

Request Management through eBonding



Telus is Canada's fastest-growing national telecommunications company, with services ranging from internet access and entertainment to healthcare IT.

Problem

Integrate to major client custom eBridge to enable an efficient 2-way solution for fulfilling customer Service Request Management.

Action

Use Kinetic Task to receive and process client Work Orders and send updates to client WO through eBridge while providing TELUS users with an awesome user experience across the enterprise.

Result

All new and updated Work Orders processed automatically. Tracking and management through an intuitive dashboard and Request Console. Leverage data in CMDB and foundation data to reduce effort by agents.

