



GoServicePro

Service Solutions - Delivered!

Customer Service

Using

CRM Support™



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1. Edward Ruppel	█																
2. Done	█																
3. Mike Acger	█																
4. Bill Hasler	█																
5. Service Tasks	█																



SERVICE SOLUTIONS:

- ▶ Customer Service
- ▶ Contracts
- ▶ Scheduling & Dispatching
- ▶ Mobility
- ▶ Partner Management
- ▶ Logistics
- ▶ Billing
- ▶ Reporting

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

In today's increasingly competitive business environment, customers are demanding higher levels of customer service than ever before. Your customer service agents need to be empowered with pertinent customer specific information at their fingertips. Gone are the days of simply recording a customer's complaint, customers now expect customer service agents to know who they are, what they are calling about, and what services they are entitled to. Today's customers demand increased knowledge from front line call takers and the ability to solve their issues on the first call. If the issue requires escalation, customers expect a smooth handoff from the front line to technical support or field service groups.

GoServicePro provides Service Solutions designed to support the entire closed-loop service delivery process – Customer Service, Contracts, Scheduling & Dispatching, Mobility, Partner Management, Logistics, Billing and Reporting.

Manage service issues with flexible workflow...

Escalate and resolve issues proactively ...

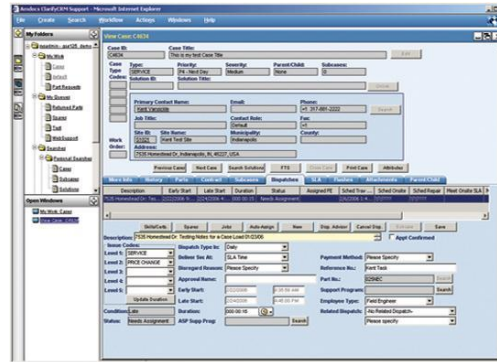
GoServicePro's CRM Support™ module provides agents with the ability to quickly identify callers and establish appropriate entitlement. Agents have access to contract information, site configuration, and interaction history which allows the agent to promptly solve customer issues. Solutions to common problems and decision making scripts are available to increase first call resolution. Service Level Agreements (SLAs) are automatically calculated and provide automatic escalation and status of open issues. Should a field dispatch be required, CRM Support™ seamlessly integrates with Dispatch Advisor™ to identify the appropriate field resource and schedule the appointment in real time with the customer. If a customer replaceable part is required, CRM Support™ integrates seamlessly with CRM Logistics™ to show agents the availability of parts and quickly place orders. CRM Support™ provides agents with the tools to provide customers the solutions they demand.



- ✓ Empower agents with contract, site configuration, and interaction history
- ✓ Solve customer issues on the first call through the use of Intelligent solutions
- ✓ Monitor customer commitments through automatic SLA generation
- ✓ Manage workflow of complex issues
- ✓ Provide parts or service appointment information in real time
- ✓ Notify agents and managers of upcoming customer commitments via automated business rules

CRM Support™ Features

- Advanced interaction and trouble ticket management capabilities that allow agents to quickly provide solutions to customer issues
- Visibility into customer account information, site configuration information, and contract entitlements
- Access to problem solving tools such as knowledge base solutions and decision/troubleshooting scripts with optional Script Manager tool
- Ability to record the customer part and failure information to enable root cause analysis
- Automatic SLA creation based on product or site based contract entitlements provides agents with visibility to service deadlines
- Proactive notification of upcoming deadlines and customer commitments increase attainment of service levels
- Workflow management and ownership model insures that all customer issues are visible to the organization and that no issue is left without a responsible agent
- Configurable rule manager process to automate escalation and notification based on configurable business rules
- Hierarchical case/subcase or parent/child case functionality allows for the division of complex tasks among different parts of the organization or monitoring of related issues.
- Preventative Maintenance functionality for automated creation of cases and scheduling of dispatches
- Seamless integration with Contracts for visibility into customer contract information, entitlements, SLAs, parts pricing, and labor pricing
- Seamless integration with Dispatch Advisor for real time scheduling of customer appointments



✓ Increase Revenue

✓ Increase Customer Satisfaction

✓ Improve Operating Efficiency

✓ Reduce Costs

Business Benefits

Increased Revenue

- ✓ Increase customer satisfaction
- ✓ Improve customer loyalty
- ✓ Get the job done right, the first time, every time
- ✓ Increase service contract renewals

Increased Operating Efficiency

- ✓ Apply consistent call handling and problem solving techniques throughout the organization
- ✓ Reduce number of calls escalated to other groups
- ✓ Reduce number of callbacks
- ✓ Real-time and accurate visibility to workload and capacity
- ✓ Increase SLA Compliance

Increased Customer Satisfaction

- ✓ Increase first-time resolution rates
- ✓ Reduce service resolution times
- ✓ Improve customer service level attainment rates
- ✓ Improve agent knowledge of customer information
- ✓ Provide appropriate service level based on contract entitlement

Reduced Costs

- ✓ Decrease time spent on call handling activities
- ✓ Reduce callbacks
- ✓ Increase first call resolution
- ✓ Reduce contractual penalties

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