



# **EMPOWERED. TECHNICIANS.**

**MANAGE EVERY FACET OF THE TECHNICIAN'S  
WORKLOAD DYNAMICALLY.**



CSG FIELD SERVICE MANAGEMENT IS RELIED UPON BY MORE THAN 75,000 TECHNICIANS, DISPATCHERS AND ROUTERS EVERY DAY. OUR INDUSTRY-LEADING SOLUTION IS PROVEN TO INCREASE TECHNICIAN UTILIZATION BY OVER 20 PERCENT AND ENABLE TECHNICIANS TO FULFILL, ON AVERAGE, ONE MORE JOB PER DAY.



## PLANNING FIELD RESOURCES IN A DIGITAL WORLD

The goal of resource planning and management is to fully utilize field resources, offer customer convenient appointment windows and meet customer commitments. Successful field service operations today get the right technician to the right job at the right time. That's a big challenge when you consider that 20 percent of all daily scheduled appointments will change due to customer cancellations, no shows and reschedules. The cost impacts of these changes are enormous, equating to millions of dollars in lost productivity (not to mention lower customer satisfaction).

CSG's Field Service Management manages every facet of the day for your technicians, even amidst constant change. It's all integrated into our robust solution to ensure quick ramp-up time, higher productivity and happier customers.

### RESOURCE PLANNING AND MANAGEMENT FOR THE REAL WORLD

CSG Field Service Management supports field service organizations with industry-leading tools

and gives field workforce managers the power to align resources with real-time changes in the field, including:

- **Managing technician shift profiles** so the right technician with the right skills is assigned to the right jobs in the first place.
- **Seamless capacity management** designed to ensure your technicians are as productive as possible and appointment schedules are realistic and achievable.
- **Optimized appointment scheduling** enables dynamic appointment capacity ... as conditions change in the field, appointment capacity changes (e.g. tech finishes job faster than expected, traffic flowing freely, or job cancels, capacity is increased).

### THE CSG DIFFERENCE: OPTIMIZED APPOINTMENT SCHEDULING

Achieving higher customer satisfaction isn't the only benefit with Field Service Management. We can help you lower costs, improve productivity and immediately identify revenue opportunities within your existing work order schedule you didn't even know you had.



**CSG FIELD SERVICE MANAGEMENT'S OPTIMIZED APPOINTMENT SCHEDULING IS PROVEN TO DELIVER A 20 PERCENT OR MORE IMPROVEMENT IN AVERAGE TIME TO REPAIR (ATTR). OUR OPTIMIZED ROUTING ENGINE ENABLES PROVIDERS TO MEET ON-TIME ARRIVALS ON 1-HOUR APPOINTMENT WINDOWS 98 PERCENT OF THE TIME.**

### **EMPOWER YOUR TECHNICIANS WITH THE TOOLS THEY NEED TO SUPPORT YOUR CUSTOMERS—AND DO IT AT DIGITAL SPEED**

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 supporting and empowering your technicians.

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