

ServiceInsight
SIREQUEST

Make it easy for employees to request service and stay informed of status

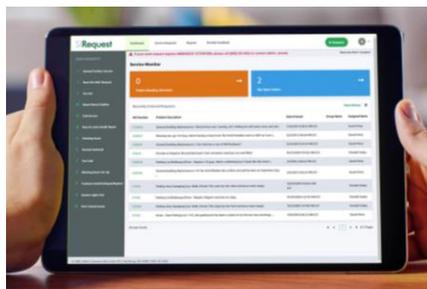
ServiceInsight is the workplace command center that optimizes the employee experience and asset performance. Our clients benefit from a solution that delivers excellence with efficiency and the right tool for every role in the work order process.



SIREQUEST Mobile App

Available for iOS and Android devices, the **SIREQUEST** app provides employees the ability to submit requests, check status, and provide feedback from anywhere. Employees stay informed of progress on their service request.

Web portal and mobile app requests are visible in both applications, offering a tailored **SIREQUEST** experience that your employees will appreciate.



SIREQUEST Web Portal

Employees want the ability to submit and monitor status on their schedule, and the **SIREQUEST** web portal offers that experience. Brand your portal with your logo and color scheme to provide a great employee experience.

SIREQUEST Benefits

- Improve employee satisfaction
- Increase call center productivity with self-service options
- Improve delivery quality by capturing employee sentiment

SIREQUEST Features

- Quick Requests to rapidly request service
- User-friendly iPhone and Android apps
- Easy to access web portal
- Talk to text support
- Work order status visibility
- View work order history
- Capture employee feedback

Simplify the Request Process

Employee location is identified through the **SIRequest** mobile app, automatically letting the call center team know where to dispatch the work order assignment.

Information is automatically populated from the user's profile record, streamlining the service-request process. Use task-specific forms based on common requests for your business.

Provide Work Order Status to Employees

Employees stay informed of progress of their service request. Current and past work orders with complete details are accessible via the mobile app and web portal. With all the right information at their fingertips, both employees and facility operations gain productivity.

Reduce Call Hold Time

The self-service **SIRequest** portal and mobile app reduce call volume, freeing staff time to address the high priority calls that come into the call center. This helps facility teams address requests appropriately based on priority and provide more predictability for call center staffing.

Secure Access

SIRequest's 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.

By fully automating the process, employees experience high responsiveness and facility teams can realize even greater productivity.

Customized Order Creation

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

Monitor, Analyze, and Improve Service Delivery

Using the **SIRequest** 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.

Optimize Your Workplace

As part of the ServiceInsight workplace command center, the **SIRequest** 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

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