



CSG FIELD SERVICE MANAGEMENT

OPTIMIZE YOUR ENTIRE FIELD SERVICE
OPERATION FROM A SINGLE SOLUTION



TOGETHER, YOU WIN.



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 percent 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 Field Service Management**, 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

"FORTY-SEVEN PERCENT 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 Field Service Management 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

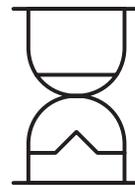
- **Manage technician shift profiles** so the right technician with the right skills is assigned to the right job, enabling them to complete at least one more job per day.
- **Optimize appointment scheduling** with automated dispatch logic, creating a real-time dialogue between technician and customer 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 75,000 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 over 98 percent on-time on time arrivals and within 1- to 2-hour appointment windows and reduce dispatcher calls by 50 percent 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 Field Service Management 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.

100 MILLION WORK ORDERS EVERY YEAR

SUPPORT INTEGRATION WITH ANY BSS/OSS SYSTEMS AND TOOLS

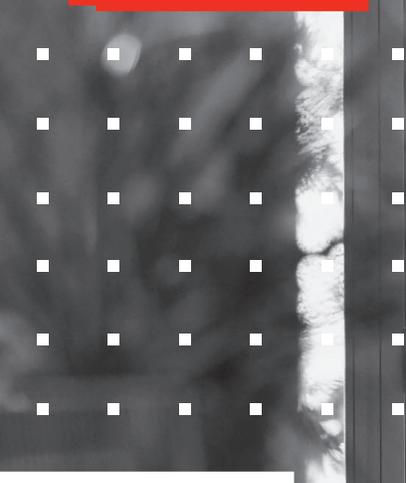
CSG Field Service Management’s robust set of APIs give you control over how you integrate our solution with back office systems. Harness the power of Field Service Management for order management, technician information, and event notifications—or customize them to support your specific use case. Easy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

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

Supporting connected customers in a digital world requires agility and speed. CSG Field Service Management is the communication industry’s leading field service management platform, enabling more than 75,000 technicians, dispatchers and routers in North and South America to fulfill more than 100 million work orders every year. CSG Field Service Management 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.



TOGETHER, YOU WIN.



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 Field Service Management, 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.

CSG Field Service Management is part of the company's Customer Communication Management (CCM) portfolio, which customers utilize to send over 1.5 billion messages to their end-users each year across a diverse set of channels including print, SMS, email, online, and automated voice. CSG CCM provides flexible, personalized customer communications management and field service management solutions in an integrated approach to help deliver a unique customer experience across all digital and traditional channels.

ABOUT CSG

CSG is a provider of software and services that help companies around the world monetize and

digitally enable the customer experience. For more than 35 years, CSG has simplified the complexity of business, providing revenue management and digital monetization, payments, and customer engagement solutions to help our customers tackle any business challenge and thrive in an ever-changing marketplace.

Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually. CSG is the trusted partner driving digital innovation for hundreds of leading global brands, including Arrow Electronics, AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, iflix, MTN and Telstra.

To learn more, visit our website at [csgi.com](https://www.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.