

INCOMING TASKS

INCOMING CALLS

HISTORY

ALARMS

EMAIL

ESCALATIONS

UPDATES

# Software Solutions for **TELECOM OPERATIONS**

Get the right people completing the right tasks in real time!

**WORK  
CENTER  
MANAGER**  
*...built to change!*



# SEE INTO AND BEYOND YOUR CUBICLES ... CONTROL WHAT HAPPENS NEXT



At some point, every telecom company recognizes that regardless of how much they invest, the work center performing manual work will never be eliminated and employees in these work centers, as do other employees across the organization, deserve effective tools to be productive.

Fundamental to improving the work center's efficiency is the ability to create an environment that enables less manual input and empowers users to quickly gain and process the information that will enable them to make sound decisions that expedite the completion of work.



ServiceSPAN has been providing solutions that create efficiencies in manual work centers for more than 20 years. We have learned from our experience that there are many different requirements for these work centers, and that work centers exist in an ever changing business environment.



Our products allow you to address all of the different aspects of your company's work center requirements: integrating systems, creating processes, dynamically assigning work, streamlining user interfaces and capturing performance metrics like you've never seen before!

**EMPOWER YOUR STAFF  
TO ALIGN THEIR WORK  
EFFORTS WITH THE  
GOALS OF THE BUSINESS.**

Without the right tools available, managers have limited understanding of what is happening in their work centers and as a result are not equipped to improve efficiency. Ask about our free 20/20 insight visit and evaluation to learn if we have the right tools for you!

## A History of Success:

**SERVICESPAN HAS BEEN PROVIDING SOLUTIONS TO SERIOUS MANAGERS SINCE 1986.** From integrating systems to dynamic task assignment and streamlining user interfaces, we aim to solve a wide variety of problems at once. The Work Center Manager is a flexible model of process management that we custom-fit to your work environment.

## VISIBILITY



- **SCORE CARD DISPLAY** for team goals in real-time
- **EARLY WARNING** of systemic problems
- Track **VOLUME, DURATION, and CYCLE TIME** of tasks
- Have **MULTI-DIMENSIONAL** customer status, tasks and history info at your fingertips



## CONTROL



- **CHANGE WORK DISTRIBUTION** and operational priorities in **REAL-TIME**
- **COORDINATE** work center activities with other organizations and systems
- Hold people **ACCOUNTABLE** without losing flexibility
- **MEASURE** and **INCENT** teams on mutual goals



## EFFICIENCY



- Users **RECEIVE HIGHEST PRIORITY WORK** instantly rather than searching for it
- Spend time **MAKING DECISIONS** rather than gathering and copying information
- Assign people **SIMULTANEOUSLY** across many types of tasks
- One **OPTIMIZED** environment for **ALL WORK**



*"...its like a **BREATH OF FRESH AIR** for managers everywhere!"*

# Increased Satisfaction



**Managers: Blindness replaced with VISIBILITY and CONTROL**

**Employees: Greater equity in work DISTRIBUTION and ACCOUNTABILITY**

**Corporation: Dramatic COST SAVINGS avoiding the need to off-shore**

**Customers: EXPEDITED processing and improved COMMUNICATION**



## Where can ServiceSPAN take your work center?

Our software products enable you to leverage one environment for all of your work. They integrate many work types from numerous sources and formats and normalize them by creating a single user interface.

ServiceSPAN significantly improves the visibility, control and efficiency of your operations through various techniques and features of our application.

**Dramatic cost savings** avoids the need to off-shore and opens opportunities **to improve customer service!**



**FOR A PRODUCT DEMO, PLEASE VISIT: [www.servicespan.net](http://www.servicespan.net)**



101 Sunnyside Blvd.  
Plainview, NY 11803  
Phone: 516-576-8000  
Fax: 516-576-8001

**516.576.8000**