

客户服务 Client Service

2018年，中国信保持续优化客户服务管理。建立客户视角的服务时效监控标准，业务流程效率进一步提升；创新开展业务进度可视化建设，方便客户实时掌握业务进展。公司总部及各营业机构先后举办共建“一带一路”、纺织、电子家电、农产品等行业高端论坛，以及形式多样的客户活动近3000场，覆盖客户超过6万家。

In 2018, SINOSURE continuously optimized its client service management. We established a client-perspective monitoring standard of service effectiveness, improving the efficiency of business procedures. With the innovative development of business process visualization, we enabled clients to track business process in real time. Headquarters and branches successively organized high-level business forums covering themes like BRI co-construction, textiles, electrical appliances and agricultural products, along with nearly 3000 client events of different kinds covering more than 60000 clients.



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3000场

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