



CUGHER

Plants and machinery customer oriented

**Yes,
we help!**

You Relax. We Take Care

Help Desk Service



HELP DESK SERVICE

Cugher well knows that a project doesn't end when machines commissioning takes place, in fact the **continuous assistance** has a crucial role to reach **customer's satisfaction** and to maintain **long-lasting relationship**, the most important goals of the company. This consciousness and the decades of experience in engineering and production have been the reason to build the **Help Desk Service**, a dedicated department focused on the assistance of Cugher's plants and machinery over time.

PLUS



PROFESSIONAL
TEAM
of experts



DEDICATED HOT LINE
from Monday to Saturday,
from 7.00 to 24.00



TICKETING SYSTEMS
to collect requests



ASSISTANCE
ON-SITE
if needed

TECHNICAL DEDICATED TEAM

The Help Desk Team is composed by professionals specialized for years in flat glass industry: **electrical, mechanical and software technicians** have deep knowledge on Cugher's machines, acquired during designing or installations. The team works closely to assist customers during any issue and the **problem is directly addressed to the right person**, to not lose time and to ensure fast resolution. Help desk team is easily **reachable by email, phone number or online ticketing system** because Cugher is committed to always work with a rapid customer-oriented approach.

TICKETING SYSTEM

A dedicated portal has been developed to allow the **continuous dialogue** between customers and Cugher's **professional technicians**. With his personal credentials, each client is able to open a ticket reporting every issue and **tracking the progresses** related to all specific problems. The system **collects all assistance requests** linked to each plant, creating a history accessible to all registered members of the organization.

SERVICE CONTRACTS

Customization is the basis of Cugher's method and, following this commitment, the commercial department has elaborated different proposals to access Help Desk Service, according to customer preferences. **You can choose the contract that best fits your needs, changing it whenever you want.**



www.cugher.com



We'll fix it fast

Contact the
Help Desk Service!

helpdesk@cugher.com

With Cugher driving to the
future since 1967



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