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.