



COSMO CONSULT
Business-Software for People



Business
software
for people

Service Management

BILLING CYCLES

DIGITAL ORDER PLACEMENT

TRANSPARENCY

CUSTOMER SATISFACTION

MICROSOFT DYNAMICS 365 FOR CUSTOMER SERVICE

EFFICIENCY

OPTIMISE PROCESSES

DIFFERENTIATION FEATURE

DIGITAL WORK TIME TRACKING

Microsoft
Partner



Gold Enterprise Resource Planning
Gold Cloud Customer Relationship Management
Gold Collaboration and Content
Gold Data Analytics
Gold Cloud Platform

Service Management

With Microsoft Dynamics 365 for Customer Service / Field Service

Customers want maximum transparency, access to valuable information at any time and reaction speeds that match the respective case. Companies have long since discovered the value of attractive service models and are always looking for optimisation approaches. Modern technologies allow facing the everyday challenges of the service organisation.

CHALLENGES

Billing cycles

You want to reduce the time from order acceptance to customer invoice?

Customer satisfaction

You want to increase customer satisfaction and inspire your customers with transparent processes?

Sales and profit potentials

You want to exploit sales and in particular profit potentials through service optimisation?

360-degree view of the customer

You want to provide sales and service with a comprehensive view of the customer?

Quality as distinguishing feature

You want to set new standards in service quality, communication and reaction speed?

Digital placing of orders and timekeeping

You want to provide your field service team with digital service orders and record working time digitally?

SOLUTION

The interaction of product, service, staff, process and physical equipment is what characterises perfect service quality from a customer's point of view. To meet the requirements and map service processes across sites and even countries in a consistent and reliable manner, you need software to meet the requirements of dynamic, transparency and internationality. Microsoft Dynamics 365 for Customer Service / Field Service supports you, among others, with:

- ▶ a complete overview of customers and previous service interactions
- ▶ complaint management
- ▶ resource planning of field service staff
- ▶ tour planning for field service staff
- ▶ service templates for fast entry of quotations
- ▶ flexible invoicing options for recurring service appointments
- ▶ linking work orders to customer interactions
- ▶ linking customer feedback automatically with follow-up activities

BENEFITS

Increasing efficiency and effectiveness

Having the right resources available at the right time and the right place

- ▶ Rolling long-term planning, including consideration of customer-specific long-term staff
- ▶ Resource scheduling, planning, mapping of skills, availability and mobile warehouses
- ▶ Digital transfer of invoicing basics in real time to backend or ERP-system

Optimising processes

Continuity, speed and reliability

- ▶ Procedural integration and mapping of statutory provisions
- ▶ Contract management with inheritance of contract attributes to subsidiaries
- ▶ Planning forecasting to optimise resource planning and resource availability

Reducing reaction times

Accepting faults and complaints

- ▶ Ad-hoc deployment planning / mapping of ad-hoc fault acceptance
- ▶ Continuous route optimisation and deployment planning
- ▶ Guided fault acceptance process including dialogues for fault localisation

Increasing transparency

Being informed – anywhere and anytime

- ▶ Service portals as information and communication hub for service customers
- ▶ Automated notifications about status, work steps and actions
- ▶ Digital service reports are handed over to the customer directly after service provision



THE USE OF A SYSTEM FOR SERVICE PROCESS MANAGEMENT DOES NOT ONLY HAVE ADVANTAGES FOR THE CUSTOMER: IT OPTIMISES PROCESSES AND THUS STRENGTHENS THE LONG-TERM COMPETITIVENESS OF SERVICE ORGANISATIONS – EVEN IN TIMES OF SALES DECLINES.

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Complying with legal requirements

Security through integrated contract management and reporting

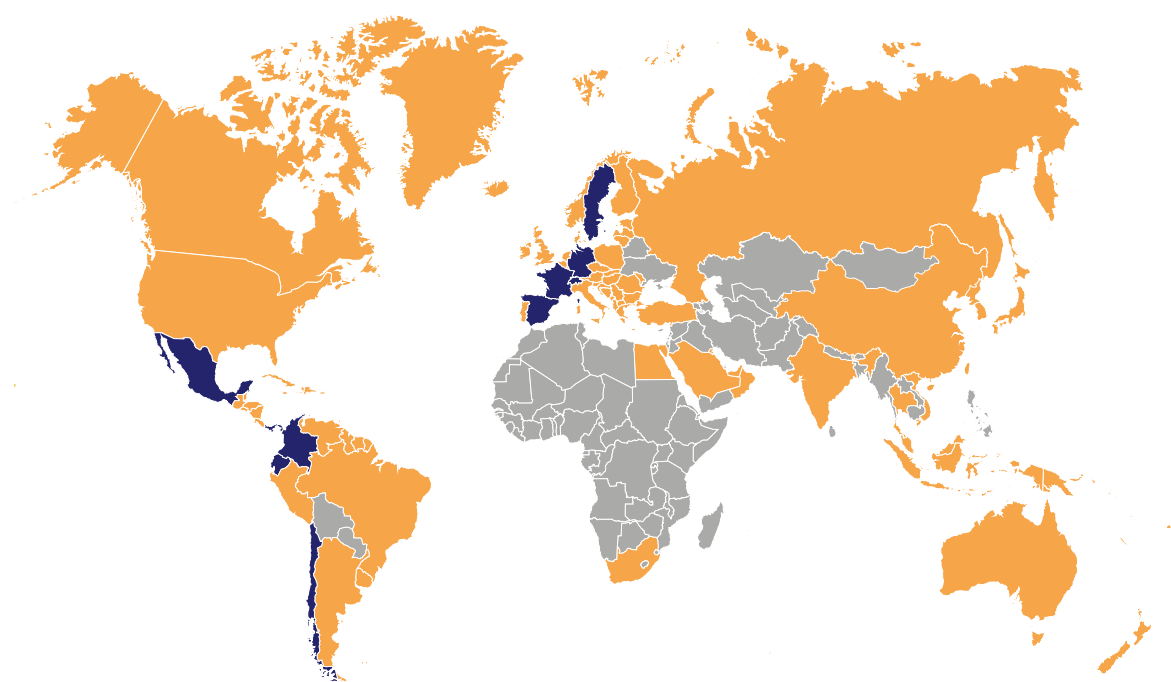
- ▶ Contract designer including all statutory maintenance cycles
- ▶ Monitoring and visualisation of cycles and intervals using service calendars
- ▶ Editing, retrieving and sending digital logs and reports on a product-specific basis

Increasing competitiveness

Inspiring customers, streamlining administration

- ▶ Reduction of billing periods from receipt of order to invoicing
- ▶ Product, spare part, component and system management
- ▶ Mobility – processing information where it is needed: at the customer's





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