

Appointment Booking System

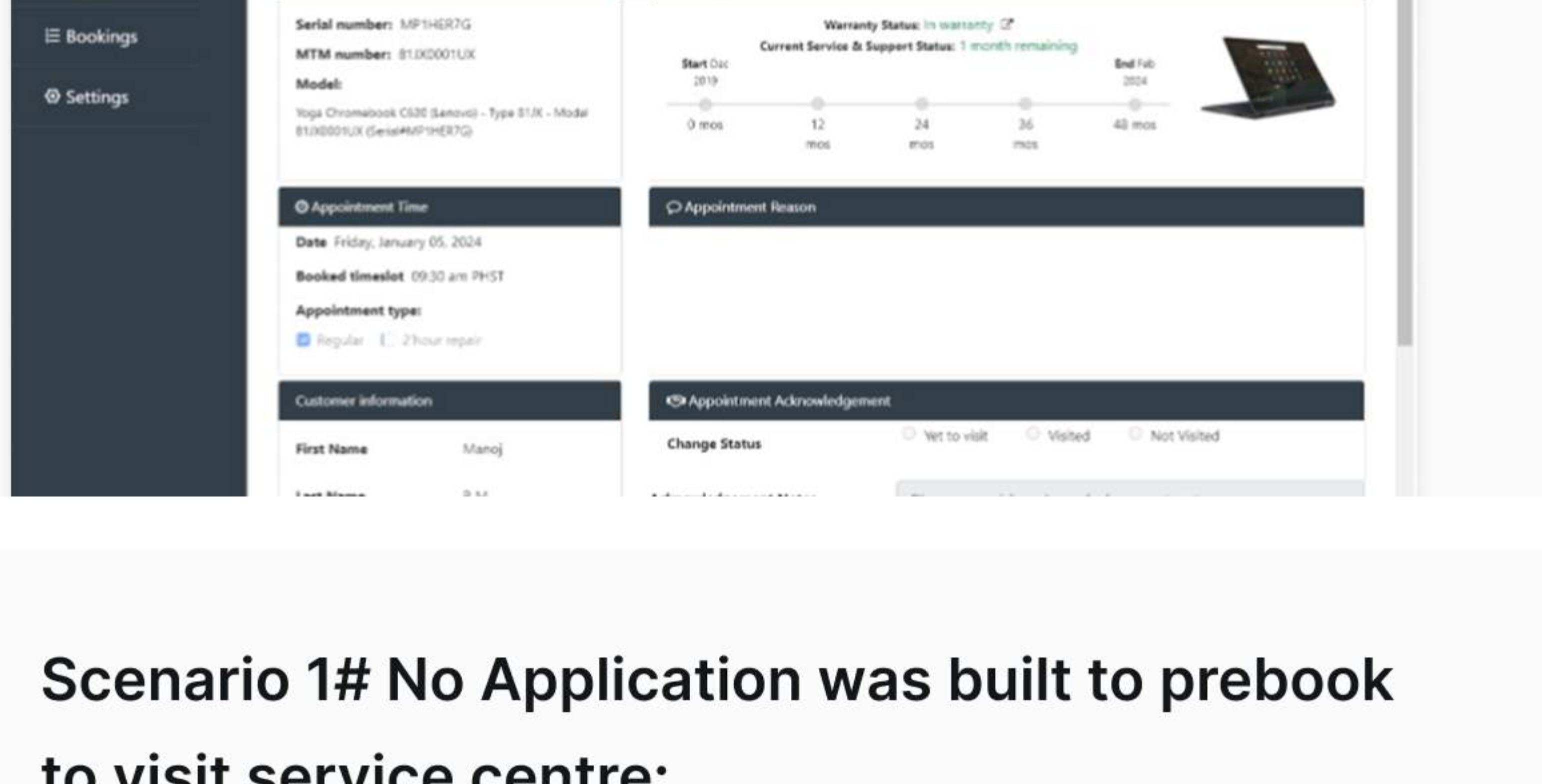
About Client

- Client Services offers support and service solutions globally to end users and businesses.
- Service centers are tasked with managing appointment bookings for customers visiting CCI for issue troubleshooting.
- CCI allocates appointment slots based on location.
- Customers have the flexibility to book their visit slots.

Challenges faced by the Client:

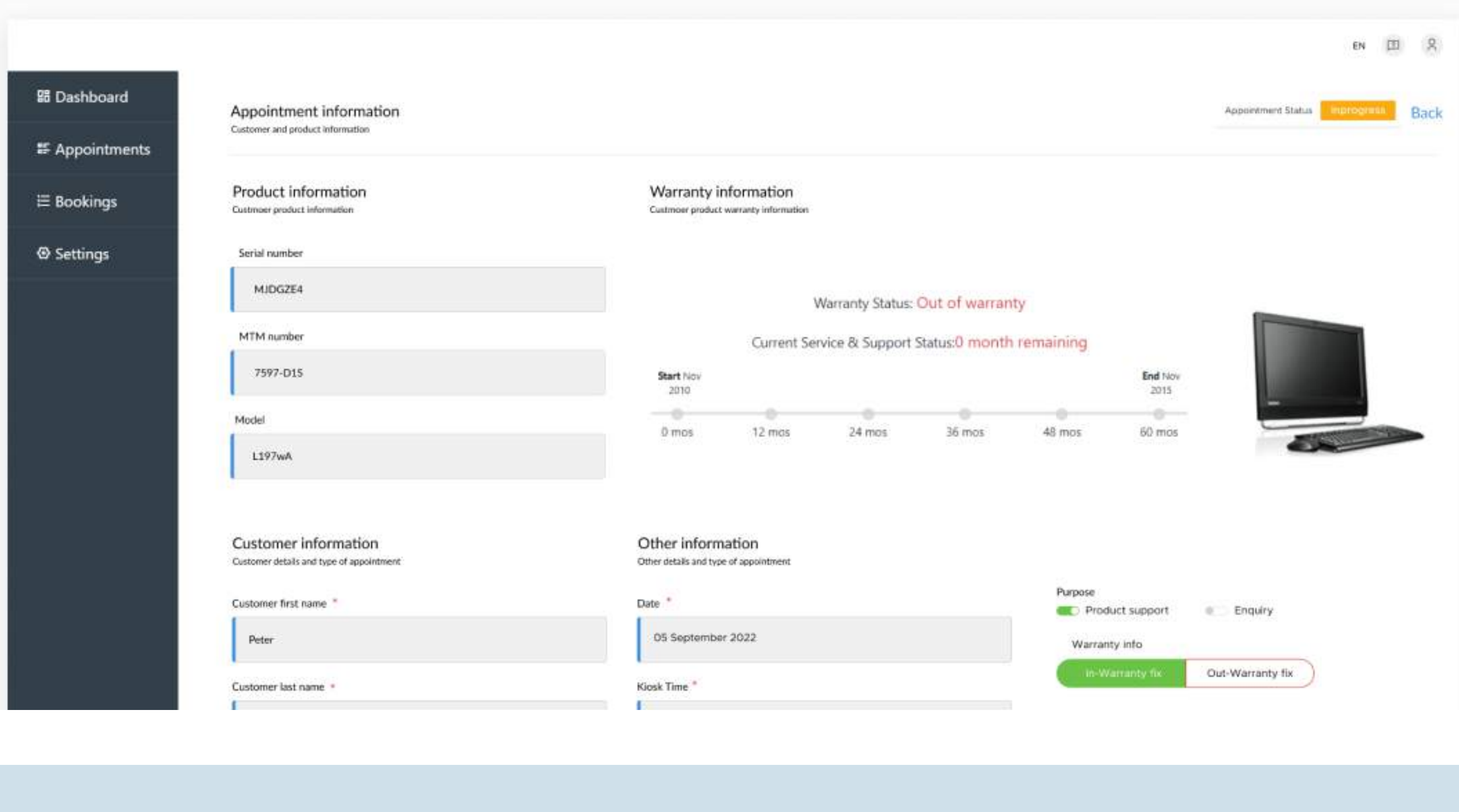
As we're entering a new phase in the COVID-19 pandemic, businesses and service providers are preparing to reopen once restrictions are relaxed. When it's time to reopen, there's a good chance that customer footfall will increase, as their demands have been put on hold for some time. Meanwhile, there's still an urgent need to maintain social distancing and high safety standards as the risk of virus spread remains high. This is a challenge that requires advance planning and big adjustments.

Appointment booking solution will help to manage customer journeys and keep control of the arrival flow.



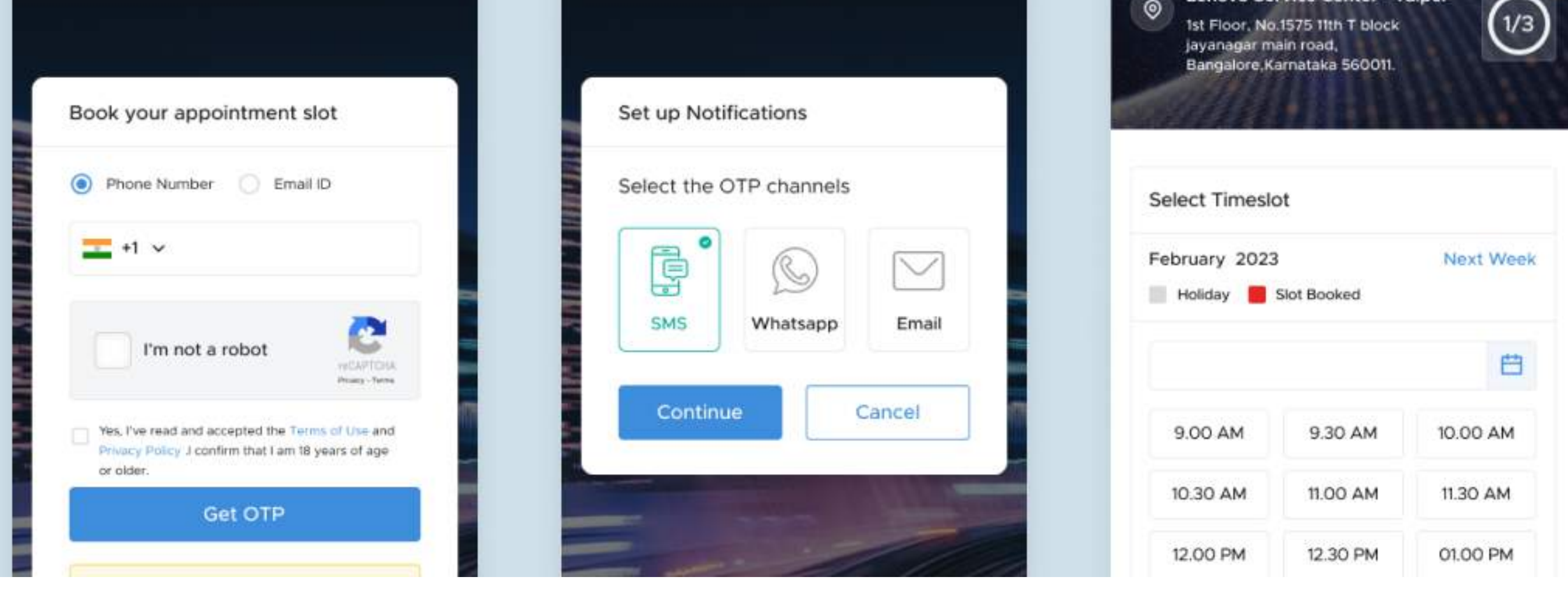
Scenario 1# No Application was built to prebook to visit service centre:

- Workforce Disruptions:** The pandemic led to staff shortages due to illness, quarantine, and caregiving responsibilities.
- Supply Chain Interruptions:** Delays in the supply chain affected the availability of spare parts, leading to longer repair times.
- Health and Safety Concerns:** The nature of the service centre environment raised concerns about the health and safety of both employees and customers.
- Remote Work Limitations:** Certain repair tasks required on-site presence, limiting the possibility of remote work for technicians.



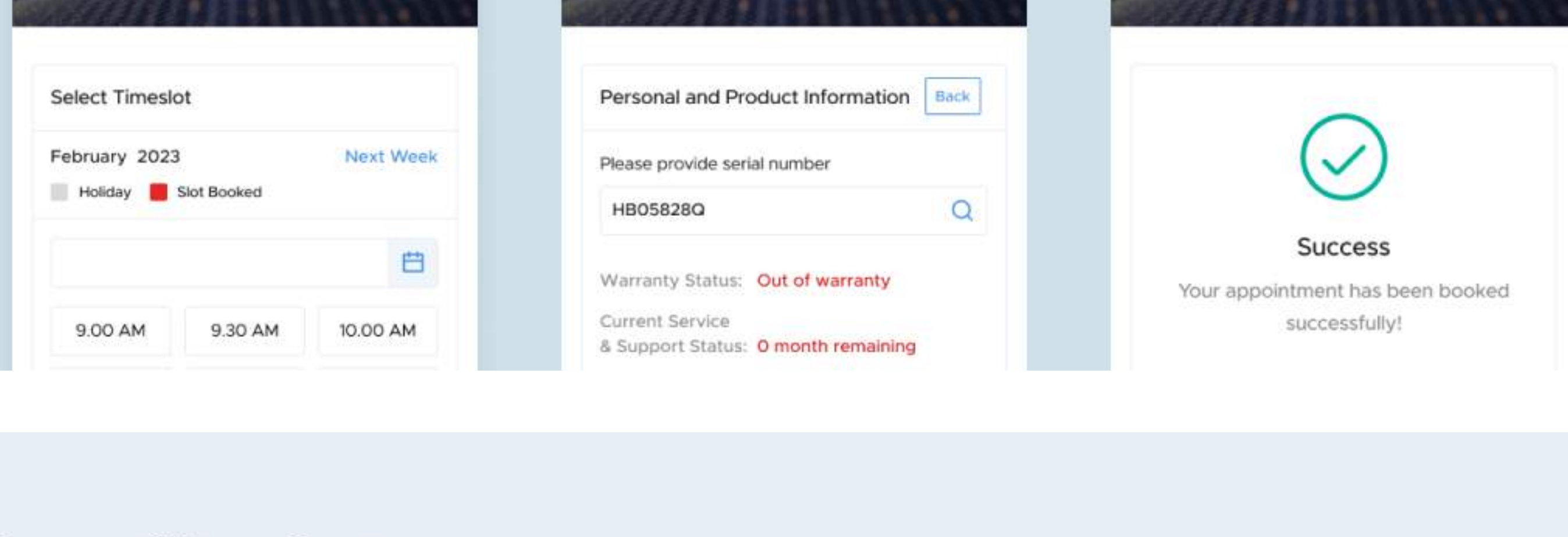
Solutions

- Developed a web and mobile application to schedule appointments at the service centre.
- The service centre's availability was configured using dynamic slots.
- Customers with appointments and direct visits queued differently to prevent long wait times.



Solution 1# No Application was built to prebook to visit service centre:

- Remote Support Success:** Remote support services proved effective for addressing minor issues, reducing the number of in-person visits, and minimizing the risk of virus transmission.
- Improved Customer Communication:** Enhanced digital communication led to improved transparency, keeping customers informed about service delays and safety measures.
- Maintained Service Levels:** Despite workforce disruptions and supply chain challenges, the service centre maintained a reasonable level of service, ensuring customer satisfaction.
- Adaptability:** The flexible work arrangements allowed the service centre to adapt to changing circumstances and continue operations during staff shortages.



Benefits Outcome

- Adaptability to Changing Conditions:** These implementations enable the service centre to adapt quickly to changing circumstances, such as the COVID-19 pandemic or other disruptions.
- Customer Loyalty and Satisfaction:** Improved convenience, reduced wait times, and streamlined processes contribute to higher customer satisfaction and loyalty.
- Operational Resilience:** The combined impact of these implementations creates a more resilient and adaptable service centre, capable of navigating challenges effectively.
- Technology Showcase:** Implementing modern systems like appointment booking application showcases the service centre's commitment to leveraging technology for enhanced customer service.
- Competitive Advantage:** A service centre that embraces technology and prioritizes customer experience gains a competitive edge in the market.