

Telkom launches new customer service app

In its ongoing quest to improve customer service, Telkom on Thursday, 22 November, unveiled a free mobile application to enable its clients to, among other things, log a technical fault related to their telephone lines and internet connection.



Using this app, residential and business customers can log a service fault and track its progress to restoration 24/7.

It allows users to find the exact location of their nearest Telkom Direct store, check the progress of their order, view their account balance and browse through the latest promotions.

The iPad app is now live and available for free download from the Apple App store. An Android version of the app can be downloaded from the Google Play store.

Manelisa Mavuso, managing director of Telkom consumer services and retail, said that the development of the app was part of the company's service improvement strategy.

Other service improvement initiatives

Other service improvement initiatives to date include improved online fault reporting mechanisms and faster asymmetric digital subscriber line (ADSL) installation times.

Telkom has also partnered with the retail industry so that customers have many and more convenient options for paying their accounts. Earlier this year, Telkom unveiled its financial reports app, which offers stakeholders a convenient way to review the financial data distributed by the company.

"These apps empower our customers to access the information they want in an easy and accessible way," said Mavuso.

"The convenience factor of the latest app will contribute towards achieving the high overall standards of service excellence which we have set," he said.

"The wide range of other initiatives which have been recently launched to address service issues are also bearing fruit.

"Our customers can look forward to even further development of these apps, and to tangible improvements in their customer experience as the services we offer evolve into the future," he said.

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