

Call Center Services

Telephone work order submission, escalation and troubleshooting

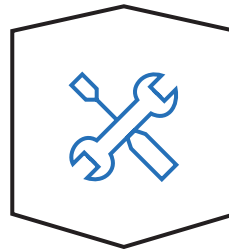
Who Is It For?



On-site/Location
Staff



Facility Managers



Internal/Third Party
Contractors

The Solution

Get Personal Assistance to Report Repair & Maintenance Issues

ServiceChannel offers multiple ways to enter service requests into **Work Order Manager**. In addition to using the web-based configurable **Location Dashboard** or mobile application, you can also do so simply via phone through a full service **Call Center**.

Through our **Call Center Services**, anyone on your team or across your company can report issues and submit service requests quickly and easily, regardless of location, just by making a call. You're no longer tied to your computer to start the work order process, unable to find out if you can easily resolve the issue or forced to recall the problem's specifics when you're away from the location.

The **Call Center** is available 24x7x365 and its team has full access to the **Service Automation** suite, including the **Troubleshooting Wizard**. The **Call Center** is built on advanced telephony technology, enabling ServiceChannel to use your own customized business logic to route individual calls based on specific situations and use cases.

Handling Urgent Issues

While commonly used for emergency requests, the **Call Center** also can provide first level support for work order dispatch confirmation for all demand requests, such as:

- Providing notification that an emergency work order has not been confirmed/accepted after a specific time period
- Calling a contractor to confirm acceptance
- If accepted, updating work order status
- If contractor unreachable or declines the work order, following your company procedure and either reassigning the work order to the secondary contractor or escalating the issue accordingly.

This service helps ensure that emergency work orders are responded to in a timely manner, as well as serving as an extension of your team so you do not have to touch all requests after hours.



The Solution (Continued)

Resolve Problems Fast and Efficiently

ServiceChannel Call Center agents submit requests via the same *Location Dashboard* so that all data in the system remains consistent. As part of the work order submission process, the Call Center team can help your staff troubleshoot issues before placing service requests, both improving service by resolving issues quickly and reducing costs by eliminating contractor visits for issues not requiring third party on-site assistance.

Experienced Team Adds Value to Your Facilities Management Program

ServiceChannel has a dedicated staff of inbound and outbound agents to handle all customer calls and needs, as well as qualified team coaches, a quality assurance agent, team leads and a Call Center Manager. Our agents are thoroughly trained in ServiceChannel technology and have deep experience in providing industry-leading customer support. All our agents use our web-based portal to access up-to-date customer information procedures and escalation requirements.

Our agents work with our customers to lower service request costs by following key troubleshooting and call avoidance steps embedded in our solutions. The entire team undergoes continuous training to stay current with ServiceChannel technology upgrades as well as our customers' needs and requirements.

Benefits

- **Resolve Issues Faster:** Submit work orders immediately, on-site, and get contractors on the job faster
- **Improve Efficiency:** Let anyone report issues easily and start the resolution workflow
- **Reduce Costs:** Eliminate unnecessary contractor service calls by troubleshooting and resolving known issues
- **Emergency Issue Attention:** Ensure high priority problems are addressed immediately
- **Customize Issue Escalation:** Define custom call scripts and escalation procedures to ensure appropriate attention
- **Eliminate Delays:** Benefit from industry leading rapid response times so solve problems faster

About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel solutions daily to help optimize millions of transactions and billions of dollars of spend annually.

