Infor EAM Call Center

Gather information, solve problems

Infor EAM Call Center centralizes incoming maintenance requests for organizations with large constituencies, such as local governments, airports, and universities. This module empowers operators and customer service representatives by putting all the information needed to handle maintenance, service, and asset management requests in one place.

Infor EAM Call Center also ensures that the call center representative gathers all necessary information to successfully complete a request. The call center module has three main objectives:

• Respond to requests for information.
• Plan actions for applications.
• Log client, customer, or citizen calls.

In addition, with Infor EAM Call Center you can:

• Record caller comments.
• Search a knowledgebase of information.
• Create a new work order.
• Link a request to an existing work order.

In a typical case, a constituent calls, sends an email, or faxes the call center with a problem. The call center agent responds by trying to solve the constituent's problem, depending on the type of request.

Provide a point of triage

• Infor EAM Call Center provides a “point of triage” for organizations that receive a high-volume of incoming calls.
• It can be used as a call desk for IT asset management in large facilities. Maintenance calls can be received from citizenry, customer, or client, which creates a request to document a situation that needs to be adjudicated. For a municipality, this could be a citizen calling in to see if their home street will be closed for a parade.
• Calls can be received in the call center module without going into Infor EAM. Representatives can access knowledgebase scripts to send out a maintenance worker, or access a security program.
• Infor EAM Call Center can also be used to accept inbound requests.

Access a comprehensive knowledgebase

• Call center representatives can go through the knowledgebase to use a script based on a caller's situation. Based on the situation, the representative can find a resolution.
• Call center representatives can create investigatory events or work orders and send a service request to a contractor.
• Requests can be documented as inbound calls with one action. Once an issue is resolved, a follow-up email can be sent out to the client(s).
• Call scripts can be created based on specific client or customer needs. Problems that happen in a particular geographic sector of an airport, for example, can be associated to a specific contractor and have that built into the script.
Use a geographic information system (GIS) to target problems

• With the built-in geographic information system (GIS)—Infor EAM GIS—agents can look up a telephone number or client name that is integrated through telephony so fields can be auto populated.

• When a citizen of a municipality calls in about a fire hydrant, for example, a web services call from the CRM system triggers a work order in Infor EAM. The worker can then locate the hydrant in the Infor EAM GIS application and map out the shortest route to it, and then click on the hydrant in Infor EAM GIS, which invokes another web services call into Infor EAM that pulls up the entire asset history.

• If other citizens call in about the hydrant, the call center personnel can access repair status information from Infor EAM through their familiar CRM system, again via web services. The agent can open up Infor EAM GIS and see if there is already a work order that’s outstanding on this problem to find a resolution.

Connect with an integrated partner

• With Infor EAM Call Center there’s no separate module fee or licensing component. Tenants also do not have to go into Infor EAM to submit a request.

• Infor EAM Call Center is not a third-party or built-in application with workloads. It is automatically associated with Infor EAM. Callers can be pulled from a list, created in a list, or within Infor EAM. The module is inherent to Infor EAM, which makes it unique.

• When work is completed on a request, Infor EAM closes out the work order and sends time and labor information into the financial application for cost accounting, while also sending a web services call to the CRM system that queues up phone calls to all of the clients who phoned in, so they can be notified that the problem in question has been resolved.