Appointment Notification

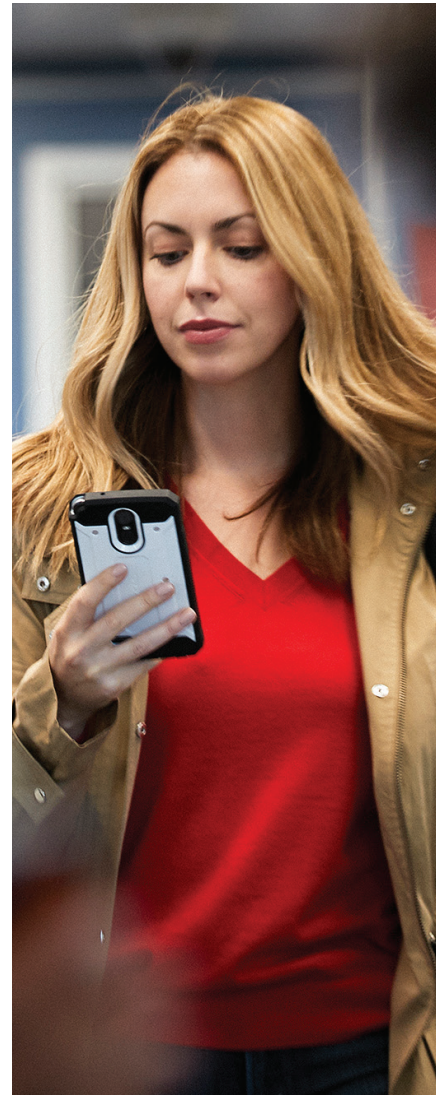## Avoid costly rescheduling and missed service calls

Missed service calls are one of the most expensive elements of a customer service cycle. Idle technicians and their resources cost companies thousands of dollars every day. Appointment Notification from CSG mitigates the problem at a cost much lower than having dispatchers or customer service representatives hit the phones— getting the right technician to the right job at the right time, in response to a delivery, install order, upgrade or trouble ticket.

Appointment Notification employs convenient outbound automated voice calling, or SMS/Text messaging capabilities that offers our clients' customers a choice of several pre-selected service call times, allowing them to accept a proposed time or request alternate times. Once the choice is made, it is sent back to dispatch and reminder messages can be scheduled accordingly.

Appointment Notification brings immediate value to telecommunications providers, broadband operators, home delivery services and many other corporations and their customers by minimizing no-show field service appointments and reducing the associated costs of callbacks for missed appointments — a costly problem that plagues consumer service companies nationwide.

CSG Interactive Messaging integrates with your workforce/ service management platform to notify customers with pending appointments so that those appointments can be confirmed to specific times of day rather than traditional "morning or afternoon" time frames. End customers can also receive updates about delayed appointments and proactively request rescheduling.

From the enterprise side, the application is flexible and feature-rich. Message activity is integrated with your billing and dispatch operation processes, and all notification parameters can be modified by service managers. Real-time, web-based application reporting tools allow dispatchers to monitor message activity and appointment status on the fly.

APPOINTMENT NOTIFICATION FROM CSG SAVES YOU MONEY, INCREASES CUSTOMER SATISFACTION AND KEEPS YOUR BUSINESS ON THE ROAD TO SUCCESS.

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Features & Benefits

- Avoids costly rescheduling and missed service calls.

- Ensures customer availability and satisfaction through automated voice communication.

- Simple batch processing is used for call/ message scheduling.

- Secure interface with customer management systems provides real-time status queries and transaction processing.

- Hunt group feature ensures customers are reached via their preferred contact method.

- Automated calls and SMS messages are a fraction of the cost of live operator calls, potentially saving millions.

- Application allows agents to be reassigned to higher-value functions.

- Reports available via the web and secured interface.

Sample Capabilities

- 24- and 48-hour Appointment Reminders.

- Same Day and Estimated Time of Arrival (ETA) Calling.

- Dynamic Rescheduling.

- Welcome Messages.

- Equipment Recovery.

- Workforce Communications.

- Satisfaction Surveys.

Collaborate. Innovate. Accelerate. Call us today.

CSG can help your business launch comprehensive inbound and outbound communication strategies easily and effectively. But that's not all. We go above and beyond, collaboratively working with you to ensure that all of your strategic Customer Communication Management initiatives position you—and your customers—for success.

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** to learn more.

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