

## Service Management: Predictive Q&A

A key success factor in Service is the ability to be proactive in a traditionally reactive industry. Often the feedback gained by frontline customer service employees provides pertinent insights to enable a strategic approach to manage customers' facilities.

Predictive Q&A is a powerful and intuitive tool built into PRONTO-Xi Service Management. It designed to systematically capture the right information to enhance customer service, creating more opportunities for Service companies to offer value added advice, extending your profitability.

### Take your customer service to the next level

Customer service staff and engineers are important links to understanding the current and future requirements of the clients. By leveraging their interactions with the clients, service managers will be able to gain access to information that open doors to a more proactive service delivery approach. Engineered from the ground up, the new Predictive Q&A feature is designed to systematically collect data for the purposes of improving the quality of service provided to the customer and for monitoring trends.

With Predictive Q&A, you can easily and systematically capture trends and data statistics. It significantly increases awareness and knowledge of your clients through comprehensive data collection. Armed with the right data, service managers will be equipped to analyse information more effectively and therefore provide better feedback to the clients regarding the performance of their facility.

### How Predictive Q&A works

Service managers and accounts managers can gather information about the client site by setting up question-and-answer templates for service engineers or call centre employees to relay information back from the site.

The ability to review standardized service information helps managers to predict trends that may affect their customer base. This means they are able to stay on top on clients' needs and are empowered to make the right recommendations that goes 'above and beyond' the standard maintenance routines. Decision making is also improved based on up-to-date statistics. During the renewal of future Service Contracts, the findings can be used as rational to justify the expanded work scope where applicable.

Another key advantage of Predictive Q&A is the ability to improve client communications by providing regular reports updating them with the information found from the on-site activities.



## Key Benefits

- ◆ Automatic prompts to record statistics on Service Serial and/or Equipment based on a series of questions and answer type templates
- ◆ Captures important data per site or equipment
- ◆ Decision making based on the information collected based on trends and renewal of future Service Contracts
- ◆ Optimize Service employee's findings, improving overall efficiency of capturing on-site data
- ◆ Easy reporting via a datagrid back to your customers on the on-site activities



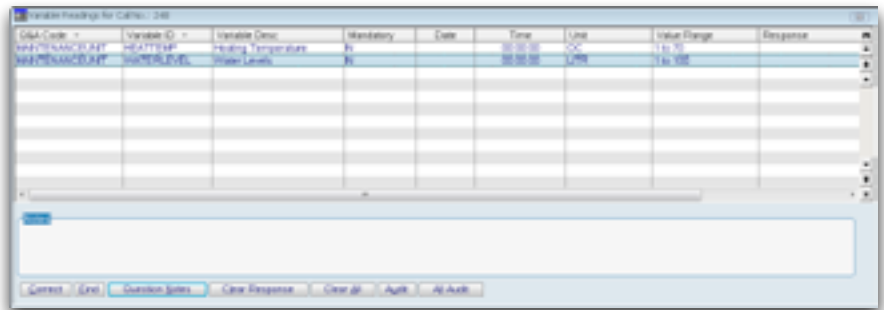
Mobile Service Predictive Q&A

# Technology

- ◆ Predictive Q&A is fully integrated with PRONTO-Xi Service Management phase 6
- ◆ Links into Mobile Service to collect feedback

## Ease of use and deployment

Predictive Q&A is effortlessly set up with content-based question templates that require answers. It can be easily set up on the service employee's mobile device, PDA or PC.



Predictive Q&A question setup template.

Answer fields are made extremely user-friendly as they are based on date, numeric or alpha ranges.

Further, questions can be set as mandatory or non-mandatory to ensure data consistency and compliance. For example, it might be useful to set up a rule for all mandatory question fields to be answered before the service call can be invoiced.

If an organization is recording statistics on the service serial and/or equipment, the predictive function can be set up to automatically prompt the engineer to respond to a series of template questions and answers after each site visit. To simplify the task for the engineer, the answers can be predefined to include several options from which one answer must be selected.

### ...so easy to work with™

Customers appreciate your investment in technology that delivers value add to their business. Predictive Q&A is one such tool that will see you reaping returns very quickly. This tool not only enhances data and knowledge sharing, it creates a customer-focused winning culture that will improve operating efficiency and competitive advantage.

Predictive Q&A is standard with PRONTO-Xi Service Management Phase 6 and requires no additional software.

## About PSA Inc.

As a leader in the enterprise software services industry, PSA Inc., is known for its dedication, professionalism and its comprehensive business knowledge. PSA specializes in providing value added business solutions that are aligned with its clients' goals and expectations. Experienced resources are at the foundation of the PSA organization. With over 300 years of combined experience, our resources have worked in every phase of the enterprise software cycle while also providing 'Best Practices' expertise that remains unmatched in the industry.

PSA is proud to have assisted hundreds of businesses across Canada and the United States in reducing operating costs, improving operating efficiencies and gaining competitive advantages in their marketplaces.



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