

SRM Discovery Workflow Tracker

Workflow Tracker offers a practical and simple way for you to get better control over every service operation. In a single management dashboard you'll benefit from a better understanding of workflow durations, service time and efficiency across each step of service delivery. You'll receive insights into the time intervals spent by service advisors, technicians, parts and more.

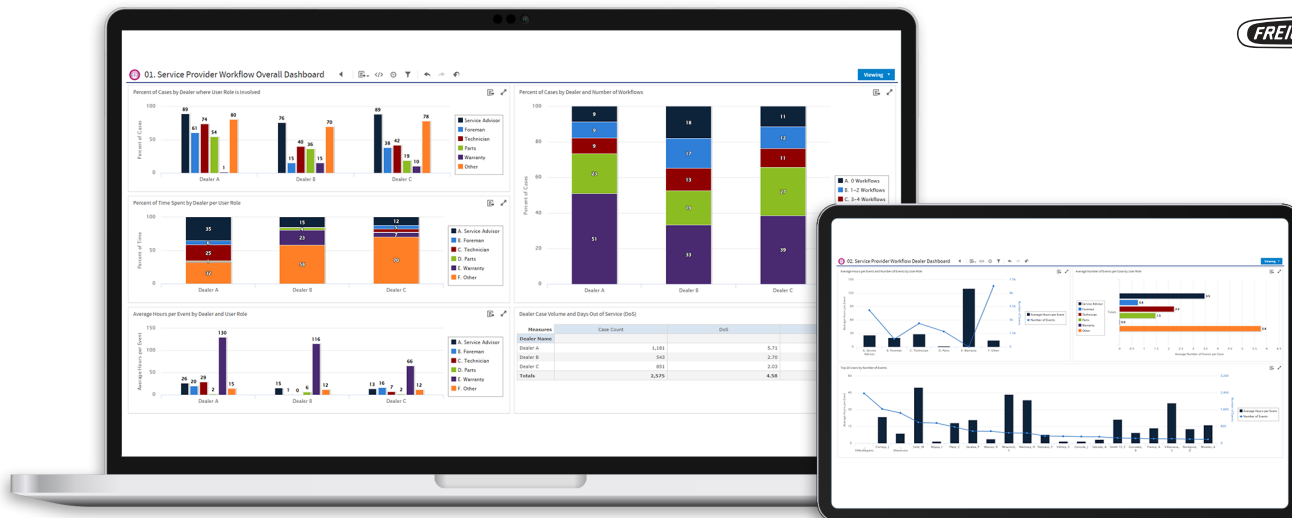
This reporting data offers you opportunities to implement improved workflow practices by removing potential roadblocks and inefficiencies. These reports will help you identify operational efficiency improvements, leading to:

- **Faster return to service of assets**
- **Quicker workflow turnaround times**
- **More revenue-generating wrench time for technicians**
- **Increased volume of service events**
- **Improved overall customer service experience**

Streamline your service delivery through insights into the service workflows between people and departments across your operations.

Understand the Big Picture

SRM Discovery Workflow Tracker's management dashboard lets you easily track and measure workflow efficiency throughout your service operations, including between people and departments. With Workflow Tracker, you can streamline your service delivery by understanding potential bottlenecks and excessive durations in your service process.



Track Service Metrics

The Workflow Tracker offers you perspectives on key service metrics; whether examining days out of service or specific workflow durations. You'll view how workflows are being used in individual cases. And you'll have immediate access to a detailed view of all your service events from case creation to the most recent action on a workflow. With these management reports you'll be able to easily identify and understand outlier situations to drive consistency and further streamline your service operations. You can implement operational changes and determine if they are delivering the expected improvements to the service delivery process.

Examine Performance by Role

With the SRM Discovery Workflow Tracker, you'll understand which roles are involved and the time that each role spends in a particular workflow. With these insights, you can identify opportunities to drive consistency in the use of workflow throughout your entire service operation.



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

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