

Case Handling

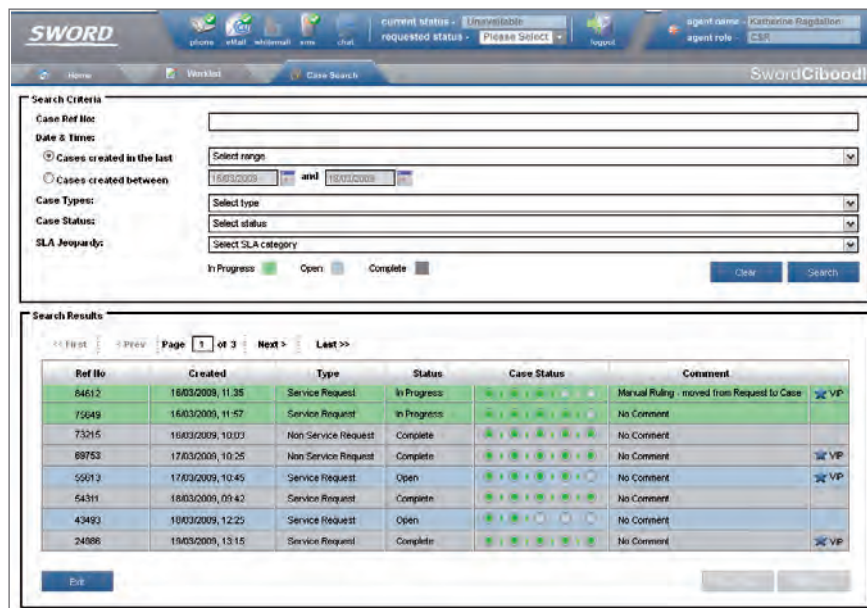
Working Smarter; Connecting People

The importance of truly integrating end-to-end customer facing processes, from front office to back office to suppliers, can be achieved with case handling solutions like Sword Ciboodle, which support the backbone of your customer service framework.

Simple to use, easy for the business to change and incredibly powerful, Sword Ciboodle case handling does more than automate work when you can't complete the customer's request on the phone. A dynamic, business defined filing system which creates, assigns, and manages customer service requests across multiple channels, teams and systems, case handling drives next-step processing as per business established rules and provides immediate operational insight into service level performance.

Our web-based user interface provides an easy to use, unified view of case status from inception to completion and ensures work can be accessed anywhere, at any time. In-built support for automated and manual work distribution, work routing and reassignment, ensures you can proactively respond to changing business dynamics and ensure that the right request is routed to the right person, first time, every time.

The result? Faster development time, lower cost of ownership and superior and consistent customer experience.



Case Handling Benefits

South African Utility Eskom trebled first call resolution and saw a 75% reduction in follow up interactions saving over £2.3 million

75% reduction in average processing time at Irish Telco Eircom

50% reduction in training time at UK Utility ScottishPower

50% reduction in the volume of repeat calls at UK Utility Severn Trent Water

In Context

Improve visibility: Instant access to case information for case workers based on their role and skill

Enable effective collaboration:

Consolidated real-time view of cases and all associated data and correspondence

Improve responsiveness: Instant alerting, notification and escalation to drive work to the right people at the right time

“Sword Ciboodle’s advanced case handling capabilities have allowed us to significantly improve the way we manage work right across the business. Cases are easier to handle and are closed quicker, meaning interactions are more efficient for us and our customers.”

Neil Clitheroe, Director of Customer Service, ScottishPower

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Case Handling Features

Sword Ciboodle's case handling provides a dynamic and intuitive web-based interface to allow access to work 24/7. It also offers role based entitlement for contact centre, mobile, branch workers and customers alike, in addition to a comprehensive, unified and end-to-end view of case history.

Case Files

- Unifies all interactions, activities, images, emails, correspondence, resource and processes that constitute your case folders
- Ability to sort and filter with powerful and flexible search facility

Case Queuing

- Worklists for individuals and groups of users
- Cases displayed by priority, subject, status and other custom criteria

Case Routing

- Flexible and automated control of work with skill and role-based routing
- Automated and manual work distribution
- Blend and swing work to manage peaks and troughs in demand

Work Delivery & Work Management

- Collaboration to allow front and back office staff to work on cases
- Associates structured and unstructured information to a case; from documents and images to contacts or policies
- Supports both linear and parallel case flow

Integration

- Standards based services and connectors to leverage information from your existing systems
- Integration to leading document management platforms
- Inbound and outbound correspondence handling
- Calendar support for follow up or future appointments
- Identification of available and qualified personnel to assist in completion of tasks

Management Audit & Control

- Automatic audit trail and log of system events, user activity and actions
- Multi-channel alerts and event driven escalation
- Aggregated insight into performance and KPIs via executive dashboards
- Real-time visibility of case status across all processes and departments
- Robust, scalable and easily extended, ships with predefined case templates as well as the ability to configure your own on an ad hoc basis

Case Handling in Action

Complaints handling
Fault diagnosis & resolution
Correspondence handling
Order management
Expense management

Insurance

Claims handling

Telecommunications

Billing issue resolution
Customer provisioning

Utilities

Connections
Customer establishment
Change of supplier
Change of tenancy
Pre-payment metering
Vacant premises

Financial Services

Customer on boarding