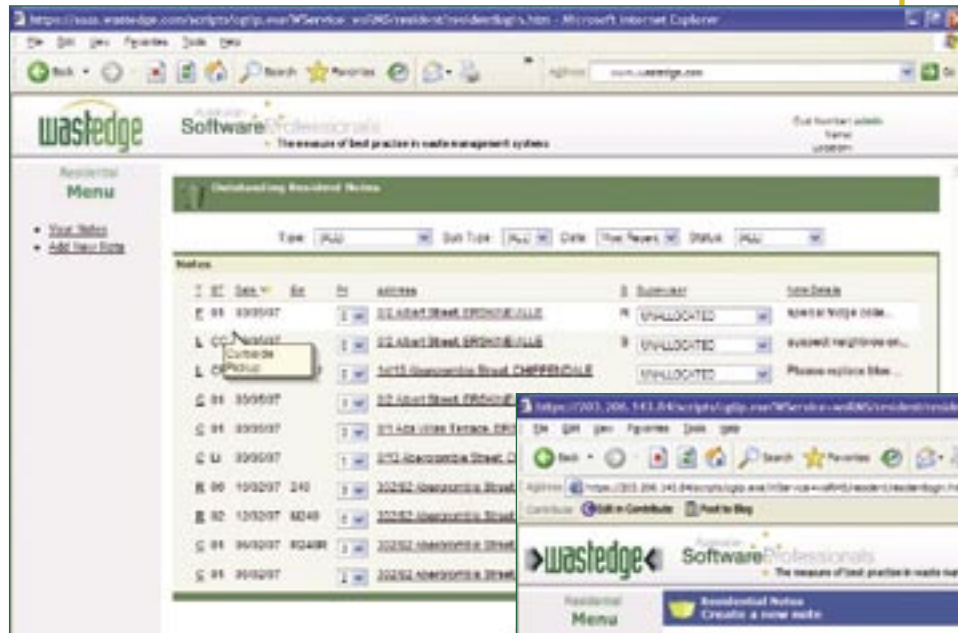


WasteResWebService



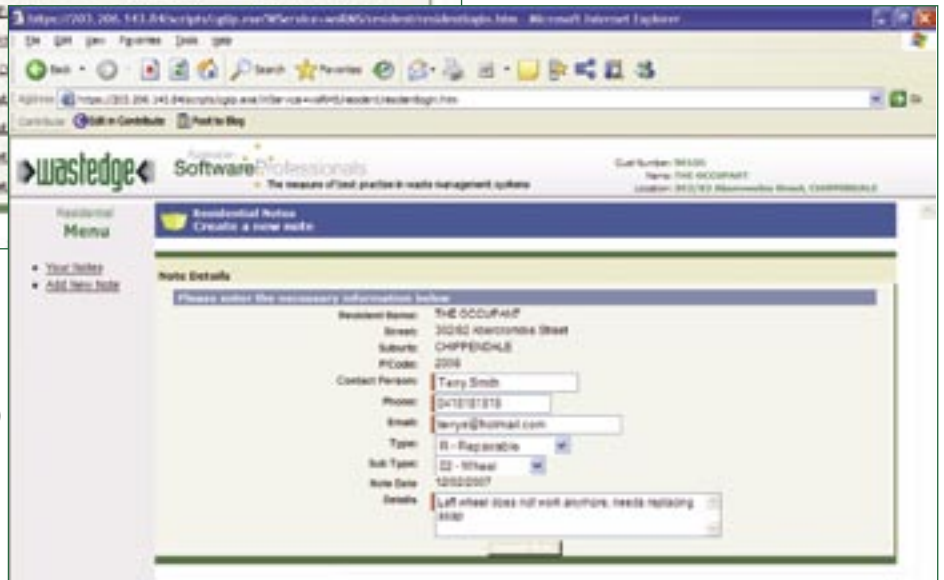
Residential Service Requests and Complaints Self Service module.
An internet-based facility for residents to log Waste Service Requests/Complaints.



Business Benefits:

- Improves Service Responsiveness
- Reduces Call-centre Workloads
- Restricts problem reporting verbosity
- Saves time/maximises productivity
- Reduces paperwork and phone time
- Speeds up the availability of information
- Improves staff support & morale
- Extends service access times
- Reduces phone queuing

- service requests (eg new service, service cancellations, changes)
- complaints notes (eg missed services, rubbish spills, noise complaints)
- bin repairs, cleaning or replacement requests
- special curb-side cleanup requests (discarded furniture/whitegoods)



Provides residents with a 24 hour internet based self service facility for requesting new waste services or service changes and day of service enquiries, as well as for entry of complaints or bin repair requests and the like.

Allows residents to log and review their own request's status via the internet
 Supports information requests for Day-of-Service inquiries and service collection frequency/bin-size options available in their area.

Performance Measures

- Measures level of site specific problems
- Records measure of resolution response times
- Records call problem category and types statistics at source
- Facilitates measure of failure by reason statistics

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