



eccentex HyperAutomation Cloud

Work Order Manager

Eccentex Work Order Manager is a business application of HyperAutomation Cloud that enables capturing, creating, assigning, fulfilling and tracking various type of work orders. Work orders can be maintenance, field service, customer service, IT or other operation related requests that needs consistent handling within a given time frame. Resources confirmed that customer expectations are continuously evolving that creates extra workload for business operations. That's why businesses needs more efficient work order management systems that can save time and resources.

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Major Business Benefits of the Solution

Efficiency improvement across all collaborating business units

Service and support employees can complete more work in less time with the help of automated workflows that includes appointment scheduling, automated text, email and document management.

Improved Order Process Efficiency

The automated process steps, the data integrations at the backend and the agent assist function significantly reduce response times and eliminates human errors.

Proactive Dynamic Resource Management

The solution supports dynamic resource allocation and proficiency-based routing. No work-item need to be redistributed due to missing skills and no SLA will be harmed.

Increased Transparency & Accountability

The automated assignment of all work ensures that the most important task will be completed first by the best available resource. No more "cherry picking".

Dynamic Business Rules enable Queue Managers to staying agile by setting and adjusting company-, department-, or group level Business Rules, create custom workflows and easily establish 3rd party integrations.

Advanced Analytics and Reporting

Eccentex HyperAutomation Cloud is equipped with multiple AI Services and using an enhanced Business Intelligence tool that collects and analyze all relevant data then put them into a widget-based dynamic dashboard.

With this solution our customers receiving significant improvement on multiple KPIs, such as:

30% workforce utilization related efficiency can be gained across the universal queue and blended workplaces. The solution makes the job easier & less boring for your valued employees.

20% faster reaction time achieved by using a single user interface across all departments to monitor and manage all customer related queues and tasks.

10% higher employee satisfaction can be realized through a unified agent experience. No need for copy and past data between different application siloes.



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Eccentex Work Order Manager

Leverage all benefits of the Universal Queue based push, pull or combination of both work order distribution strategies and ensure all task and case-work timely fulfillment.

Key Features

Push to Skill / Queue

SLA Enforcement

Queue Management

Auto Close / Reroute

Work Reprioritization

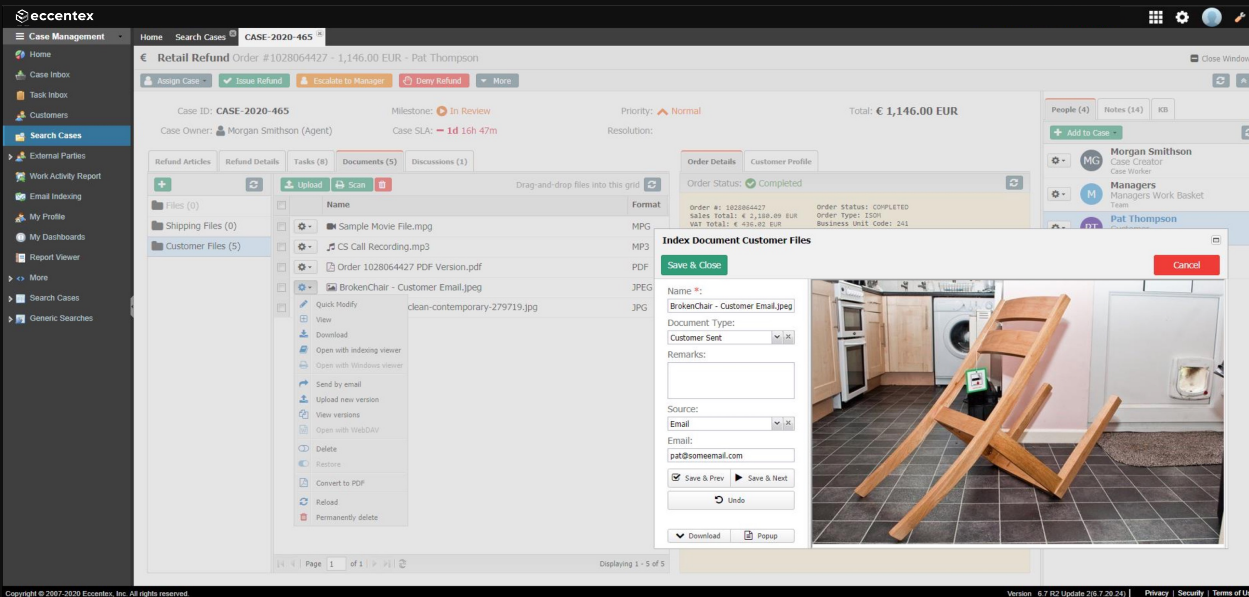
Named Agent Routing

Fair Load Balancing

Value Based Rules

Business Calendars

...and many more



Embedded Case Management

The solution embedding full scale Dynamic Case Management capabilities to enable organizations to define, automate and optimize complex business processes .

External Work Orders Routing

Eccentex Work Order Manager integrates with existing enterprise systems such as ERP, BPM, CRM, and custom legacy solutions, to establish a unified global work queue that can be prioritized by business value and urgency.

Service Level (SLA) Management

The pre-set Business Rules guarantee that work items are completed within their given SLA timing. The rules efficiently prioritize all work items based on their value, urgency and/or severity and ensuring that the most critical work items are addressed first.

Rule Based Reprioritization

The automated Queue Manager continually reassesses all work orders during their lifecycle to maintain an up-to-date priority, enabling the most important ones to remain at the top, or new critical work items to barge to the top.

Work Item Parking

Agents can place work orders on hold into their personal queues and come back to them later. They can set specific due dates and get notified as they approach.

Work Item Bundling

Eccentex Work Order Manager can consolidate related works into a single bundled work item then assign them to the same agent. For example, packaging a customer's support requests for the last hour into a single work order.

Blended Agent Support

The solution is designed to support agents that work on both real-time and non-real-time interactions in a multi-skill environment. Agents can continue accepting calls and chats while working on less critical work orders in the background.

Automated Screen-pop

Customer 360 information screen pops up automatically together with the work order manager page including customer data, external data and actions, related work items and more. Every work order can have its own context-aware view.

Automated Event Triggers

As the work order goes through its lifecycle, event triggers can be created for follow-up actions, such as sending a notification to the customer or updating a CRM system.

Advanced Email Management

The solution comes with a built-in email management feature that brings advanced capabilities like email preview, email parking and related workflow automation.

Scheduled Calls & Call Backs

Agents can schedule outbound calls as part of a workflow enriched with scripts and context. The solution allows agents to schedule call backs with due dates or Supervisor Control.

Push & Pull with Workbin Support

Supervisors can configure the solution to automatically push work to the best available agent or to a queue. Push can avoid "Cherry Picking" and unfair distribution of load. The systems supports group and perform any business-specific actions.

Supervisor Control

The solution gives supervisors real-time control over every work order allowing them to be reassigned, moved between queues, change their priorities, bundle them or perform any business-specific actions.

Historical & Analytical Reporting

Eccentex Work Order Manager stores detailed information on when and how the work was done. Data schemas enabling summaries and aggregates required in support of business strategies. When connected to existing enterprise BI tools, including Eccentex BI, managers can gain access to comprehensive reports and dashboards across the entire customer journey.

ECCENTEX WORK ORDER MANAGER - KEY FEATURES

