

Improve 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 would this provider reduce troubleshooting times and improve efficiencies?

THE DETAILS

Using TrueCall® software in complement with targeted training, the service provider was 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 provided a powerful desktop tool for personnel, who no longer needed to pull data from various sources. Not only did TrueCall reduce the time spent pulling records and client-related data, it allowed engineers to analyze data faster.

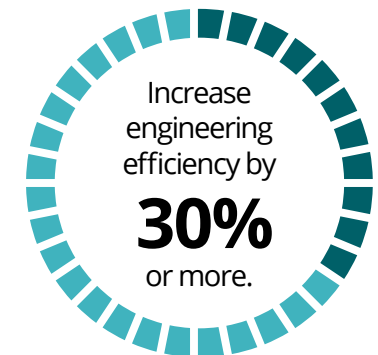
THE RESULTS

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

Engineers got more done in less time and job satisfaction was increased.

With greater efficiency customer satisfaction improved and the risk for churn was reduced.

- Accelerated search of actual customer call activity.
- Immediate data analysis from the desktop.
- Access to large amounts of data for specific times and locations.
- Filtering on key fields to speed processing and drill down.
- Isolation of problem areas for further investigation using phone number searches to accurately resolve customer issues in minutes.



**GREATER EFFICIENCY
IMPROVED CUSTOMER
SATISFACTION AND
REDUCED CHURN.**

Trouble ticket resolutions, law enforcement requests, and other customer-related issues can be time-consuming. Protect precious engineering resources, simplify tasks and save time with TrueCall.



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