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ACTIVE Service Desk

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Microsoft Partner

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Customer service is a tough discipline, with plenty of space for optimization.

At the shoes of a customer, everybody expects excellence. Responsiveness, accuracy and quality are always expected, but hardly delivered. Trust is hard to build, but easy to lose.

Anyway, SLAs can be achieved, and resources can be managed, with the right tools and processes in place. And the right mindset.

CHALLENGES

Handling multiple customer requests is not always straightforward. Providing a professional service at field requires the right information and tools. Service resources are limited and SLAs with customers are strict.

IDEAL SOLUTION

Adjust to every customer individually and fulfill their requirements faster than ever. Save your technicians time and help them increase their productivity. Take control over the whole end-to-end service support life cycle with our solution!

DESIRED OUTCOMES

Building on top for standardized processess and compliance, activity and planning automation, together with effective resource management, services can be delivered and results can be measured and continuously improved.

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Customer service is present almost at every type of business. What varies is the type of customers to be served, nature of the service provided and reward to be achieved.

Whether you manufacture or sell goods, provide services or implement projects, you want to have happy and loyal customers.

AGREEMENT MANAGEMENT

Multi level SLA allow you to easily adjust your service for every customer. Two-level structure of service contracts adds the flexibility you need. Process configuration at the agreement level assures you have your activities under control. Entitlements offer definition of SLAs and OLAs so that you can measure and optimize.

PLANNING

Bidirectional integration with Microsoft Exchange allows you to plan your service technicians and resource pools directly from both Outlook. Allocation tracking is easier than before as bookings are available both in Outlook calendar and Schedule Board (ACTIVE Service desk).

PROCESS MANAGER

You can use predefined set of business processes connected with business process flows, dynamically for a specific department or for a specific agreement. This will help you to manage your departments and your customers individually.

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Management of your or customers assets must be under control. Planning and maintenance are crutial to keep all assets in a good shape, always working and serving their purpose.

If they don't, you loose resources, value or profit. And sometimes trust too.

ASSET MANAGEMENT

Take control of the life cycle asset management and the register of all assets. Assets can be linked to locations or warehouses, so that you can manage the transfer process between them. Advanced security management for warehouses and assets together with advanced role definition assure appropriate control.

PREVENTIVE MAINTENANCE

The system monitors the maintanence invervals and times. It automatically generates periodic Case and Work Order records to fulfill preventive maintanence needs. Moreover, it creates automatic bookings according to (working) entlitlement calendar setting. Dynamic name and description creation is a must!

NOTIFICATION MANAGER

Notification manager helps to remember everything. It reminds you, your team or your customers. User friendly settings are available for different events. Configure conditions, dynamic messages creation, time periodicity and much more! Send an email or an SMS immediately or after a specific pre-defined time.

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Communication is an important part of your services being provided. Ability to access all necessary information provides you flexibility to deliver when in field.

Being informed in time and with precise information is invaluable especially for high priority requests.

PORTAL AND SIMPLIFIED MOBILE APP

User-friendly multilanguage portal will guide everybody through the whole process. To create a new Case using the service catalogue, pair it with entitlements and monitor their current state. History tracks the communication. Simplified mobile app with no need for difficult processes. Just scan the service protocol, ask your customer for signature and upload it to the system.

AFTER HOUR SERVICE

You can configure the standby level variably. After Hour Service covers L1 support outside working hours (24x7), definition of stanby times and expertness users who are on alert. It ensures an automatic creation of bookings. You can define After Hour Service for a specific department or just for a specific agreement. The solution is connected to the Notification manager.

E-RESPONSE

Easy communication not just with your customers but with other service desks can be easily configured using E-response in combination with the Notification manager. To reach Siebel, ServiceNow, LiveAgent and many more is not a problem at all! E-response ensures reading of data from structured emails and copying this data into records in the system.

AUTOCONT has built ACTIVE Service Desk with customers in mind.

ACTIVE Service Desk is built on top of Microsoft Dynamics 365 customer-oriented products: Customer Service and Field Service. These applications provide the foundation which is greatly enriched using our experience from more than two decades of building enterprise applications for our customers.

Great application stack

Microsoft Dynamics 365 is geared towards customers. Thanks to the complementary application stack nearly all of the customers needs can be covered, focusing only on what is important.

Latest technologies bring a lot of options

Microsoft Dynamics 365 seamlessly integrates with latest technologies, such as Cognitive Services or Microsoft HoloLens, creating space for digital transformation and competitive advantage.

Automation, flexibility and openess

Microsoft PowerPlatform, together with Microsoft 365, and even Microsoft Teams, offer an invaluable potential. Microsoft Dynamics 365 is built on principles which can easily enhance and automate workflows.

Customer success: PBT Rožnov improves operations with ACTIVE Service Desk

Thanks to the services registration solution and processing of individual service interventions linked to a particular machine, we obtained an effective tool able to create effective reports and reviews, not only suitable for the company's management, but also for individual users.

The system also manages transfer of records processed by specific users, departments or teams, including notifications for specific users, therefore gaining full control over the status of a particular service request.

RECORDS

The solution of service cases and interventions provides a simple register of the reported work per individual service intervention and the subsequent dynamic generation of outputs, including the record of the customer's signature on the spot, using a smartphone or tablet.

TRANSPARENCY

Effective sharing of information between departments and responsible persons made monitoring of the case's progress much easier. Also, PBT Rožnov has all the information in one place, available at any given time.

EASY TO USE

Thanks to the proposed solution, even the last service technician, who stubbornly used only a pencil and paper service protocol, fully embraces the ServiceDesk solution, including the mobile application.

Your customers deserve to be served better.

ACTIVE Service Desk by AUTOCONT

Ask a question via email: ACPASObchod@autocont.cz

Learn more: www.autocont.cz/business-applications

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