

iWaste RFS – Service Calendar & Requests



From an email, web page, any mobile device, anywhere at any time...

This self-service software module runs on any smart mobile device or web browser and lets ratepayers raise service requests or complaints from their smart phones or from a web page. This lets your customers do their own data entry at a time and place of their convenience instead of waiting in phone queues or needing call centre staff to listen to lengthy verbal complaints then transcribe into the text of the request.

Council to Contractor Requests for Service can also be automatically extracted from emails and added as service request notes in Wastedge saving transposition effort and errors. Confirmation email acknowledgements can be automatically sent from the systems, as well as on task completion. Service request notes in Wastedge can then be reviewed and converted into jobs for bin delivery, removal or repair or for field inspector investigation on mobile app task lists.

Key benefits



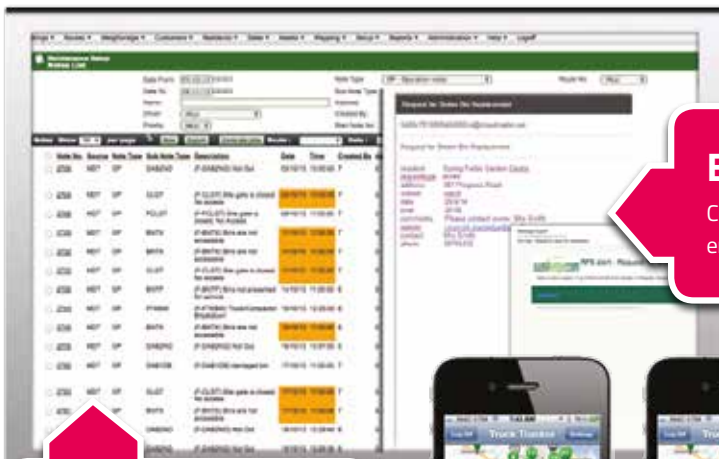
- Facilitates customer self service
- Helps reduce data entry effort
- Improves customer communications
- Streamlines council to contractor communications

Additional features...



- Direct Email input/acknowledgements
- Converts emails to task lists/jobs
- Reduces call centre phone queues
- Reports RFS status back to council
- Resident Services Calendar
- Supports Illegal dumping alerts
- Information source for residents

Main features...

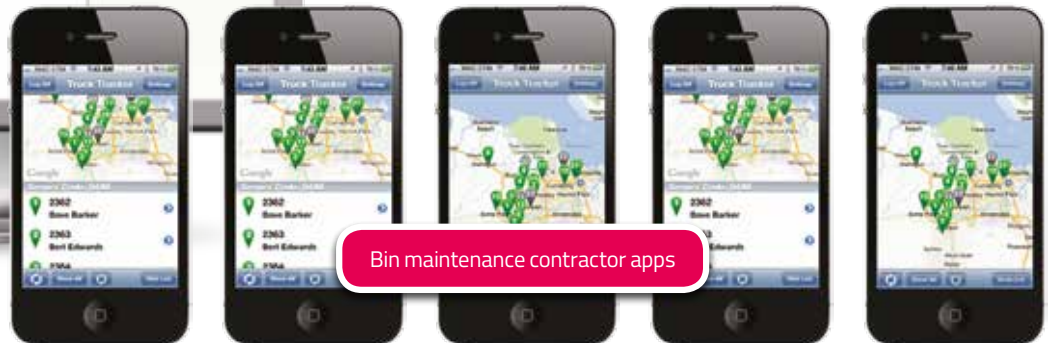


Email Input

Council to Contractor email input

A title of somekind just here?

Resident calendar, complaints and service request



Bin maintenance contractor apps

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