



Customer
Service
Delivery
Platform
Corporation



service relationship management
delivered

Software
and
Solutions
for the
Service
Delivery
Lifecycle





ON-DEMAND WORKFLOWS

CSDP's On-Demand Work Flow solution allows you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen.



UNIFIED VIEW

Rather than logging into multiple systems, CSDP's solutions integrate with your existing legacy or enterprise systems, in addition to EDI, Web, and device-based services and provide a single, unified view of customers and service operations.



FULLY TAILORED & SERVICES-LED

Instead of trying to force fit out-of-the-box solutions, our flexible software is tailored to your individual business requirements with our unique services-led approach.

www.csdpcorp.com

Dispatch/Mobile

CSDP's Service Dispatch software delivers an efficient method of tracking and reducing labor costs as well as improving satisfaction levels of your service dispatch center. Your organization can automate and control work orders with the Service Dispatch's powerful Escalation Engine.

The Service Dispatch software is a powerful tool for managing and coordinating communications, assignment, warranty entitlement and labor tracking across your service organization. Our software solution provides the flexibility to assign multiple technicians to the same problem ticket, for example a multi-person job. Service Dispatch makes it a snap to coordinate the arrival of third-party personnel, such as security or supply agents, with your service technicians.

CSDP's Service Dispatch software allows service technicians to record time, parts and expenses against a service request to whatever depth your organization requires. Service technicians can also get at-a-glance details about warranty service. Service Dispatch will alert technicians when removed components need to be sent back for refurbishment or if precious or hazardous materials need to be reclaimed.

The Service Dispatch software has a powerful Escalation Engine that automatically alerts staff or managers when service requests exceed configurable deadlines. This gives you the ability to automatically alert the call center when a request has gone over 30 minutes without being acknowledged by the service agent. The Escalation Engine can also notify a service technician when an assigned request is within ten minutes of its contractual on-site time.

Service Dispatch's Escalation Engine enables managers to balance their workload providing swift and efficient service. The highly intelligent software gives contact center managers the advantage, allowing them to move work to other queues or call out extra resources when there is a backlog of alerts. It has never been easier to improve the overall customer service experience. An accurate and real-time view of operations has a profound impact on the performance of service organizations.

Managers that see the same alerts triggered repeatedly will be able to focus on the people or business practices that interfere with the successful and timely completion of work. If managers see that individual workers are the issue, proper education can be used to improve staff performance. If managers see that business processes are the issue, staffing needs or business flows can be adjusted.





SRM Service Dispatch Features:

- Automate and control work orders with Service Dispatch's powerful Escalation Engine
- Track service technician times, parts and expenses
- Automatic alerts and notifications improve customer service experiences
- Real-time accurate view of dispatch operations prevent service dispatch conflicts
- Warranty entitlement alerts
- Assign multiple service people to a singular job, where necessary
- Seamlessly integrates with third-party software
- Highly customizable options including Depot Repair, Parts & Inventory Control, Contracts & Billing, Reports, Scheduling, Training and more
- Competitive pricing

FOR EACH INSTALLATION, THE FOLLOWING FEATURES ARE AVAILABLE:

- Items under contract
- Contract coverage period (8 to 5, around the clock, 8 to 8 etc.).
- Response time
- Effective period
- Type of Contract level (government, commercial, etc.)
- Discounts / surcharges
- Billing frequency
- Service zone and contract price
- Time zone on-line access to service contract data

SRM Service Dispatch Benefits:

- Complete more jobs
- Balance service workload more effectively
- Reduce service dispatch costs
- Significantly improve customer service experience
- Better decision-making reports for service managers
- See service priorities at a glance
- One of the highest ROIs in the industry



ORACLE PARTNER





Call Handling and Dispatch Management

- Calls (incidents) can be opened by using various search criteria. For example, Serial number, Customer name, Phone number, Address, or Partial name and numbers.
- Potential duplicate incident warning
- Assign priority according to agreement with the customer
- Call deferral to future date and time
- Equipment configuration and contracted services accessible on-line
- Automatic display of contract coverage, response time, billable warnings, and credit status.
- Each account (site) can have a primary, secondary, or tertiary account engineer assigned.
- Extensive capabilities to record unlimited lines of notes for problem recordings and comments.
- Calls can be dispatched to an engineer or to third-party service companies
- Multiple engineers may be assigned to the same incident
- Unlimited repairs, with or without parts, can be reported during close of the call
- Failures are reported against specific model-serial numbers along with data on symptom, cause, and corrective action. This failure data is also used for statistical reporting and analysis.
- For equipment with meters (e.g., laser printer, copier, lottery ticket machine, etc.), the readings are captured for analysis. Billing can be generated from the reading as well.
- On-line inquiry of incidents, employees, parts, and customer's status is available
- Actual time is recorded by time zone

Call Escalation and Management Control

- Contract Price. Page alert for calls assigned to engineer but not accepted. This alert is parameter driven. Most companies set 15 to 30 minute intervals for a page alert. Page alert is issued to dispatch center for their action.
- Management alerts for calls exceeding total down time parameters. For example, issue a first level alert if the call is open for over four hours. Issue a second level alert after eight hours, and issue a top management alert after 12 hours.





Online Data Verification and Table Driven Structure

Users may specify their unique requirements with the following tables:

- Problem codes
- Action codes
- Response codes
- Department reporting structure
- Holiday calendar
- Page and escalation alerts
- Contract types
- Contract coverage zones

Configuration Control and Management

- Service Dispatch Module allows multiple levels of configuration control
- Equipment under service contracts can be assigned an I.D. for a quick identification of service unit.
- Under the model I.D. number for the unit, user can specify each individual model number and serial number covered under service agreement.
- For each model number and serial number, user can also specify part numbers and serial numbers within each model.

Separate Menus for Dispatch Management, Database Management and Field Management Functions

- **Dispatch Management Menu** is for performing dispatch center functions. E.g., open a call, assign and reassign, page, dispatch, close the call and periodic update. Dispatch menu also allows an entry of an emergency part.
- **Database Management Menu** is for maintaining the database on contracts, installations, reporting structures, employees in customer service and configurations.
- **Field Management Menu** is for on-line inquiry, reporting on incident, customer status, workload in the department, responding to customer inquiry, and reviewing management alerts. All of these, plus other related information is available through the field manager's menu.

Preventive Maintenance Management

- For each site/system under service agreement, the preventive maintenance (PM) frequency can be specified. E.g., 3 times/year, 8 times/year, etc.
- The system schedules the PMs due by responsible department/person.
- If a new incident is opened for a site, where a PM is also due, the system flashes a warning so that the dispatcher can inform the Service Engineer about both a failure and a need for a P.M.





About CSDP

CSDP is a services-led software company with solutions that can automate the entire post-sale service delivery and customer service process. We offer:

- An On-Demand Work Flow solution allowing you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen
- Flexible solutions that are tailored to your unique business requirements, instead of trying to force fit out-of-the-box solutions
- A single, unified view of all customer and service delivery operations
- Implementation in weeks - not months

Our clients have realized improved customer satisfaction by up to 15 points, increases in service profitability exceeding 10%, decreased average cost per repair of 50% and increases in first call resolution greater than 20%. We not only help our clients drive down operating and service delivery costs, but enable them to drive up customer satisfaction and increase service revenue and market share.

The Service Relationship Management® (SRM™) product suite addresses the complete end-to-end service delivery lifecycle including Contact Center, Dispatch/Mobile, Depot Repair, Inventory Control & Management, Knowledge Management, Marketing and Quote Generation, Warranty Entitlement, Training, Contracts/Billing, Reports, Scheduling, and Time Tracking. Our software is fully customized to fit your company's needs and easily integrates with your existing infrastructure so that it implements quickly and begins generating ROI immediately.

CSDP's SRM software solution has been delivered to some of the world's foremost Fortune 500 companies to include IBM, Xerox, Fujitsu, Whirlpool, Rockwell and PSE&G to name a few.

To learn more about CSDP, visit our [website](#), follow our [blog](#) and join the [Service Relationship Management Group](#) on [LinkedIn](#).

Contact us at info@csdpcorp.com.

For more information on any of our products or services please visit us on the Web at: www.csdpcorp.com or email us at: info@csdpcorp.com



www.csdpcorp.com



Customer
Service
Delivery
Platform
Corporation

15615 Alton Parkway, Suite 310
Irvine, CA 92618
Phone: 888-741-CSDP
info@csdpcorp.com