



POWER. UP.

ADD REAL-TIME TRAFFIC CAPABILITIES
TO YOUR FIELD SERVICE PLATFORM



CSG FIELD SERVICE MANAGEMENT IS THE ONLY CABLE-SPECIFIC SOLUTION TO INTEGRATE REAL-TIME TRAFFIC DATA INTO ITS ROUTING RESULTS. NO ONE ELSE IN THE INDUSTRY CAN MAKE THAT CLAIM.

A REAL-TIME TRAFFIC SOLUTION FOR THE REAL WORLD

Traffic congestion. In most cities, it's the worst part of the daily commute. For workers who spend all day, every day in a vehicle fulfilling service appointments, traffic congestion produces significant costs in fuel, vehicle wear-and-tear and lower worker productivity. And with every late or missed appointment caused by snarled traffic, there is another intangible cost: unhappy customers.

But it doesn't have to be this way. CSG Field Service Management integrates real-time traffic capabilities into its industry-leading platform, supporting your field resources in real-time. Real-time traffic functionality will trigger alerts based on traffic events in the area, allowing technicians to determine and alternative path, or the ability to re-assign the technician to another job that reduces drive time.

POWER UP YOUR FIELD SERVICE

CSG Real-Time Traffic improves the accuracy of routing results and drive times by considering what's *happening* on the road. Use CSG Real-Time Traffic to:

- **Achieve higher technician productivity**, which leads to a higher ratio of fulfilled appointments within promised appointment window
- **Enhance Customer Satisfaction**, due to higher on time arrival
- **Reduce drive times** by routing around traffic congestion, incidents and events before your technicians are stuck in them
- **Improve Routing Accuracy** increases technician productivity and provides accurate technician ETA to customers
- **Proactively alert technicians** about potential traffic issues on their route so they can change routes or assignments
- **Give your customers** more precise estimated times of arrival to create a better experience overall



TOGETHER, YOU WIN.



THE CSG DIFFERENCE: REAL-TIME VS. HISTORICAL TRAFFIC DATA

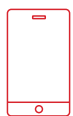
Other solutions supporting field workers in the cable industry offer only algorithms in their routing engines that estimate drive time from Point A to Point B based on historical data or rely on “as the crow flies” directions.

CSG Real-Time Traffic supports three main facets of your field service organization:



ROUTING

Auto-dispatch work orders and technicians based on skills, time slot, drive time, skill priority and other criteria – *with consideration for real-time traffic conditions.*



DISPATCH

Enable your dispatch team to monitor day-of-service and view real-time traffic incidents that might impact the next job start time for technicians.



TECHNICIANS

Notify your field resources of traffic conditions and incidents that may impact travel and proactively reallocate workload and workforce.

DID YOU KNOW THAT THE AVERAGE U.S. COMMUTER WASTES 42 HOURS AND \$960 IN LOST PRODUCTIVITY, FUEL COSTS AND VEHICLE WEAR-AND-TEAR FROM WAITING IN TRAFFIC EVERY YEAR?

SERVICE INDUSTRIES WHO RELY ON THEIR FIELD RESOURCES TO FULFILL APPOINTMENTS KNOW FIRST-HAND THE CHALLENGES THAT TRAFFIC CONGESTION CAN BRING. CSG REAL-TIME TRAFFIC ADDRESSES THAT CHALLENGE AND MAKES YOUR CUSTOMER HAPPIER IN THE PROCESS. DOESN'T THAT SOUND LIKE A WIN?



PLUG AND PLAY FUNCTIONALITY

Current traffic conditions reflect what is happening on the road right now—and that makes a significant difference in the busy lives of your technicians.

If the goal is getting to the job on time—and executing a work order flawlessly—the weapon of choice is a field service management solution that incorporates this critical functionality into its engine. CSG Field Service Management is that solution.

Why does real-time traffic matter? Just ask one of our clients, who leveraged its features to complete 2 percent more work than previously, or about 14 more jobs per day. And that's just the beginning. Together with other CSG Field Service Management features, you can lower fuel and vehicle maintenance costs while increasing productivity and same-day service offerings.

CSG Real-Time Traffic is designed to work with any billing and order management system and we've also integrated it fully into CSG Field Service Management so it's easy to activate whenever you need it.

DYNAMICALLY MANAGE THE ENTIRE SERVICE JOURNEY—AND GET UP AND RUNNING IN NO TIME

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 dedicated resources 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 providing your field service organization with real-time traffic capabilities that take the service journey to a whole new level.

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 and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).