



# DYNAMIC WORKFORCE.

MANAGE YOUR FIELD RESOURCES  
IN THE HERE AND NOW.



## GET A 360-DEGREE VIEW OF YOUR FIELD RESOURCES

Today's fast-moving economy means that service providers must adapt to changing consumer demands—and their field resources must be able to keep up. This expectation will only grow as a proliferation of connected devices bring about new service offerings and the need for a well-oiled field organization to ensure customer satisfaction.

How do field service resources stay abreast of these changes—especially in the wake of limited internal resources and pressure to improve and achieve higher customer satisfaction levels? CSG Field Service Management can help you get ahead—and stay ahead—of service delivery with workforce management capabilities that address your needs today (and whatever comes next).

### FIELD SERVICE MANAGEMENT THE WAY IT SHOULD BE

If there's one thing CSG understands it is this: your organization can't make informed decisions by looking in the rear-view mirror. While other field service management systems use historical data to guide everything from technician routes to forecasting capacity, CSG Field Service Management incorporates real-time data, analysis and optimization to make better, more-informed decisions based on what is happening now, including:

→ **Automating and streamlining operations in real-time.** Jobs are assigned and routed intelligently based on street-level geography, technician skills and availability. Detailed

maps give at-a-glance information on job and technician status, including alerts for appointments in jeopardy of being late or missed.

- **A 360-degree view of all field activities in a single dashboard.** This sends alerts to your operations team to provide focus on the most critical tasks.
- **Real-time intelligent scheduling and optimization** that enables your business to promise (and deliver) on 1 - 2-hour appointment windows with confidence, and ensures that your appointment capacity and, most importantly, your customer commitments reflect your current capability to deliver.
- **Real-time traffic data that** enables you to dynamically re-route technicians to avoid traffic congestion or any other roadblock to a pending job. No other solution has this capability.
- **Automated job assignment tools** that incorporate our patented routing algorithms, enabling service providers to achieve 98+% on-time arrivals within 1- to 2-hour appointment windows and help reduce dispatcher calls by more than 50%.

**CSG FIELD SERVICE MANAGEMENT INCORPORATES REAL-TIME TRAFFIC, SCHEDULING AND ROUTING OPTIMIZATION TO GIVE USERS THE ABILITY TO MAKE DECISIONS IN REAL-TIME. NO OTHER FIELD SERVICE MANAGEMENT PLATFORM CAN MAKE THAT CLAIM.**



**CSG FIELD SERVICE MANAGEMENT IS A PROVEN LEADER IN HELPING CLIENTS IMPROVE PRODUCTIVITY, LOWER COSTS AND OPTIMIZE THE CUSTOMER EXPERIENCE.**

**JUST ASK OUR CLIENTS, WHO'VE ACHIEVED A 73 PERCENT INCREASE IN DAILY BOOKED JOBS; NETTED 2.5 ADDITIONAL JOBS PER TECHNICIAN PER DAY WITHOUT ADDING RESOURCES; AND LOWERED DRIVE TIMES BY 3.2 HOURS PER DAY.**

## **THE KEY TO SUCCESS IN THE DIGITAL WORLD? AUTOMATE, AUTOMATE, AUTOMATE**

The field service organization is full of with manual processes—even to this day. Resistance to change and fear of business disruption are real concerns, but they don't have to be.

CSG Field Service Management can help you automate every aspect of managing your field resources so that your teams are working smarter and more efficiently.

How do we know? We've been the leading provider of field service management tools for more than two decades—and we've seen it all. We've also helped businesses like yours replace manual processes with a streamlined platform so that you can focus on the customer. In fact, our automated tools have enabled one client to reduce its tech-to-dispatch ratio from 50:1 to 100:1, leaving more time in the day for operations leads to focus on more strategic business priorities. How does that sound?

## **THE CSG DIFFERENCE: REAL-TIME TRAFFIC**

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, communicating accurate arrival times to your customer, 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. 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.

Our real-time traffic capabilities are already embedded into the CSG Field Service Management platform so they can be quickly activated when you decide to use them.

**CSG FIELD SERVICE MANAGEMENT'S STREET-LEVEL ROUTING ENGINE CALCULATES A MORE ACCURATE DISTANCE TO A JOB THAN 'AS THE CROW FLIES' DIRECTIONS. AS A RESULT, OUR LARGEST CLIENTS HAVE BEEN ABLE TO MEET 98% ON-TIME ARRIVAL PROMISES (AND THAT MEANS HIGHER CUSTOMER SATISFACTION).**



TOGETHER, YOU WIN.



## 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 supporting and empowering your dispatchers, technicians and business leadership.

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

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including 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 connect with us on [LinkedIn](#), [Twitter](#) and [Facebook](#).