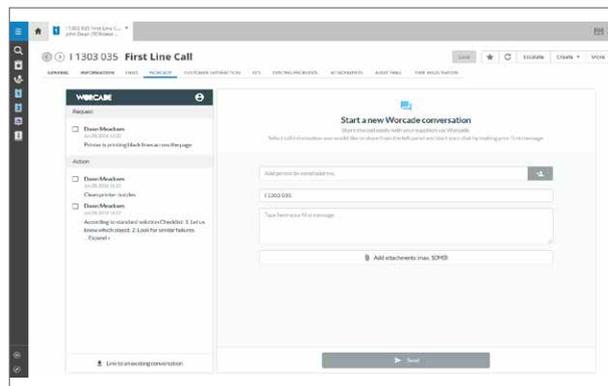


Collaboration with your suppliers via Worcade

If your organization outsources work across company borders, it's likely that you'll quickly lose track. Thanks to Worcade's collaboration platform for customers and suppliers, you stay in control – within your own TOPdesk environment. Worcade is available on the Worcade tab of all call cards in TOPdesk's new version.

All information in one location

You communicate with your suppliers in several ways . Some you contact by telephone, others by email. Sometimes you work directly in your supplier's service management system. This means that important information you need to remain in control is spread across several channels of communication and you easily lose track.



▲ Keep track of all communication with suppliers in the Worcade tab.

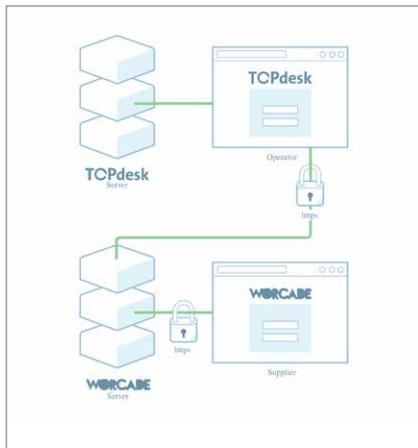
By having all conversations with suppliers within the Worcade tab of a call, you can keep all communication organized in one place. The supplier can easily add work orders and invoices to the conversation, helping you keep all information together. This makes three-way matching very simple: you can quickly check whether the assignment, the work that was carried out and the invoice all match up.

Communication with suppliers made easy

Worcade provides a simple way to chat with other service professionals from your TOPdesk. It's easy to start conversations and add new participants. The chat interface encourages people to respond quickly. Worcade uses information you already put into your TOPdesk call, such as a short description or the supplier's name. With a simple click you can share information from the call with your supplier. Your supplier's reactions appear directly in the Worcade tab on the call card. You can even see right away when a supplier has read the conversation.



▲ Your supplier can respond directly through Worcade.



▲ *Communication through Worcade uses your web browser, making it safe and simple.*

Communicating without letting suppliers access your TOPdesk

Worcade notifies all participants when a conversation is updated. This notification email contains the subject line and a link to the conversation. There's no need to let suppliers access your TOPdesk. Suppliers who don't use TOPdesk can respond to your call in Worcade itself. Suppliers who do use TOPdesk can easily link the conversation to a TOPdesk call, with email import for example. Worcade is equally compatible with desktop, tablet and smartphone, so your supplier can get to work right away.

Accessible anywhere, and at any time

You don't need to be logged into TOPdesk to use Worcade. You can also log into Worcade directly from any location with an internet connection, at any time. This allows you to continue the conversation with your suppliers, even when you cannot access your TOPdesk environment.

Try Worcade now

Communication through Worcade is already available as a standard functionality in the latest versions of TOPdesk for all editions. Give it a try and activate Worcade in TOPdesk's Functional settings.

More information

We are happy to show you what Worcade can do for your organization at your location or at our office. Or take a look at our YouTube channel: www.youtube.com/worcade.

Get the latest on Worcade

Would you like to get more information or the latest news on Worcade? Visit our website worca.de/twp and sign up for the Worcade newsletter.

Service Management Simplified

TOPdesk believes in the power of simplicity. Every day, millions of demanding users across 45 countries trust in TOPdesk as their service management solution. TOPdesk is among the top five service management tools worldwide.

TOPdesk
Service Management Simplified

WORCADE

Free demonstration or more information?

We would be pleased to show you what TOPdesk can do for your organization or provide you with more information.

Contact us at info@topdesk.com or find your local office at www.topdesk.com.