



CSG Field Service Management

Optimize your entire field service operation from a single solution



Is your field service model equipped to meet the demands of today's employees and 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 impact of these shifts are enormous, equating to millions of dollars in lost productivity every year (not to mention lower customer satisfaction).

With CSG's industry-leading Field Service Management platform, organizations can respond to the complexities of managing changing conditions easily and

cost-effectively—and provide a great customer experience.

The CSG Difference: Optimized Appointment Scheduling

In today's digital world, where conditions change not just day-to-day, but minute-to-minute, historical data alone is not enough.

Regardless of how well you plan your service day, you need tools that can dynamically optimize unexpected changes throughout the day. Optimized Appointment Scheduling (OAS) improves workforce utilization and minimizes productivity gaps/ idle time without overbooking, driving a better customer experience, and field workforce efficiencies. It also lowers cost, improves productivity, and uncovers revenue opportunities within your existing work order schedule.

OAS dynamically choreographs every aspect of field resources.

It schedules appointments, factors in traffic for intelligent routing, and proactively addresses changes in real-time.

The solution then automatically reallocates resources to those unfilled slots, ensuring that service workers fill every minute of their day with booked appointments.



73%

MORE SAME DAY APPOINTMENTS



FORTY-SEVEN PERCENT OF ORGANIZATIONS WANT TO IMPROVE INTERACTIONS WITH THE CUSTOMER BY PROVIDING BETTER VISIBILITY INTO OPERATIONS.



ABERDEEN GROUP

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 workforce shift profiles** so the right worker 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 service support and customer availability.
- **Manage third-party contractors** to ensure highest productivity and lowest costs possible.
- **Forecast capacity** to manage changes with comprehensive dashboards to visualize operational data.

- **Measure all aspects of field service** (run rates, average time to completion, and more) with robust reporting tools.

Dynamically optimized based on changing conditions to maximize resources and satisfaction

- **Automated job assignment tools** incorporate patented routing algorithms to enable organizations to achieve over 98 percent on-time arrivals, 1- to 2-hour appointment windows, and 50 percent reduction in dispatcher calls allowing them to focus on higher priority items.
- **Dynamic routing** continuously updates and optimizes your field service organization, including workforce skills, time, route, traffic, actual street-level distance to jobs as well as whether specialty skills, licenses or equipment are required.



**SUPPORTS MORE THAN 100,000
FIELD SERVICE USERS**



**1-HOUR
APPOINTMENT WINDOW**



**98% ON-TIME ARRIVAL
SUCCESS RATE**

Help your workforce do more with a modern mobile experience

- **Empower field service workers with FSM Workforce 360**, a no-code mobile app that provides them with everything they need to efficiently manage their day-to-day tasks.
- **Send customers** up-to-date, personalized communications automatically to provide a more seamless customer experience.
- **Build business flexibility** with agile configuration designed for rapid implementation, with no coding knowledge required.

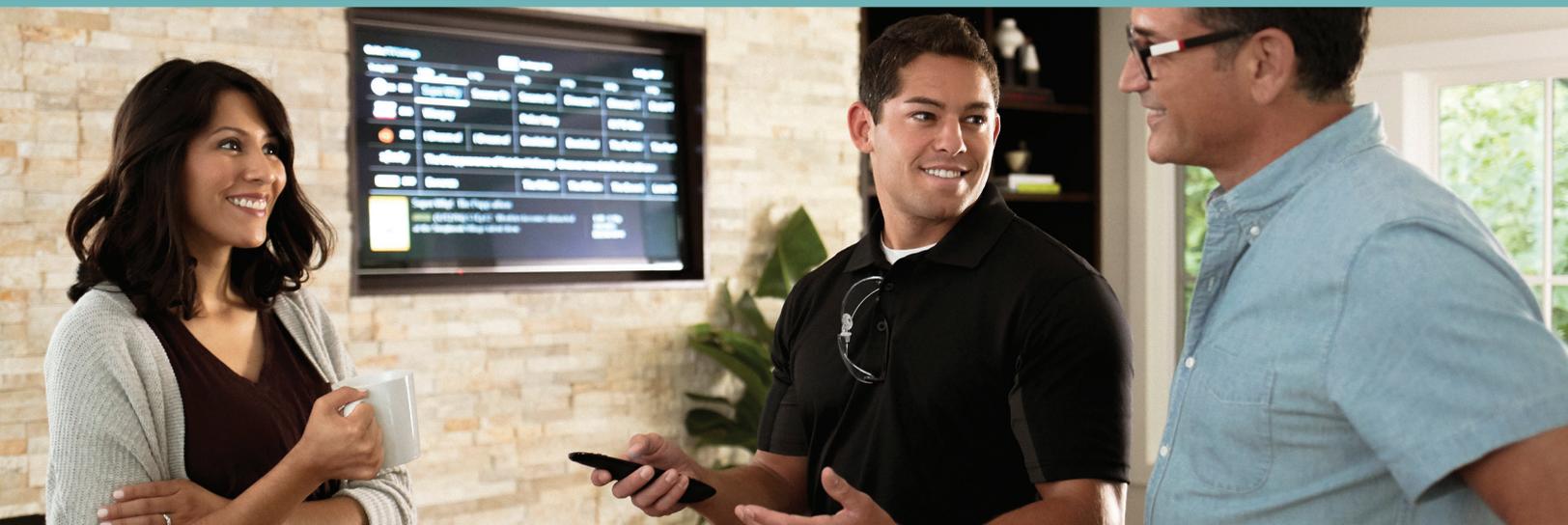
Elevate the customer experience with omni-channel communications

“When will my service support 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 real-time customer communications 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 any time.

100 million

WORK ORDERS EVERY DAY



Support integration with any BSS/OSS systems and tools

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

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. Our platform enables more than 100,000 field service users in North and South America to fulfill more than 100 million work orders each year. CSG Field Service Management focuses on integrating data from disparate systems, enabling management to make more informed business decisions. The platform dynamically addresses changes in real-time, improving both the customer's and employee's experience.

Our solutions easily integrate with existing systems enabling organizations to see immediate and measurable results including increased productivity, reduced costs, and new revenue opportunities.

With CSG Field Service Management, the industry's leading and proven field service management platform, your organization can respond to the complexities of managing changing conditions easily and cost-effectively—and provide a great customer experience.

**ARE YOU READY
TO KEEP PACE
WITH THE
FUTURE OF
FIELD SERVICE**



About CSG

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. Our customer experience, billing and payments solutions help companies of any size make money and make a difference. With our SaaS solutions, company leaders can take control of their future, and tap into guidance along the way from our more than 5k-strong experienced global team.

Want to learn more about how to be a change maker and industry shaper like our 1,000-plus clients? Visit [csgi.com](https://www.csgi.com) to learn more.