

# SRM Discovery

## Status Tracker

The SRM Discovery Status Tracker enables you to manage and control your operations to meet your service objectives. The Status Tracker shows you how effectively statuses are being used across the entire service event workflow at all your locations. The reporting suite provides several management dashboards and reports that deliver actionable information. You can assess performance across your entire operation as well as within a single status event.

You'll benefit from a better understanding of service event durations and service time and efficiency across each stage of service delivery. You'll receive insights into the time intervals spent on check-in, estimate creation, waiting on parts, and more. The data offers you opportunities to implement best practices by removing potential roadblocks and inefficiencies.

These reports will help you identify operational efficiency improvements, leading to:

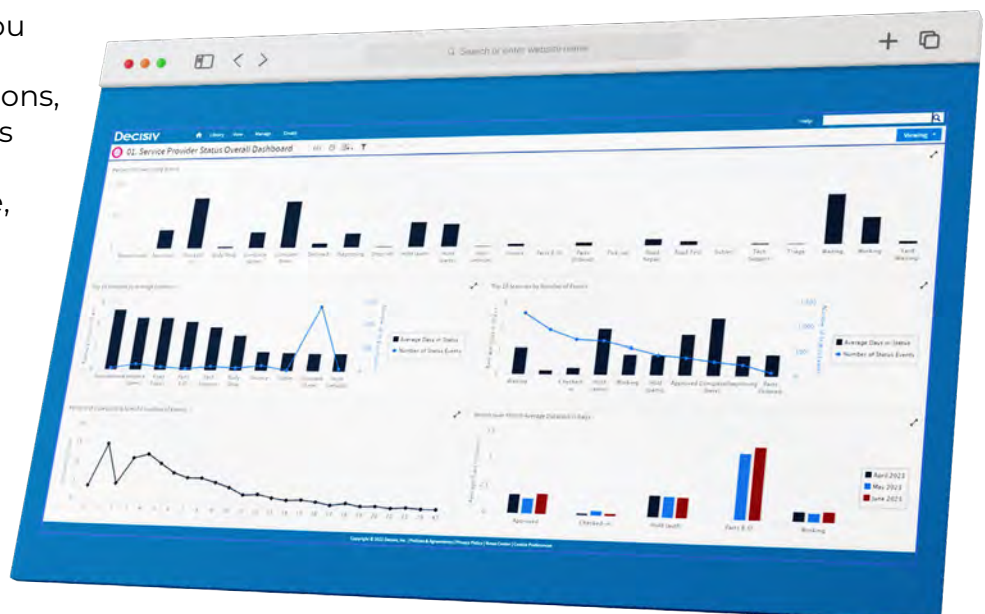
- **Faster return to service of assets**
- **Quicker customer approval of estimates**
- **More revenue-generating wrench time for technicians**
- **Increased volume of service events**
- **Improved customer experience**

**Streamline your service delivery through insights into the service event statuses throughout your operations.**



## Understand the Big Picture

SRM Discovery Status Tracker's management dashboard lets you easily identify the use of status throughout your service operations, including between departments and across locations and timeframes. You get immediate, actionable insights into the efficiency of your service operations. With Status Tracker, you can spot potential bottlenecks in your service process and investigate ways to minimize excessive durations.



## View the Trends

The Status Tracker offers you perspectives on trends over a timeframe; whether examining days out of service trends, status duration trends, or location trends. You'll see operational changes and can determine if they are delivering the expected improvements to the service delivery process. You'll view how statuses are being used in individual cases. And you'll have immediate access to a detailed view of events from case creation to the most recent time a status was changed. With these insights, you'll be able to identify and understand outlier situations to further streamline your service operations.

## Examine Location and Service Advisor Performance

With the SRM Discovery Status Tracker, you'll:

- **Understand the overall percentage of time that each location, or service advisor, spends in a particular status as well as the overall number of days spent in that status across all cases.**
- **Identify opportunities to drive consistency in the use of statuses throughout your entire service operation.**

## Examine the Details

The Status Tracker's dashboards and reports give you both the broad overview and the specific details you need for streamlining service delivery, including access to a visual display of status changes within a single case. These insights offer you opportunities for improving how statuses are used in the servicing process.



**DELIVER IMPROVED SERVICE OPERATIONS  
WITH THE SRM DISCOVERY STATUS TRACKER.**

For more information contact  
[sales@decisiv.com](mailto:sales@decisiv.com)  
804-762-4153, EXT: 1

Visit the Decisiv Marketplace  
at [marketplace.decisiv.com](https://marketplace.decisiv.com)

**Decisiv™**