

MAINTENANCE IS HARD TO REACH

COMMUNICATION ISSUES

Phone calls not answered

No online request option

Limited hours for requests

24/7 availability

SOLUTIONS

Create online form

Use mobile app

Fast response time

Hire more technicians

USER NEEDS

Simple way to submit requests

Fast response time

24/7 availability

NEXT STEPS

Survey users

Hire more technicians

Build online chat support

Evaluate current process