

## Channel Shifting



**Put your Tenants in Control**

Imagine if your Self Service facility offered an intelligent appointment based on available resources, created and released the repair job complete with the correct SOR's, allocated to the most appropriate operative and issued the job to the operative's mobile – fully automatically. This is where ROCC's Uniclass solution will enable you to really reduce costs and benefit from Channel shifting.

## 8 reasons why you should invest in *My Repairs* from ROCC

- Empower Tenants, tenants can raise repair requests and allocate convenient appointment slots to suit their requirements
- Provide a better service for Tenants, adds another method to log repairs which saves time and money for tenants
- Improve Tenant Access & Meet the digital inclusion agenda, enable tenants to report and enquire on repair requests 24/7/365. This saves time and money in processing repairs and is convenient to the tenant, easy to use and provides up-to-date information to both the tenant and the housing organisation
- Increased Efficiency, the system is fully integrated with the back office ensuring that there is no data entry duplication and the minimum of data is manually keyed. This improves accuracy, saves time and allows for consistent analysis and reporting
- Saves Money, This reduces the capacity required in the corporate contact centre or repairs desk and also reduces back office processing
- Improved service delivery, easy to use repair scripts which deploy the right operatives, to the highest priority jobs, with the right information and resources to fix the problem on the first visit
- Effective decision making, accurate, appropriate and timely management information is available to the user pro-actively allowing decisions to be made on the best possible basis
- Quick & easy implementation, My Repairs can be quickly configured by the customer to match existing website look and feel and integrate to back office systems using standard templates