

Achieve 100% Customer Satisfaction

Satisfied customers are very important for shaping long lasting and profitable customer relationships. Acquiring a new customer is much more expensive than retaining an existing one. Adherence to promised service level agreement is one of the key deciding factors for determining the level of customer loyalty, customer delight, and the extent of repeat business. The Command Center helps users to continuously monitor service requests associated with customers and proactively helps in addressing issues, which may potentially have an adverse effect on the quality of services being delivered, in a timely fashion. Service organizations can improve customers’ overall perception of service quality and better manage the service value chain by improving responsiveness and delivering consistent service. Following a disciplined approach towards meeting and exceeding customer expectations results in higher customer satisfaction and retention rates.

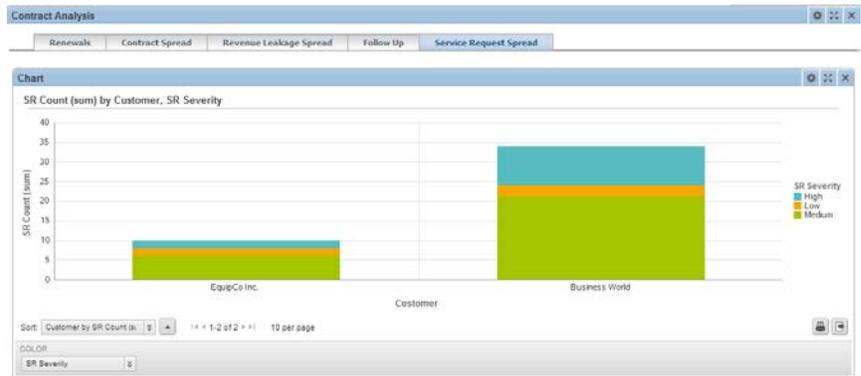


Figure 2. Service Request Spread by Severity and Status

Strategize Mitigation of Service Revenue Leakage

Service organizations need to scrutinize the customer churn and analyze reasons as to why those customers decided against continuing doing business with the service provider. Learning from past mistakes and taking corrective actions to check customer churn and providing improved customer satisfaction would help the service organization in attaining a leadership position. The Command Center provides visibility into the service revenue leakage occurring due to the cancellation or termination. It provides tools to analyze the reason for these cancellations and terminations to determine patterns or trends.

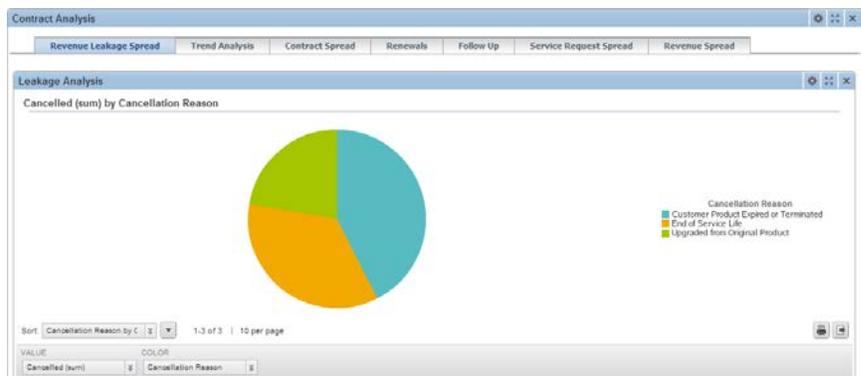


Figure 3. Revenue Leakage Spread for Cancellations and Terminations

Contact Us

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