Klarstig

Customer Service Client Intake

Gather the information needed to start a new relationship or case. Focus on the person's goals, practical needs and the next step.

Contact and reference

Organization using this document

Your name or contact reference *

Email for a reply if needed

Information for this document

Reason for contacting or joining the organization *

Main goals or needs *

Relevant background

Desired timing

Practical constraints or access needs

Previous contact or existing reference

Preferred next step

- ☐ Information
- ☐ Meeting
- ☐ Assessment
- ☐ Application
- ☐ Other

Specific details

Client organization or project reference

Complete when relevant to this request.

Services needed and the outcome the client expects

Operating context

Organization branch or team concerned

Complete when relevant to this request.

Local requirements and constraints relevant to this document

Team specific details

Customer service team queue or case reference

Complete when relevant to this request.

Response expectations escalation route and customer handover needs

Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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