



# CONNECTED. CUSTOMERS.

GIVE YOUR CUSTOMERS WHAT THEY WANT IN  
TODAY'S DIGITAL WORLD: COMMUNICATION.



**CSG FIELD SERVICE MANAGEMENT LETS YOU COMMUNICATE WITH YOUR CUSTOMERS HOWEVER AND WHENEVER THEY WISH. THIS IS THE KIND OF COMMUNICATION YOUR CONNECTED CUSTOMERS SEEK IN THE DIGITAL WORLD.**

## **IT'S 10 A.M. DO YOU KNOW WHERE YOUR TECHNICIANS ARE? (NEITHER DO YOUR CUSTOMERS).**

Connectivity and mobility have elevated your customers' expectations to an unprecedented level. They want to be able to connect with their service provider in the easiest way possible and set their own preferences for what is communicated—and through which channel—at every step of the way. Four-hour appointment windows are a deal-breaker and frankly so is the lack of communication at any stage of the customer experience—from the time an order is taken all the way to when a technician shows up to complete service.

Without a modern back-office to choreograph the entire service journey, it's no wonder why customer satisfaction scores remain low, particularly among digital service providers. That's why CSG has incorporated features into its leading Field Service Management platform focused on ensuring your customers know what (and who) is coming while also keeping your technicians and other teams updated, too. And the best part? It's all integrated into our robust solution to ensure quick ramp-up time and higher productivity.

## **CSG FIELD SERVICE MANAGEMENT: FOCUSED ON THE CUSTOMER JOURNEY**

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? In the digital world, treating customers with a one-size fits all approach just doesn't work.

CSG Field Service Management supports communication across all channels, including:

- **Voice:** Enable customers to complete self-service tasks without ever having to speak to a live agent. Frees up your call center agents to focus on the more important aspects of customer care and empowers customers to get the answers they need.
- **Mobile:** Use our robust 'Where's My Tech?' solution to conform, cancel or reschedule appointments with a simple text or SMS—whatever the customer chooses.
- **Web:** Our pre-integrated web-based solutions give your customers the ability to drop you a quick note and ensure it's getting into the right hands. Fully customizable email journeys that make it easy for you to communicate every step of the way.



- **Email:** Activate our customizable HTML email solution to increase sales, optimize marketing investments and strengthen customer relationships.
- **Print:** CSG's print facilities are second-to-none. We can create a personalized bill for each of your customers and communicate the latest offerings to spur upgrades.

### **(DON'T LET THIS BE YOU): WHERE'S MY TECHNICIAN? IT'S BEEN OVER AN HOUR!**

It's a common question into the call center, but it doesn't have to be. Service providers that leverage our *'Where's my Tech?'* solution in addition to our Interactive Field Service Appointment Verification tools give customers the ability to track the technician's location en route in real-time, making it easy to know where they need to be and when. This functionality reduces in-bound calls to customer care and/or dispatch and avoids unnecessary truck rolls.

Customers can choose how they want updates on their pending appointment, via omni-channel communications like email or SMS. By allowing the customer to activate a web page built just for them, they can see when the technician is expected to arrive and where they are on the route. CSG's Where's My Tech feature is fully integrated with the key functionality in the CSG Field Service Management solution, so you can deploy it quickly.

### **NOT USING CSG FIELD SERVICE MANAGEMENT? WE CAN GET YOU UP AND RUNNING FAST.**

We've got the experience, infrastructure and skills to make your journey into CSG Field Service Management seamless and easy. We provide a hands-on approach to your success with a dedicated relationship manager to help you succeed every step of the way. We have a comprehensive roadmap that incorporates the most important industry input: yours. Each year, we hold a client conference to

share with you what we've got planned for future enhancements—and we listen to your needs to make the product even better than it already is. And we are always looking for easier ways to add integrated functionality that addresses specific business needs—like customer communication. Are you ready? We are. Let's get started!

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](http://csgi.com) and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).