advice

The employee looks for the products and materials that the construction worker needs to solve the issue.

Send advice

The employee sends a speech message to the construction worker and adds a picture of the materials that he needs to buy.