

Residential Call Centre Module



Residential service requests management

Want to manage rate-payer service requests and complaints more efficiently? Wastedge's 24-hour, internet-based self-service call logging facility makes it easy for residents to request new or additional services, register complaints or inquire about days of service per waste stream.

This reduces the workload for council waste department/private contractor staff, allowing them more time to review and allocate work requests and follow-up actions with contractors and field staff.

Integrated mobility software allows allocated tasks to be dispatched direct to field staff mobiles and facilitates real-time responses from supervisors when and where problems are resolved.

So if you want to reduce operating costs, improve communication and resolve problems faster you need this Module now.

Key benefits



- Resident services register
- Auto assign addresses based on day of service waste stream area zones
- Keep all complaints or property incident records (missed service, contamination, blocked access)
- Reduces resident communication costs
- Reduces staff and administration costs
- Speeds up work allocation and response
- Reduces phone time and cost

Main features...



Resident Self-Service
Complaints/Requests
Web Page

Service
requests and
complaints list
(for actioning)



Driver reported site problems

Up to eight user defined events for blocked access, overweight, damaged bin, contaminated, not out etc.

Additional features...



- Integrated web mapping shows where calls are on the map
- Integrated map shows bin and property locations
- Resident self-service web calls logging
- User-defined requests/complaints categories
- Shows site/area incidence levels on map
- Reviews, groups and sorts work lists
- Auto or manual task allocation by type/area
- Dispatches jobs and/or job lists to mobile field staff
- Receives updates/notes input from mobile devices
- Allows input from on-board driver collection incidents, arm-lifts, RFids

Put your business on the map today!

Visit www.wastedge.com or call: 02 9499 6222