

Customer details

Your company details, how we answer your calls, and your billing and address details.

07

<https://cockpit.memo-offitel.be/>

WHERE

Menu > Klantgegevens

TIME

2 minutes

YOU WILL LEARN

Checking your details and requesting a change

Klantgegevens

Uw bedrijf, hoe wij uw oproepen beantwoorden, facturatie en adressen.

Bedrijf	Onthaal
Naam	Begroeting
VOORBEELD BV	"Voorbeeld BV, goiedag"
Klantnummer	Kantooruren
000000	—
BTW	Doorschakelingen
—	—
Klant sinds	Nachturen
24 sep 2014	18:00 – 08:00
Beats-pakket	Standaard herinnering
—	15 min
	Talen
	NL
Facturatie	Adres
Factuur-e-mail	Nog geen adres bekend. Kijkt dat niet, laat het ons weten via het dashboard.
—	
Doorschakelnummer	
0032 9 000 00 00	
Doorschakel-e-mail	
—	

Customer details with sample data.

Block	What you will find
Bedrijf (company)	Name, customer number, VAT number, customer since and your beat bundle.
Onthaal (reception)	How we answer the phone (greeting), your office hours, forwarding hours and night hours, the standard reminder and the languages we answer in.
Facturatie (billing)	The email address for invoices, and the forwarding number and email address.
Adres (address)	Your address as we know it.

Something not right?

You cannot change these details yourself: they determine how our agents work for you. To request a change:

- 1 Go to the **Dashboard**.
- 2 In **Neem contact op**, choose the right topic, for example **Doorschakeling wijzigen** (change forwarding) or **Facturatie** (billing).
- 3 Describe the change you need and click **Verstuur bericht**. We make the change and confirm within one working day.

Questions about Memo Cockpit? Our team is happy to help. +32 52 89 84 31 · Migratie@Memo-Offitel.be

Screenshots of the Dutch-language interface, with sample data. Your screen may differ slightly. Version 0.1 · October 2026.