

>> Deutsche Telekom AG

Workflow Management System speeds up **Order Processing**



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Customer profile

As one of the world's leading telecommunications and information technology service providers, Deutsche Telekom AG is setting international standards. Deutsche Telekom offers millions of private and corporate customers all over the world the entire spectrum of modern information technology and telecommunications services – whether fixed-network, wireless and broadband or complex IT and telecommunications (ICT) solutions for business customers.

Initial situation

If you're selling telecommunications, you have to provide a professional service. That's why Deutsche Telekom was looking for a solution that would give it added value for its staff and customers.

The result was the SKS project (Service-Kompetenz-Steuerung).

The project comprised three components: Telephony Integration (CTI), the Expert System (ES) and the Workflow Management System (WMS).

Implementation

Deutsche Telekom commissioned T-Systems Enterprise Services as its general contractor to plan the Workflow Management System (WMS) for its technical customer service. T-Systems Enterprise Services developed and implemented the solution together with MATERNA with the Remedy Action Request System by BMC Software as its basis.

Assignments which cannot be dealt with by the service desk are sent via SKS-WMS to the next level for fault localisation – with no delay for the customer. All relevant customer information is presented to the respective Deutsche Telekom service team member. SKS-WMS allows nationwide access around the clock to the status of a customer order, enabling the Deutsche Telekom service desk to give customers qualified information. Orders for a call-out are forwarded to downstream systems where they are scheduled and the handling times are monitored.

Advantages

- Fast and targeted handling of assignments
- All customer data and orders are filed centrally
- All customer data at a glance
- Quick forwarding to the correct department
- Integrated expert system
- CTI
- Connected scheduling system for customer service