

Real-Time Data Improves Troubleshooting Efficiency

THE OPPORTUNITY

A nationwide wireless communications provider serving about 6.6 million customers believed costly engineering resources were being monopolized by the following:

- trouble ticket resolution escalations
- law enforcement requests
- other customer issues

In some instances, individual cases were taking up to two days to resolve.

How did this provider reduce troubleshooting times and improve efficiencies?

THE DETAILS

Using TrueCall® software and training, the service provider is now able to quickly integrate and access customer data from one location.

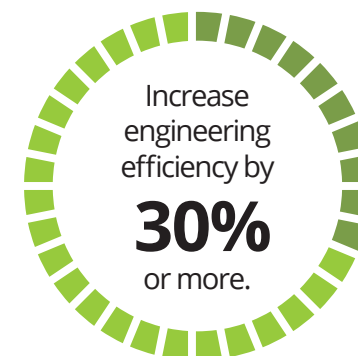
Because TrueCall uses real-time data and call data archived up to one year, it provides a powerful desktop tool for personnel, who no longer have to pull data from various sources. Not only does TrueCall reduce the time spent pulling records and client-related data, it allows engineers to analyze data faster.

THE RESULTS

The TrueCall implementation achieved significant savings and helped increase engineering efficiency by more than 30%

Engineers get more done in less time and job satisfaction is increased. Greater efficiency means improved customer satisfaction and reduced churn.

- Quickly search actual customer call activity
- Use live data immediately from your desktop
- Pull large amounts of data for specific times and locations
- Filter on key fields to speed processing and drill down
- Pinpoint problem areas for analysis using phone number searches to accurately resolve customer issues in minutes



Greater efficiency means improved customer satisfaction and reduced churn.

CONTACT
AN EXPERT



Trouble ticket resolutions, law enforcement requests, and other customer-related issues can be time-consuming and complicated activities that use precious engineering resources. Simplify tasks and save time with TrueCall.



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