



Service Call Management

... so you can take care of your customers

Telmatik is your specialist in real-time service call management since 1994 using a unique combination of SaaS technology, efficient processes, and expert Customer Contact Centre agents with an unparalleled quality of service delivery.

Our solution is built around leading practices, and robust communication processes. Platforms are configurable to adapt to the management of regular and emergency service calls specific to your industry and business process. Your customers' needs can be met seamlessly 7x24x365.

What is BixoService Call Management Module for?

- To manage and control your service call process to closure
- To reduce the cost of your operations
- To improve your quality of service (QoS)
- To increase customer satisfaction
- To reduce training and optimize headcount without compromising on coverage or service

Who is BixoService Call Management Module for?

- You are most likely a Facilities or a Property Manager, Real-Estate Manager or service provider
- You are in an organization with a need to scale-up quickly, cover off-hours, manage overflow, or simply have a need to expand your scope and reach within budget constraints

What makes BixoService Call Management Module special?

- Gives you full control of your service call process with built-in efficiency
- Complete reports with auditable transaction tracking by sector and group
- Manage situations and dispatch tickets based on a knowledge base adapted to your industry
- Manage technicians and responders based on the call category, skills and availabilities
- Manage availabilities for users, replacements, shifts, outsourcers, technicians, and partners
- Cloud based solution with no software installation
- Simple and cost effective

Features & Functionality

Features

Personalized greeting by our Telmatik Customer Contact Centre (3C)

Configurable call scripts

Management of situations using a knowledge base adapted to your industry

Management of calls with standardized classifications adapted to your services

Call handling adapted to the level of urgency for the reported situation

Integration of mobile and intelligent applications for effective dispatching

Creation of a ticket for each service call

Integration of tickets and follow-ups by client

Ticket numbers attached to service calls for easy lookup and retrieval

Management of contacts

Management of locations where technicians are dispatched for service calls

Management of responsible persons based on the call category, skills and availabilities

Management of holidays

Management of working hours for responders: technicians, outsourcers, suppliers, etc.

Management of replacements

Management of escalations of responders in case of emergency

Alerts and notifications sent by SMS and email

Service dispatch confirmations by responders and management of exceptions by 3C

Web interface for supervisors and responders to follow work-in-process

Follow-up with clients on work-in-progress

Tracking and management of responder activities up to service call closure

Service level agreement (SLA) monitoring

Management of work completion notices to client

Management reporting module

Complete and auditable history of service calls and tickets

Cloud based solution with no software installation

Options

Bilingual service available in English and French

Personalized to the image of your company

Self-service platform to permit your company to manage tickets during regular business hours

Multinational platform with centralized and decentralized administration

Management of customer satisfaction survey samplings

Application programming interface (API)

Emergency Response Mobilization (ERM) solution for the management of your Contingency Plan

Implementation:

- Typical service module configurations can be implemented in three to five business days or less. Call Telmatik for a demo today.

Contact us

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