



Customer
Service
Delivery
Platform
Corporation



service relationship management
delivered

Software
and
Solutions
for the
Service
Delivery
Lifecycle





ON-DEMAND WORKFLOWS

CSDP's On-Demand Work Flow solution allows you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen.



UNIFIED VIEW

Rather than logging into multiple systems, CSDP's solutions integrate with your existing legacy or enterprise systems, in addition to EDI, Web, and device-based services and provide a single, unified view of customers and service operations.



FULLY TAILORED & SERVICES-LED

Instead of trying to force fit out-of-the-box solutions, our flexible software is tailored to your individual business requirements with our unique services-led approach.

Knowledge Management

The Knowledge Management SRM™ software can help dramatically reduce the volume of calls to your contact center or customer support lines. When an issue requires more than self-service, it even prompts a service request application (Contact Center module) that auto-populates the service ticket with the information provided during the session.

The module provides a self-learning database with closed-loop feedback updating. If the Dispatch module is deployed, activities performed by field technicians can update the Knowledge Base. If the Depot Repair module is deployed, activities performed by repair technicians can update the Knowledge Base as well. CSDP will work with you to find the best way to pre-fill the Knowledge Base as customers are less likely to use the Help Desk function unless it is populated with useful and accurate solutions to their problems. CSDP has vast experience customizing data loads from our client's legacy systems.

The intelligent decision tree logic in CSDP's Knowledge Management software helps your service-facing employees or end-customers access the answers to frequently asked questions, product information sheets, service documentation and much more. Ensure consistency across your service organization with a centralized information repository. Integrated online diagnostics can also be made available for problem analysis.





Technical Assistance Center (TAC)

Most companies we talk to are using technical support centers to provide telephone assistance and are able to resolve many problems without ever dispatching a service engineer to the customer site.

Expert System

- Provides a structure where each problem for a given type of equipment can be described in terms of symptoms failure
- The symptoms are related to cause of failure
- For each cause of failure, one or more corrective actions are suggested by the expert system
- Initially, the decision structure can be entered manually; however, as the failures are reported and corrective actions are recorded in the system, the system develops an artificial intelligence (AI) database

Overview

- Central clearing house for problem tracking and management
- Solve a problem one time and make the information available to all others in the company
- Information is kept in the database rather than with individual experts within in the company
- Develop new problem resolution trees without the help of a programmer
- Users can build their own expert system(s)
- Easy to learn and use, so less experienced people can learn quickly
- Solve problems more consistently

Major Benefits

- Reduction in on-site visits to customer location due to problem resolution on the phone
- Development of the knowledge database from the actual problem solving and from the input by senior technical staff
- Quicker problem resolution by utilizing the statistical history on relationship between problem, symptom, cause, and corrective actions
- Incident updates by dispatcher, technical support center, and on-site technician until the problem is resolved
- Avoid duplication of efforts and get quicker resolution since each update action becomes visible to all personnel working on the same incident
- Measure the productivity of the technical support center staff
- Better analysis of failure
- Overall productivity of technical support center can be improved by over 20% and the number of on-site visits can be reduced by up to 50%





About CSDP

CSDP is a services-led software company with solutions that can automate the entire post-sale service delivery and customer service process. We offer:

- An On-Demand Work Flow solution allowing you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen
- Flexible solutions that are tailored to your unique business requirements, instead of trying to force fit out-of-the-box solutions
- A single, unified view of all customer and service delivery operations
- Implementation in weeks - not months

Our clients have realized improved customer satisfaction by up to 15 points, increases in service profitability exceeding 10%, decreased average cost per repair of 50% and increases in first call resolution greater than 20%. We not only help our clients drive down operating and service delivery costs, but enable them to drive up customer satisfaction and increase service revenue and market share.

The Service Relationship Management® (SRM) product suite addresses the complete end-to-end service delivery lifecycle including Contact Center, Dispatch/Mobile, Depot Repair, Inventory Control & Management, Knowledge Management, Marketing and Quote Generation, Warranty Entitlement, Training, Contracts/Billing, Reports, Scheduling, and Time Tracking. Our software is fully customized to fit your company's needs and easily integrates with your existing infrastructure so that it implements quickly and begins generating ROI immediately.

CSDP's SRM software solution has been delivered to some of the world's foremost Fortune 500 companies to include IBM, Xerox, Fujitsu, Whirlpool, Rockwell and PSE&G to name a few.

To learn more about CSDP, visit our [website](#), follow our [blog](#) and join the [Service Relationship Management Group](#) on [LinkedIn](#).

Contact us at info@csdpcorp.com.

For more information on any of our products or services please visit us on the Web at: www.csdpcorp.com or email us at: info@csdpcorp.com



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15615 Alton Parkway, Suite 310
Irvine, CA 92618
Phone: 888-741-CSDP
info@csdpcorp.com