



CSG WORKFORCE EXPRESS

OPTIMIZE YOUR ENTIRE FIELD SERVICE
OPERATION FROM A SINGLE SOLUTION



IT'S 10 A.M.—DO YOU KNOW WHERE YOUR TECHNICIANS ARE? NEITHER DO YOUR CUSTOMERS

The way to succeed at field service sounds simple enough: delight the customer. But creating a great front-facing experience requires robust back-end systems and processes that can adapt to meet the needs of the customer and the job at hand.

This is difficult with changing conditions: at least 20% of daily scheduled appointments will change due to customer cancellations, no shows and reschedules. The cost impacts of these shifts are enormous, equating to millions of dollars in lost productivity every year (not to mention lower customer satisfaction).

With **CSG Workforce Express**, the industry's leading and proven field service management platform, CSPs can respond to the complexities of managing changing conditions easily and cost-effectively—and provide a great customer experience.

73%

MORE SAME DAY APPOINTMENTS

THE CSG DIFFERENCE: OPTIMIZED APPOINTMENT SCHEDULING

Historical data just doesn't cut it in the digital world, where conditions change not just day to day, but minute to minute. Regardless of how well you plan your service day, you need tools that can dynamically optimize as your day goes on. Optimized Appointment Scheduling (OAS) improves tech utilization and minimizes productivity gaps/idle time without overbooking, driving a better customer experience and technician efficiencies. **Lower costs, improve productivity** and uncover **revenue opportunities** within your existing work order schedule.

ABERDEEN GROUP

"47% OF ORGANIZATIONS WANT TO IMPROVE INTERACTIONS WITH THE CUSTOMER BY PROVIDING BETTER VISIBILITY INTO OPERATIONS."



OAS improves productivity and lowers costs by dynamically choreographing every aspect of field resources, scheduled appointments and factors such as traffic—and proactively addressing changes in real-time. The solution then automatically reallocates resources to those unfilled slots, ensuring that technicians fill every minute of their day with booked appointments

REVOLUTIONIZE YOUR FIELD OPERATIONS

CSG Workforce Express combines powerful integrated functionality that enables you to focus on **service quality, resource productivity and delivering a world-class customer experience.**

ALIGN RESOURCES WITH UP-TO-THE-MINUTE CHANGES IN THE FIELD

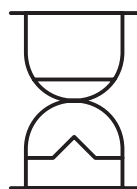
- **Manage technician shift profiles** so the right technician with the right skills is assigned to the right job, enabling them to complete at least one more job per day.
- **Optimize appointment scheduling** with automated dispatch logic, creating a real-time dialogue between technician and customer availability.
- **Manage third-party contractors** to ensure highest productivity and lowest costs possible.
- **Forecast capacity**, even as it changes by the hour, with comprehensive dashboards to visualize operational data.
- **Measure all aspects of field service** (run rates, average time to install, and more) with robust reporting tools.



SUPPORTS MORE THAN 60,000 TECHNICIANS AND DISPATCHERS

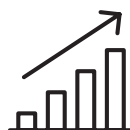
DYNAMICALLY OPTIMIZE BASED ON CHANGING CONDITIONS TO MAXIMIZE RESOURCES AND SATISFACTION

- **Automated job assignment tools** incorporate patented routing algorithms to enable CSPs to achieve 98+% on time arrivals and within 1- to 2-hour appointment windows and reduce dispatcher calls by 50% so they can focus on solving higher priority issues.



**1-HOUR
APPOINTMENT WINDOW**

- **Dynamic routing** continuously updates and optimizes your field service organization, taking into account technician skills, time, route, traffic, actual street-level distance to job as well as whether specialty skills, licenses or equipment are required.



**98% SUCCESS
RATE**



ENSURE MOBILE CONNECTIVITY BETWEEN FIELD, BACK-OFFICE AND CUSTOMERS

- **Empower field service technicians** with mobile devices to upgrade service during an appointment, upsell and change service as well as capture signatures, send receipts and automatically sync with all relevant systems managing the customer experience.
- **Give customers** up-to-date information about the expected arrival of their technician as well as a wide array of other events.
- **Allow business operations** to dynamically message technicians, alert customers about outages and scheduling changes.

ELEVATE THE CUSTOMER EXPERIENCE WITH OMNI-CHANNEL COMMUNICATIONS

“When will my technician arrive?” “Why aren’t they here within their promised appointment window?” “Do I have time to run an errand before they arrive?” These are all questions customers ask themselves when they haven’t heard back from their provider. CSG Workforce Express supports consistent customer communication across all channels:

- **VOICE:** Enable customers to complete self-service tasks without ever having to speak to an agent.
- **MOBILE:** Let customers utilize “Where’s my Tech?” solution to confirm, cancel or reschedule appointments with a simple text or SMS.
- **WEB:** Use CSG’s variety of web-based email options to reach customers at the right time.

87 MILLION WORK ORDERS EVERY YEAR

SUPPORT INTEGRATION WITH ANY BSS/OSS SYSTEMS AND TOOLS

CSG Workforce Express’ robust set of APIs give you control over how you integrate our solution with back office systems. Harness the power of Workforce Express for order management, technician information, and event notifications—or customize them to support your specific use case. Easy integrations reduce time to deploy and ensure WFX works in concert with IT investments you’ve already made.

CSG WORKFORCE EXPRESS: A PROVEN AND TRUSTED FIELD SERVICE MANAGEMENT PLATFORM BACKED BY EXPERIENCE

Supporting connected customers in a digital world requires agility and speed. CSG Workforce Express is the communication industry’s leading field service management platform, enabling more than 60,000 technicians, dispatchers and routers in North and South America to fulfill more than 87 million work orders every year. CSG Workforce Express manages now, taking into account all factors that impact field service in a given day and dynamically addressing changes in real-time, improving the customer experience and significantly empowering field resources to support the connected customers’ needs.



We bring our robust solutions—which work with any back-office system in use today—and combine it with industry best practices. We focus on your business objectives—and recommend a pragmatic step-by-step path for how you can use our solution to get there.

With CSG Workforce Express, the industry's leading and proven field service management platform, CSPs can respond to the complexities of managing changing conditions easily and cost-effectively—and provide a great customer experience.

ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management,

customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at csgi.com and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

READY?

HIGHER CUSTOMER SATISFACTION,
REVENUES AND PRODUCTIVITY ARE
WAITING. FOR A FIELD SERVICE
OPTIMIZATION ASSESSMENT,
CONTACT US AT MARKETING@CSGI.COM.