

Customer Service at its best

Workflow driven Incident, Complaint and Query management linked to SLA monitoring makes the difference towards the Client experience and for the Service staff involved. Across multiple departments and companies a call is tracked and monitored, web enabled for optimal supply chain integration.

The registration and follow-up of calls is crucial to minimize the down-time of a cash machine, effectively handle complaints or queries from clients and provide the Customer Service department with an all embracing tool to investigate a call. Information regarding the cause of the call and the circumstances is available in the system online. A call may be concerning a cash machine, an order, a service provided, a bag missing, a discrepancy or just a query from a client. It can be logged online by the client representative(s) or a call center. All departments and companies involved in the call resolution have online access to their task list and SLA monitor.

Automated escalation to management takes place based upon progress related to the SLA agreed with the client and operating procedure rules defined within the workflow engine.

Incidents, Queries and Complaints

The CashWebCommunity product



Workflow engine. A call (incident, query or complaint) can be logged online by the client representative(s). All departments and companies involved in the call resolution have online access to their task list and call monitor. Graphs and reports can be accessed based upon the authorization given to them. Contractual agreements (SLA) are used for monitoring progress and for automated escalations.



provides for a generic configurable workflow driven Call Management module which is able to deal with both automated incidents (from error messages received from a cash machine) and manually logged calls by the Customer Service department or the client representative using online access. Calls can be linked to certain entities in the system to enable faster analysis of the cause. External companies (like ATM service providers) can be authorized to login and process their tasks online. The management function is supported by online visibility of call resolution progress and statistics on calls and associated resolutions. Clients can access graphical and report summaries online based upon their authorization rights.

Online Management Information

The module provides for online tracking and reporting on the progress and quality of the call management process and the SLA target and score against the target. Several levels of Management Information are provided to both Client and Service provider management.

CASHECOMMUNITY Administration Costead Machine Optimization Order Accounting Call Callogray 211 Ventor Problem Callogray 211 Ventor Problem Description: All Proter Problem See Sever and Occe Back	r Quey Calls Asset User Incent v		Adm Numi Categ	nistration per pry (all)	- Co	ntract -	Machine •	Optimization · Orde	ar Accounting Query Calls A Date occurred ignore date v Search	Asset - User -	
Workflow O Attributes Configuration G Service Types		÷÷×		tor (all)	1			×			
1 Check Support Desk Che 2 Check Support Desk Crea	cription ck ATM status ite service order	· · · · · · · □ □ □ 2 ⊕ ⊕ × □ □ □ 2 ⊕ € ×	CALL		neader	nere to g	group by that	column			
	ck if service order has been processed e incident	+ + 2 + + × + + 2 + + ×	#			ID	Status		Subject	Company Number	
C Escalation workflow scenario configuration:		$\Rightarrow \div \times$					~	۶ م ۲		♥ 90.0 ♥	
e - Type Department Description	e shaut lacideat			000	-	714 713	In Progre		Cassette is blocking, no issuing Paper stuck in the printer		Company Company
					-	703	In Progre Registere		ATM out of order: out of ink		
Seneric configurable work	flow.				-	702	Complete		Sealbag did not arrive at cash center		
					-	702			-		
					-	701	Registere		Money stuck in cassette € 50		
					-		Registere		printer out of paper		
Administration - Contract - Muchine - Optimization - Onder - Accounting - Quary - Cala - Assat - User -					-	699	In Progre		Printer out of paper		
Cells: Views: Solution Time: Number of Cells per Matual: SLA Performance Company, 4200 APR AMRO Serk Modulariat C Cell category (AP) V Date completed: during V				000	-	698	Registere		outbound cash not received		Company
Location (all) Falure code (all) Service type (all) Currency (0.06, 00.00)	Period currient Period currient Period currient Period currient				-	697	Cancelled		Cassette is not empty but does not issue		Company
Include billed calls	Search				-	696	Complete	ed 02.10.2011 14:53	Money stuck in cassette 50 Eur	90	Company
Oreate Billing Lines			Page	1 of 3 (22	items)	< [1	2 2 🔈				
SLA Performance											
Gids Volated call graph HP1 graph		320	Call	mor	ito	r T	he red	sistration a	nd follow-up of calls	s in the ca	ll monitor
5 100 INO	200 100							·	•		
gr 100		(m)	Calls	(inc	Ide	nts,	querie	es and com	plaints) can be logge	d online by	/the client
			repro	esen	tati	ve(s	s) and	all departn	nents and companie	s involved	in the call
20 E			•			-			heir task list and call		
e										monitor. A	acomateu
50			or m	anua	les	cala	tion to	o managem	ient.		

KPI % per call category.

Transtrack International offers a safe, proven, innovative and market leading software platform

Since 1990, Transtrack continues to provide Leading-edge and specialized software solutions to Cash businesses around the world such as Central Banks, Commercial Banks and Cash in Transit companies. Transtrack software is used daily to serve >110,000 locations spread over more than 15 countries worldwide. Based on the high level knowledge and best-practice experience Transtrack is continuously investing in the development of its software product platform and provides a full service offering, including consultancy, implementation, training, support and software maintenance through their global network of authorized Value Added Partners.

Science Park 400 1098 XH Amsterdam The Netherlands

- T +31(0)20 8884722 F +31(0)20 8884082
- F +31(0)20 8884082 E info@transtrack.nl
- W transtrack.nl





Technology to make cash flow