FACILITIES

SPECIALIZED FOR MANAGEMENT

Service Call Management

… so you can take care of your tenants

Telmatik is your specialist in real-time service call management for your real-estate and facilities since 1994 using a unique combination of SaaS technology, efficient processes, and expert Customer Contact Centre agents with an unparalleled quality of service delivery.

Our solution is built around leading practices, and robust communication processes. Platforms are configurable to adapt to the management of regular and emergency tenant service calls specific to your facilities or property management industry and business process. Your customers' needs can be met seamlessly 7x24x365.

What is BixoService Call Management Module for?

- To manage and control your service call process to closure
- To reduce the cost of your operations
- To improve your quality of service (QoS)
- To increase tenant satisfaction
- To reduce training and optimize headcount without compromising on coverage or service

Who is BixoService Call Management Module for?

- You are most likely a Facilities or a Property Manager, Real-Estate Manager or service provider
- You have a challenge to centralize and manage your tenant service calls, dispatching, and tracking work-in-process

What makes BixoService Call Management Module special?

- Gives you full control of your service call process with built-in efficiency
- Complete reports with auditable transaction tracking by building, sector and group
- Manage situations and dispatch tickets based on a knowledge base specifically developed for property management
- Manage techicians and responders based on the call category, skills and availabilities
- Manage availabilities for users, replacements, shifts, outsourcers, technicians, and partners
- Cloud based solution with no software installation
- Simple and cost effective

Features & Functionality

Features
Personalized greeting by our Telmatik Customer Contact Centre (3C)
Configurable call scripts
Management of situations using a knowledge base adapted to your industry
Management of calls with standardized classifications adapted to your services
Call handling adapted to the level of urgency for the reported situation
Integration of mobile and intelligent applications for effective dispatching
Creation of a ticket for each service call
Integration of tickets and follow-ups by tenant
Ticket numbers attached to service calls for easy lookup and retrieval
Management of contacts
Management of locations where technicians are dispatched for service calls
Management of responsible persons based on the call category, skills and availabilities
Management of holidays
Management of working hours for responders: technicians, outsourcers, suppliers, etc.
Management of replacements
Management of escalations of responders in case of emergency
Alerts and notifications sent by SMS and email
Service dispatch confirmations by responders and management of exceptions by 3C
Web interface for supervisors and responders to follow work-in-process
Follow-up with tenants on work-in-progress
Tracking and management of responder activities up to service call closure
Service level agreement (SLA) monitoring
Management of work completion notices to tenant
Management reporting module
Complete and auditable history of service calls and tickets
Cloud based solution with no software installation

Options
Bilingual service available in English and French
Personalized to the image of your company
Self-service platform to permit your company to manage tickets during regular business hours
Multinational platform with centralized and decentralized administration
Management of customer satisfaction survey samplings
Application programming interface (API)
Emergency Response Mobilization (ERM) solution for the mangement of your Contingency Plan

Implementation:

- Typical service module configurations can be implemented in three to five business days or less. Call Telmatik for a demo today.

Contact us

Email: sales@telmatik.com
Toll Free: 1 866 943-9711
Web: www.telmatik.com