



eventus[®]

WORKFLOW & WORKFORCE MANAGEMENT SYSTEM

THE POWER BEHIND YOUR BUSINESS PROCESSES

www.eventus.eu

WHAT IS EVENTUS[®] TSS?

As a result of the complexity of the mass and business IP services the identification of the root cause of customers' problems requires launching a long process during which the 2nd and 3rd level supports are involved. Only 20% of problems are solved during the customer call.

The complexity of the mass and business IP services also demands the use of several support systems even on the 1st level at the Call Centers. Answering the most important question – whether it is the service provider who is responsible for the problem or the customer – is not possible in many cases because the agents in the call centers are not able to perform all necessary tests and diagnoses, even though they use many different support systems. These systems are mostly not diagnostics tools. They are provisioning, element management and customer web applications.

More systems also imply more time and operators and there is a higher risk of false analysis and dispatching. Following fault localization the impacted operational field gets an automatic ticket via the work-flow interface (e.g. TTM) with all the relevant measurement data for fault clearance. Furthermore, in the case of certain types of faults TSS is able to clear the faults automatically (e.g.: remote modem reset).



WHERE CAN BE USED?



Although Eventus[®] TSS has its references in and is primarily dedicated to enterprise scale companies, Eventus[®] TSS can also be utilized and used at mid-size companies in any market area. By the integration of access network management systems and other support systems, TSS is able to increase the ratio of identified problem causes during the customer call. By the automatically generated Dispatch Recommendation TSS will minimize the failures selecting the right actions or allocating the problem to the right departments.

In spite of the fact that this description is based on a telecom reference, Eventus[®] TSS can be deployed at any kind of industry where systems are controlled by IP communication capable devices (e.g. energy sector, transportation, public utilities, telecommunication, etc.)

COMPETITIVE EDGES PROVIDED BY EVENTUS[®]

- **EFFECTIVE USAGE OF HUMAN RESOURCES:**

Process and evaluation of huge amount of measurement data without manual, human activity.

Eventus[®] TSS might be deployed with the default full Field Force Management Solution of Eventus[®] that also ensures the optimal human resource usage.

- **QUICK ANSWERS FOR SERVICE PROBLEMS:**

The time of locating the fault is significantly decreased. The duration of measurement, (processing and evaluation) takes 1-2 minutes in case of Quick Tests and 3-5 minutes in case of Complex Tests. At the end of these processes the dispatch proposal is computed and displayed. The TTR is obviously decreased due to the quicker fault localization and more executable dispatch proposals.

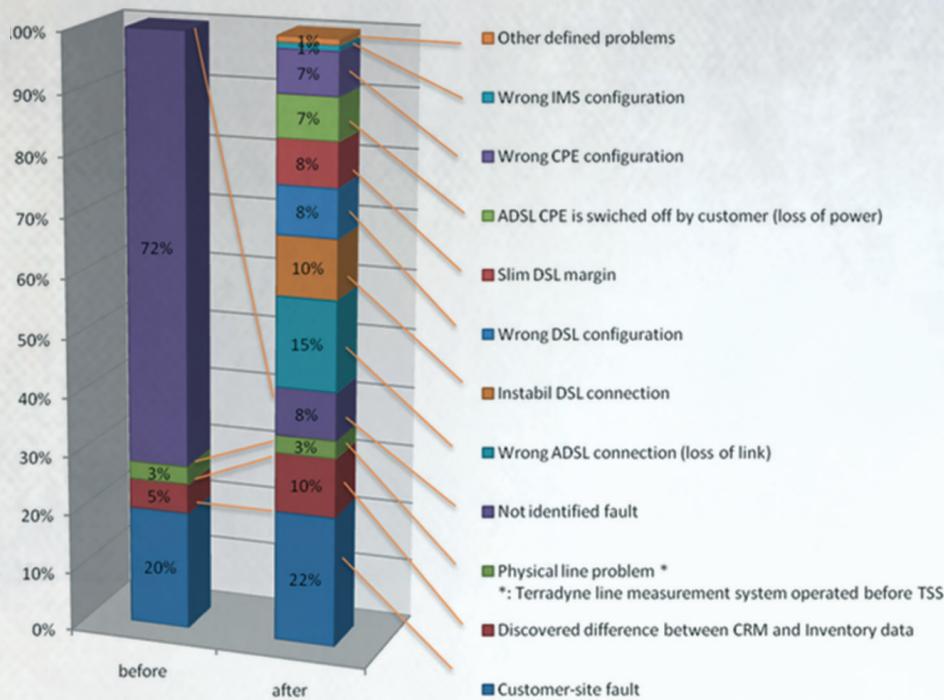


- **ELIMINATION OF HUMAN (SOMETIMES SUBJECTIVE) DECISIONS:**

The evaluation mistakes are decreased. The system provides evaluation of the measurement results that is always based on the same principals. Moreover, there is no difference between two predefined measurement processes (elementary measurement, sequence, steps).

- **DOCUMENTATION AND ARCHIVING OF MEASUREMENTS:**

Troubleshooting process happens in a multiple player environment. In practice there are several misunderstandings between the engineers during the process about who measured what and when. TSS stores all results of the measurements. In case of a debate users can easily search in the previously captured data.



With TSS the front office and operational organizations of companies get a new tool which is an open and effective solution improving the efficiency of internal processes and enriching the customer experience.

The TSS Service management system is able to build up the "service tree" of the Customer's service. Knowing the relationships between service components, TSS can perform all possible diagnoses and measurements available on the components. The system automatically selects appropriate diagnostics that are specific for the reported service.



Eventus® is an **award winning, Ultimate Workflow and Workforce Management Solution** designed to dramatically increase the work efficiency of companies. Beyond the core, general workflow and workforce management functionality, cutting-edge technologies utilized totally integrated in Eventus® - like Mobile Clients, Map / GPS / GIS integrations, sophisticated dipatching mechanisms, priority handling, SLA handlings, modern communication channels, mobile store management, bar code reading, NFC capability, etc. – gives You an all-in-one solution, customizable to Your specific needs.

Although Eventus® has its references in and is primarily dedicated to enterprise scale companies, the System can also be utilized and used at mid-size companies and **any kind of industries** where precise control of numerous workflows, tasks and staff is necessary or mission critical.

Eventus® is a comprehensive Workflow and Workforce Management System for organizations, business segments, companies where:

- **NUMEROUS WORKFLOWS;**
- **NUMEROUS ISSUES OF THE SAME KIND;**
- **NUMEROUS EMPLOYEES AND THEIR WORK;**
- **NUMEROUS WORKFLOW TYPES**

have to be managed – executed, controlled, measured, automated and of course optimized both partially, or end-to-end.

Eventus® is a product of Fornax Co. For further information, please see the Eventus® related marketing materials, or check www.eventus.eu, or contact us at info@fornax.hu.

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