



Press release

JURA digital

J.O.E.® 4.1.1: update for JURA app

Niederbuchsiten, ##.##.#### – **JURA has updated its Red Dot Award-winning J.O.E.® app, which is now even more user friendly. When requesting assistance, users will be put through to customer support directly and receive even more effective advice when consent is given to (optional) disclosure of their data. The update also includes coffee recipes, which will now be added to the app.**

JURA is constantly working to further develop the smart applications of its automatic speciality coffee machines and provide users with the latest updated version of its J.O.E.® app. Version 4.1.1 has been available for download in the app and from the Google Play Store since the start of the year.

Digital customer support

App users can contact JURA customer support quickly and conveniently through J.O.E.®. Before every call, they are given the option to share the data from their coffee machine. If consent is given to disclose this data, it is sent to customer support via J.O.E.® and allows for a swift identification of the machine model, as well as a faster diagnosis. The video call is a new feature that is fantastic for quickly solving more complex issues.

Providing excellent customer service is one of the key elements of the JURA brand. Customers are expected to have a positive experience when seeking redress for service or repair issues and the company strives to clarify efficiently what exactly has occurred. The customer support team currently resolves two-thirds of all queries over the phone, a success rate that JURA hopes to improve. The option of sharing coffee machine data via the J.O.E.® app offers the chance to provide even better customer support.

Coffee recipes

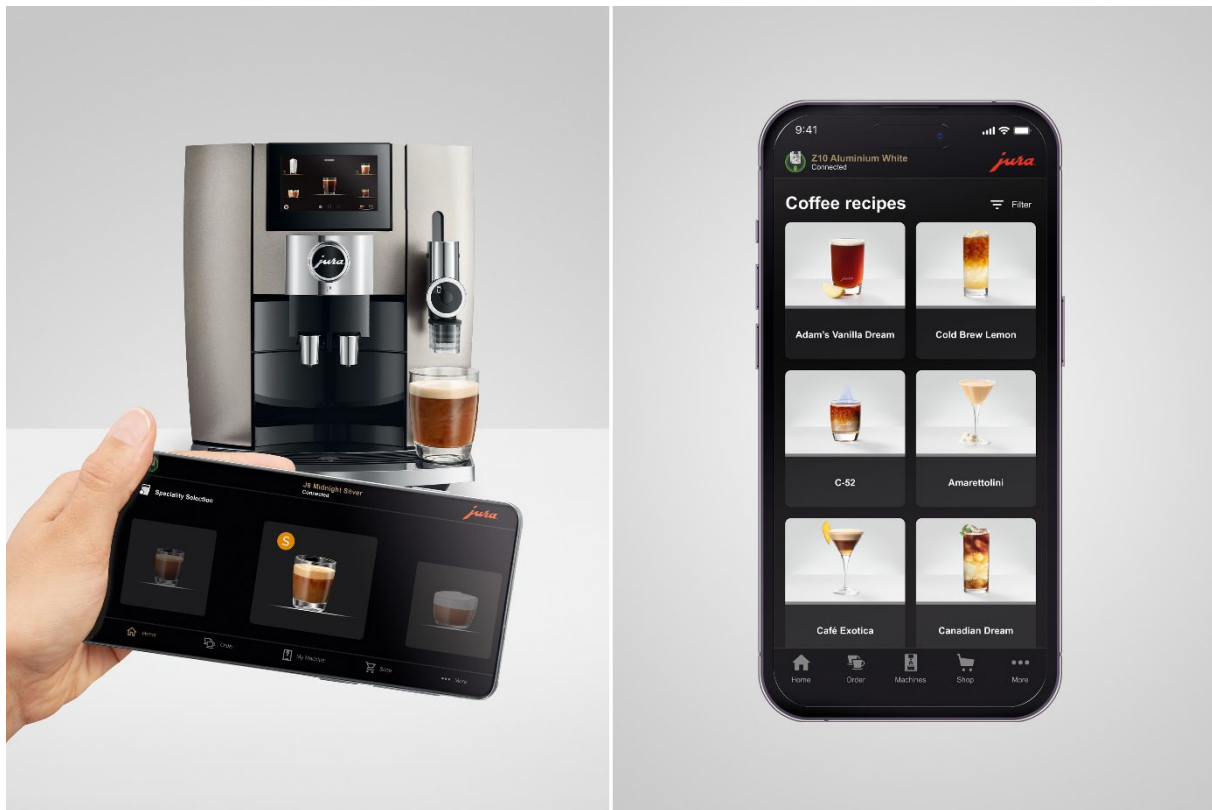
JURA loves to inspire coffee enthusiasts with its own coffee recipes. These much-loved recipes are now available via J.O.E.®, following the latest update.

New features of version 4.1.1

- Direct contact with JURA customer support
- Option to share data for a more efficient consultation: model identification and device data for diagnosis
- Maintenance products and accessories ordered through the app
- Coffee recipes

Main features and benefits of the J.O.E.® app

- Smart operation: all operating functions of the JURA automatic coffee machines on your mobile device
- Control via voice command or Apple Watch
- Convenient swiping through selection of specialities thanks to screen rotate function
- Simplified submission of support queries
- Access to the coffee recipes
- Maintenance products and accessories ordered through the app
- Winner of the Red Dot Award



- Thanks to the screen rotation function, users can easily swipe through the variety of specialities.
- The update makes the popular coffee recipes available in the app.

[Download high resolution images](#)

JURA Elektroapparate AG, founded in 1931 and based in Niederbuchsiten, Switzerland, is the innovation leader in automatic speciality coffee machines. It's products are synonymous with perfect coffee, made from fresh beans at the touch of a button and always freshly ground, not capsuled. The product range includes both machines for domestic use and professional models. In recent years, the long-established Swiss brand has grown to become a global player, operating in around 50 countries.

Further information

JURA Elektroapparate AG
Media Office
Kaffeeweltstrasse 10
4626 Niederbuchsiten, Switzerland

jura.com/mediainfo