



Datastream 7i: Call Center



"With an integrated solution, our staff has everything they need right at their fingertips to immediately address the needs and concerns of Greensboro citizens."

Michael Cramer,
Business/Parking Division Manager
City of Greensboro Department of
Transportation

A centralized call center provides a comprehensive customer service and information hub for organizations that receive information and service requests from their client base, such as citizens in the public sector, students in universities, and facility tenants. In the case of local governments, a call center provides citizens a single telephone number to request information and services anything from What time is the concert in the park on Saturday? to, A traffic signal is out at 1st and Main Streets. Call center consolidates previously dispersed contact points and provides a means to track the type and volume of requests as well as response.

Information at Your Fingertips

When a call comes into the call center, the operator has all necessary information in Datastream 7i, in a single database. This database allows operators to not only look up data, but also add and assign data, such as maintenance requests.

For example, a citizen phones the call center to report that a traffic light is out at the intersection of 1st and Main Streets. The operator taking the call creates a work request and completes the necessary information in Datastream 7i. The work is automatically and immediately scheduled and assigned. This results in shorter response times and increased customer satisfaction.

Combining the Datastream 7i call center functionality with the powerful GIS, the operator pinpoints the location of the traffic light and quickly sees if the problem has been previously reported eliminating duplication of work orders. Not only that, but the employee would also be able to see if there is a crew in the area than can add the new work order to their existing route and tackle the job while they are in the vicinity.

Call Center Features

Easy to Use Interface

A simple interface provides all of the information a user needs in as few clicks as possible. Datastream 7i provides an easy-to-use HTML interface that puts everything the operators need right at their fingertips.

Knowledge Base Search

Datastream 7i enables an organization to build a knowledge base of articles and information relevant to frequent requests. Operators can retrieve a variety of information from the knowledge base, including call scripts, phone numbers, external URLs and documents.

Bulletin Board Notices for frequently-requested information are also available as reminders for call center operators. This Top 10 list shows the most frequently used knowledge base articles and provides one-click access to them. The organization can also set a look-back period to allow a specific number of days for which to calculate the bulletin board list.

Work Order Creation

When the caller requests service or an action of some kind, the operator can use the Action Request function to create a work order or to link to an existing work order in Datastream 7i. The operator selects an equipment record and a service problem code and can refer to a knowledge base article to collect the additional information needed for the work order. The operator is able to insert comments on the work order, without having to click to another screen. By creating a work order while the caller is on the phone, the operator ensures the right information is captured and can submit the work order quickly.

GIS Integration

As mentioned previously, the call center feature links to Datastream 7i GIS Integration to allow the operator to search based on geo-spatial information that the caller may supply, such as, The air conditioner is out at Washington Elementary at the corner of Maple and Elm. The map is open

while the operator takes the customer request, allowing information to flow back and forth easily. The map can also be filtered based on information on the customer request, including zooming in on the area particular to the request, providing layers of assets in the area, and highlighting locations where work crews may



be. The operator then has a quick and accurate view of not only where the service is needed, but also if there are other work orders in the area for scheduling. This results in a faster response time and improved citizen satisfaction.

Datastream 7i Call Center helps organizations save time and money and increase customer satisfaction by providing a central operator for customers to call for information and service requests, preventing duplicate work orders and requests, and being able to assign work to crews already in the field. To find out more about enterprise asset management and call center solutions that can save time and improve customer satisfaction, call 1.800.955.6775 (USA and Canada) or visit www.datastream.net.



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