CALLMANAGEMENT

CashWebCommunity: a Software product of the Transtrack International Company.

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 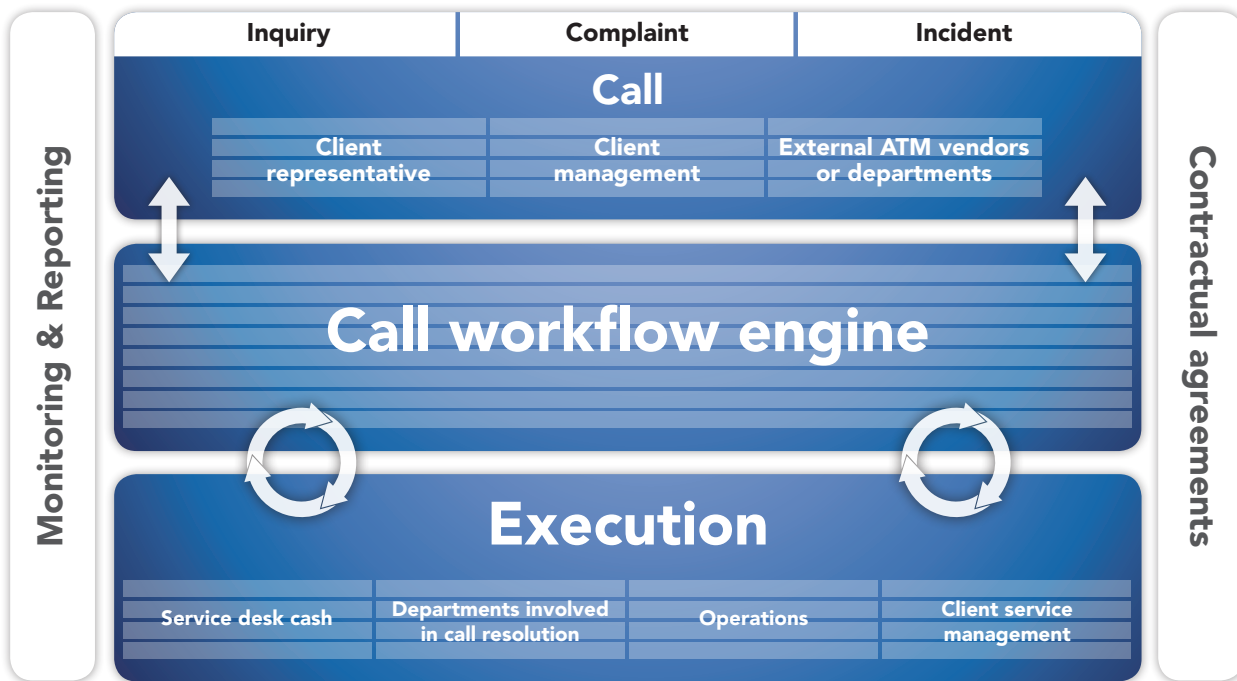the circumstances is available in the system online. A call may be concerning a cash machine, an order, a service provided, a bag missing, a discrepancy or just a query from a client. It can be logged online by the client representative(s) or a call center. All departments and companies involved in the 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

Inquiry	Complaint	Incident
Call		
Client representative	Client management	External ATM vendors or departments

Call workflow engine

Execution

| Service desk cash | Departments involved in call resolution | Operations | Client service management |

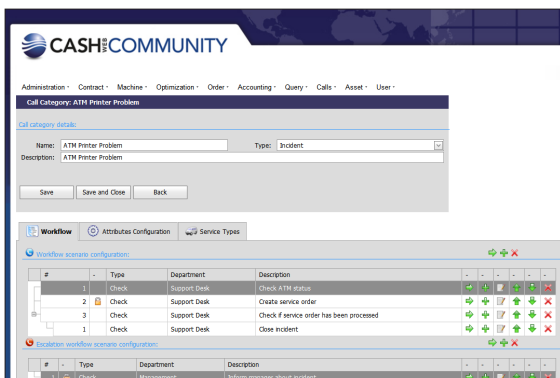**Monitoring & Reporting**

Contractual agreements

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.

CASH WEB COMMUNITY

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 asso-
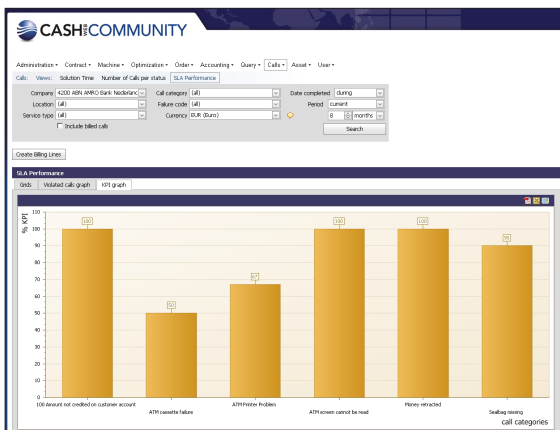
ciated resolutions. Clients can access graphical and report summaries online based upon their authorization rights.

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.

Generic configurable workflow.

KPI % per call category.

Call monitor. The registration and follow-up of calls in the call monitor. Calls (incidents, queries and complaints) can be logged online by the client representative(s) and all departments and companies involved in the call resolution have online access to their task list and call monitor. Automated or manual escalation to management.

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.

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I N T E R N A T I O N A L
Technology to make cash flow