

ServiceInsight  
**SERVICE REQUEST  
 APP**

# Make it easy for employees to request service and check status.

ServiceInsight is the workplace command center that optimizes the employee experience and asset performance. Our clients benefit from a solution that delivers excellence with efficiency and the right tool for every role in the work order process.

The iCRS app expedites and enhances service requests by making the experience easy and convenient. Give your employees the tools and ability to quickly submit requests, check the status of their work orders, and provide feedback—all on their smart phone or tablet.

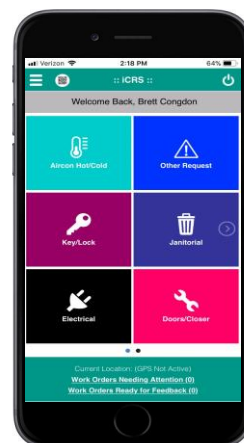
## Take employee experience to the next level with iCRS.

### SIMPLIFY THE REQUEST PROCESS

Populate information automatically with default location and contact details from the user’s profile record. Use task-specific forms based on common requests for your business.

### PROVIDE WORK ORDER VISIBILITY

Clients can display current and past work orders with complete descriptions, whether the request came in via iCRS or by phone, and immediately identify status updates.



### FEATURES

- Easy to use mobile app
- Quicklinks for service requests
- Talk to text
- Work order status
- Work order history
- Employee feedback

### ENHANCE EMPLOYEE SATISFACTION

The iCRS app is intuitive and easy to use, improving the employee experience by making it easy to engage the facility service team. With a transparent service request process, employees will love the personalization offered by iCRS.

### REDUCE CALL HOLD TIME

The volume of calls is reduced when clients use the online support, auto-dispatching requests. iCRS is accessible from anywhere, any time.

### MONITOR, ANALYZE, AND IMPROVE SERVICE DELIVERY

Using our employee feedback system, customize the survey questions and response options you provide your employees. Allow users to request to be contacted. Empowered with employee satisfaction data, your team can identify ways to enhance the employee experience.

### CUSTOMIZED ORDER CREATION

Configure whether users select from a limited group of problem codes or simply enter the problem description and task dispatchers with recoding and dispatching the order.

## Comprehensive functionality improves employee experience.

### USER-FRIENDLY DESIGN

Employee location is identified through the app, automatically letting the call center team know where to dispatch the assignment.

### SECURE ACCESS

Built-in registration process allows the administrator to approve or reject the user registration with a single click. Alternatively, Caller Profiles may be set up based on a company address book for quick implementation and user registration.

### END TO END AUTOMATION

Increase productivity by streamlining the request process. By configuring ServiceInsight to auto-dispatch service requests, or certain problem codes and priorities, the call center disposition may be bypassed, communicating the order directly to the technician's mobile device or to the assigned vendor.

## Optimize Your Workplace

As part of the ServiceInsight workplace command center, the iCRS helps employees save time in submitting requests, while enabling you to deliver excellence with efficiency. Status tracking and feedback tools ensure we provide a great and continually improving employee experience.

### CONTACT US TODAY FOR A DEMO

- +1 800 337 2645
- [si\\_sales@cbre.com](mailto:si_sales@cbre.com)
- [www.cbre.com/serviceinsight](http://www.cbre.com/serviceinsight)

