



# ARRIS WorkAssure™ TechOnTime

## Are you providing exceptional customer service?

All customers have expectations about what good service should be and it is proven that these expectations when not met, can lead to customer dissatisfaction and eventually churn. Customer satisfaction drivers in your business may encompass many areas including the superior quality of the services you provide, excellent customer service interactions, as well as delivering on-time and with quality results. Are you doing everything possible to provide exceptional customer service?

When it comes to customer service interactions, sometimes even simple questions from customers can lead to frustrations. Does this sound familiar? "Where is my Tech?" You have a customer with an open work order for service at the home. The customer has been waiting

### Challenge:

#### Increased Customer Frustrations. Where's my Tech?



for an hour into their estimated appointment window and the lack of visibility as to when the technician will actually arrive is causing their level of frustration to rise. They pick up the phone and call customer service which begins a process of investigation that can take several or more minutes with the customer on hold waiting for the CSR to call the dispatch department, the dispatcher to contact the technician, the dispatcher to get back to the CSR and the CSR to get back to the customer with the estimated time of arrival (ETTA). ARRIS WorkAssure can significantly cut customer wait time with a tool called "TechOnTime".

### What is TechOnTime?

TechOnTime provides a way for customer service representatives (CSRs) to quickly determine when a technician will arrive at a customer job site. Usually a customer calls to ask when a technician will arrive, the CSR puts the customer on hold and calls a dispatcher, and the dispatcher then contacts the technician to ask about the day's schedule. By the time the dispatcher gets back to the CSR, the customer may have been on hold for several minutes. TechOnTime greatly reduces the length of time required for these types of customer inquiries.

TechOnTime allows the CSR to inquire about a specific work order by entering the customer's phone number, last name, or account ID. The results of the query provide detailed information about the work order and the technician's schedule, so the CSR can tell the customer when the technician will most likely arrive. If the customer agrees to that time, the CSR sends a message to the technician indicating that a commitment was made to the customer for a given time range. If the technician cannot meet this time, then he or she must call the customer to update the anticipated arrival time.

TechOnTime is an easy tool that can make a substantial impact on customer interactions with your call center. Time is money and the longer a CSR spends on the phone investigating technician arrival times, the less time they are focused on revenue generating activities. TechOnTime streamlines the processes involved in responding to the simple question, "Where is my tech?" The customer receives a quick response and can better plan their day around the estimated time of the technician's arrival to their home. The added frustration of waiting on hold during the investigation process is diminished and the interaction between the CSR and the customer flows more smoothly.

**WorkAssure TechOnTime**

TechOnTime is an optional module available to WorkAssure customers. Straightforward implementation ensures effortless configuration and deployment. Messages sent from the CSR to the technicians and dispatchers are stored in the WorkAssure database. This information is available in the following WorkAssure reports:

- TechOnTime Performance by Business Unit - This report indicates whether technicians in each business unit meet their time commitments to the customer. The TechOnTime Performance compliance level is summarized by percentage for each business unit at the end of the report.
- TechOnTime Performance by Job Type - This report indicates whether estimated time commitments were met for each job type and job class. The TechOnTime Performance level is summarized by percentage for each job class at the end of the report.

TechOnTime is a new feature of WorkAssure that provides the ability almost instantly to retrieve an automated estimate of a technician's arrival time for a current day, customer work order. TechOnTime is primarily used by CSRs, and will reduce the time CSRs spend on the phone with customers, dispatchers and technicians when attempting to estimate actual arrival time of a technician to a job site. TechOnTime is a time saver for CSRs and dispatchers and frees up customer interaction time that can be reallocated to revenue generating activities.

**WorkAssure TechOnTime**



For more information on how your organization can benefit from WorkAssure automated customer interaction tools, contact ARRIS Solutions, Inc.



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