



Workforce Automation Solutions

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Build a positive relationship with your customers by getting the right technician to the right job – and on time.

Any time, any place, anywhere. In this age of instant gratification, customers expect their providers to offer the latest services, with all the latest features—without delay and without problems. Nowhere is this accountability more critical than getting the right technician to the right address, right on time. With Workforce Automation Solutions, you have the solution you need to efficiently manage your field operations workforce. As a result, you're able to maximize responsiveness to customer needs, while minimizing the costs associated with managing personnel and maintaining timely scheduling.

Workforce Automation Solutions provides you with Workforce Express®, a suite of two turn-key applications from CSG—Workforce Management® and TechNet®. Together, these applications enable you to automate dispatch and field operations, improving productivity, operations and overall customer service. In an environment of ever-changing customer demands, service levels and product offerings, some will connect.

Workforce Automation Solutions - A Suite of Applications, An Endless Range of Possibilities.

Whether your workforce supports voice, video or data or any combination of the three, Workforce Express ensures you're able to maintain the highest service levels to customers, optimize field service resources, and reduce the incidence of late and missed appointments. At the core of this automation suite are two highly functional, flexible and scaleable applications - Workforce Management and TechNet.

Integrate Back-Office and Field Operations with Workforce Express

Field technicians are critical touch points for your customers. They are not only tasked with work order completion, but also generate revenue through product up-selling. CSG Workforce Express interfaces with your customer care and billing system to enable your technicians to communicate with your backend solution anytime and anywhere. As part of the CSG Workforce Automation Solution, Workforce Express provides you with:

- *Streamlined Processes* – Ensures enhanced customer focus and responsiveness through more efficient work order management and integration to Element's comprehensive customer care and billing solutions.
- *Improved Communication* – As the connecting point between all facets of the Workforce Solution, Workforce Express facilitates more effective product and service deployment and maintenance. This improved communication reduces field staff hold time which increases productivity.
- *Management and Planning* – Comprehensive reporting tools provide insights into statistics and trends of your mobile workforce to identify areas of growth, improvement and strength.

Automate Dispatch and Scheduling with Workforce Management

Clear, direct communication is essential in the assignment and completion of field work. Any wrinkle, regardless of how minor, can cause lost time, lost opportunity and lost revenue. Workforce Management is a client-server application for routing and dispatching activities that receives and updates work orders from Element's core customer care and billing system.

Utilizing a familiar Windows methodology, this component of the Workforce Express suite allows dispatchers to easily assign work orders in real time, in addition to providing:

- *Optimized Routing And Dispatch* – Automatically assign technicians to jobs based on their abilities, availability and location to improve efficiency and productivity by eliminating paperwork, reducing technician downtime and dispatch call volume, and improving customer responsiveness. With autorouting what once took hours can be preformed in minutes.
- *Skill-Set Management* – Assign the right resources to the right job at the right time, improving productivity and customer satisfaction.
- *Real-Time Updates* – Ensure accurate and up-to-the-minute messaging and updating to CSG's core customer care and billing system. Field staff are immediately informed of cancelled and rescheduled jobs.
- *Map-Based* – Improve workforce operations efficiency through technician work monitoring and map-based routing. Technicians can access turn-by-turn directions, which significantly reduces work order response times.

Workforce Management Becomes Web-Enabled

Enhance the functionality of Workforce Management by using the Citrix ICA (Independent Computing Architecture) technology to migrate application software from the desktop to a thin-client, server-based environment. With access to the application via a Web browser, you'll decrease the costs of hardware and software maintenance with a solution that is run and managed by Element—allowing you to concentrate on your core business.

Why it Works

A Scalable Solution: License only the seats you need and continue to build out as your operations increase.

Managed Environment: Reduce the operational constraints around managing software and hardware environments.

Internet Connection: Access the application via a standard Internet connection and certified Web browser to reduce the need for a dedicated circuit.

Virtual Workplace – Run the application from anywhere to achieve reduced facility costs.

Server-Based Computing: Accounts for 100% of the application executed on the server, resulting in 1/10 utilization of the network bandwidth and a reduction in memory allocation at the workstation.

Facilitate Real-Time, Two-Way – Communication with TechNet

Two-way communication between the field and dispatchers has never been easier or more complete. Utilizing a range of wireless devices, field technicians are able to perform a wide range of services including work order completion, service upgrades, payment collection transactions, equipment adds, removes, and swaps and addressable transactions. All transactions entered into their wireless units are automatically updated to the billing system in real-time. Application options include:

TechNet – Runs on data capable cell phones, Pocket PC 2002 devices, laptops and Tablet PCs used to equip field technicians with wireless communication to manage work orders and automate communications in real-time. TechNet also supports devices that are equipped with barcode scanners and handwriting recognition for capturing signatures. Customer receipts can also be printed using printers with equipped with an IRDA port.

TechNet Web – Gives technicians the ability to receive and print assigned work orders, without dispatcher assistance, via any browser-based device that can support Internet Explorer 5.5 (or higher). Also eliminates the expense of purchasing handheld devices.

An Effective Solution for You, and Your Customers

Every customer contact is vital when it comes to maintaining a profitable customer base. Field technicians are increasingly being integrated into total field service and are critical touch points for your customers. You need a solution that can provide your customers with optimal customer service, efficient work order completion, and the opportunity to upgrade services on the fly. Put the Workforce Express suite into your field operations staff hands today and benefit from increased customer satisfaction—translating into a more profitable tomorrow.

Work with Element to use Workforce Express to:

- Minimize travel time and costs
- Improve customer service
- Provide real-time updates
- Automatically assign work orders
- Provide digital maps to field technicians
- Help prevent missed appointments
- Increase productivity for technicians and dispatchers

About Element

Element Customer Care is a Durham, NC-based company that offers billing services, tech support and a customer service call center. Element's partnership with CSG Systems gives its clients access to CSG's unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace. For more information, visit www.elementcare.com or contact our sales representative at by phone at (919) 794-8773x5811 or e-mail RAlexander@elementcare.com.