

ClickSoftware
Making Service Click

ClickContact

Customer Interaction Management



The Best of Both Worlds

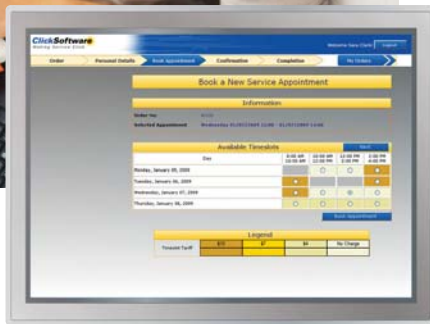
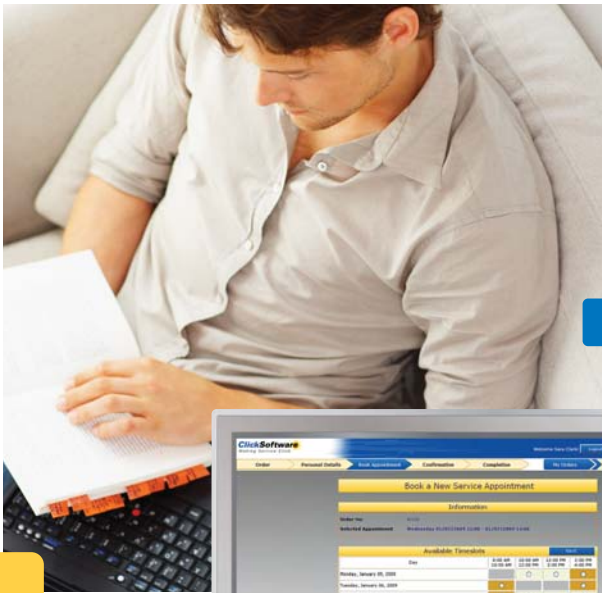


ClickContact

In the service industry, the win-win situation — where service levels go up while operating costs go down — is an elusive prize. Better service is generally accompanied by more overhead, and cost-cutting measures often mean scaling back on the “extras” that would make a customer’s service experience truly remarkable.

In recent years, savvy service providers have begun to explore opportunities for providing self-service capabilities to their customers as a means for addressing this challenge. Every appointment a customer schedules for himself is a win-win situation for the service organization. The customer is happy, because he has made his appointment quickly and easily in a manner convenient to him. The service organization is happy, because the appointment was made without interaction with costly customer support staff. Additionally, since the customer chose the appointment date and time that work best for him, receives timely notifications prior to the technician showing up, and is able to change or cancel the appointment if needed, the chance of a costly “no show” is significantly reduced.

Couple self-service scheduling capabilities with a schedule optimization solution that is second-to-none in the industry, and you’ve got a service organization where the win-win situation goes from elusive to everyday. Service organizations looking to attain the best of both worlds need look no further than the self-service capabilities of ClickContact.



Give your customers control with online appointment scheduling, updating and/or canceling

What Is ClickContact?

ClickContact is a customer interaction management solution that enables self-service appointment booking, order updating, automatic customer notifications and customer satisfaction surveying. From scheduling the initial appointment through enabling a post-service follow-up survey, ClickContact provides enhanced customer interaction management support throughout the service lifecycle.

At the heart of the ClickContact solution is the self-service appointment booking that enables a customer to book a service appointment over the web. Since ClickContact is integrated with ClickSchedule all of the business preferences and optimization logic are taken into account at the point of scheduling, just as they would be if the customer called in. The self-service capability also extends to enable customers to update their service appointments as customer needs and/or preferences dictate.

Whether or not an appointment is scheduled online, ClickContact enables service organizations to communicate with customers who have booked appointments, providing confirmations, updates, reminders, etc. These automatic notifications drastically reduce the number of “no shows” – situations where the service engineer arrives on site only to discover that the customer is not at home.

Finally, the satisfaction survey capabilities provide a way for service organizations to strike while the iron is hot, and obtain feedback on the service experience electronically as soon as the appointment is over.

Each of these modules is configurable to specific customer needs.

The world's leading service organizations know that the road to the win-win situation is letting customers help themselves as much as possible. With ClickContact, you are on your way.



Features

- Integrated with ClickSchedule to maintain consistent service policy
- May be deployed on-premises or as a hosted solution
- Enables integration into corporate web site
- Online appointment scheduling, updating and/or canceling
- Automatic notifications, including appointment confirmation, reminders and real-time updates, available via text message, voicemail or email
- Customer satisfaction surveys available immediately following service visit
- Look & feel, notification defaults, notification templates and customer survey all fully configurable to meet customer needs



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Benefits

- **Improved customer satisfaction**
 - Reducing time spent booking appointments
 - Empowering the customer with increased participation in the scheduling process, resulting in a stronger feeling of control over the process
 - Keeping customers informed as the date and time of service approach
 - Allowing the customer to be away during parts of the appointment time window, arriving on-site just in time for the service call
 - Increasing flexibility and options available at the point of booking and rescheduling appointments
- **Reduced costs**
 - Reducing the need for customer support staff to handle appointment booking/rescheduling calls and/or appointment follow-up
 - Reducing the number of costly customer no-shows through increased communication between the appointment booking and the actual service call
 - Reducing new client acquisition costs that are the result of service-related customer churn
- **Improved first-time-fix rate**
 - Reducing the number of appointments that have to be re-scheduled due to customer no shows
- **Increased revenue opportunities**
 - Post-service surveys that increase knowledge of customer preferences and provide for more targeted selling to customers in the future
- **Increased knowledge of technician performance**
 - Post-service surveys tailored to address technician capabilities

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About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time decision making, incorporating scheduling, mobility

and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.



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