AXIS

MEMBER REQUEST TRACKING

Features & Benefits

› Initiate and send a request to the appropriate handling department, substantially reducing paper, routing and omission errors

› Access request taking, viewing and inquiry capabilities quickly and easily

› Capture leads, feedback, complaints, questions, and suggestions provided by members on your club website

› Integration with AXIS ERS lets call takers enter call back complaints directly from ERS

› Flexible design lets you process both client and internal (departmental or user) requests

› User-definable Request Types help you control responses, ensuring that appropriate actions are taken for each kind of request

› Automated tracking of costs incurred, letters sent, actions taken and problem sources lets you collect important data

› A range of reports lets you monitor and analyze MRTS activities for productivity, prioritization, cost, and performance

The AXIS Member Request Tracking System (MRTS) provides comprehensive request or complaint processing, tailored to your club's needs. MRTS allows clubs to initiate, assign, handle and report on requests easily and efficiently. Using MRTS, your club can maintain a record of requests for each client and automatically generate reports on costs, causes and request handling productivity.

Initiating a Request

MRTS allows users to document, assign and respond to client requests or complaints. Any user, from any department, can initiate and send a request to the appropriate handling department—some users can be set up to also handle requests immediately. Users can enter requests from Counter Service, the main AXIS menu, or any other field or menu. APIs also let you capture requests sumitted through other club systems, for example, those provided by members on your club website.

MRTS uses the Point-of-Sale Client screen to identify members and pre-fill request contents with known client information (such as the client's phone number), simplifying the request-taking process. To provide additional detail, you can link a document to the request; for example invoices, promotional vouchers, email messages, etc.

MRTS integrates with AXIS Emergency Road Service (ERS); whenever an ERS user enters certain Call Back codes, MRTS will automatically open a request-taking screen. MRTS pre-fills this screen with any known information (such as the call number, the garage and driver assigned to the call, and a request description based on the Call Back code). Based on the action code assigned, MRTS can automatically mark the ERS call as non-countable, which reduces the member's ERS call count.

Using Request Types

Your club can set up Request Types to control request responses. A Request Type describes the kind of request (for example, a suggestion, an ERS call back complaint or a question). The Request Type defines which information fields and actions a handler must complete before closing the request. For example, ERS (Emergency Road Service) requests may require a written response while SUG (Suggestion) requests do not need a letter.

Request Types allow you to establish and enforce customer service standards, guaranteeing that users complete the steps you require for satisfactory resolution of each request.

Assigning Requests to a Handler

Your club can use a primary MRTS supervisor and multiple secondary supervisors per department. Supervisors maintain an online list of all new or unassigned requests, which they can assign, handle themselves, or reassign to handlers from their own department or to another department, as appropriate. This supervision ensures that the most appropriate department and individual handles each request, and that requests are not neglected or forgotten. Additionally, you can limit which departments are assigned the request type, or set a default department. This allows the request to be directed to the department or person that can most efficiently handle the request.

Handling Requests

Once assigned to a handler, a request appears in the individual's Handler Request List. This list lets the handler view and keep track of all of his or her requests. For increased awareness, users can also be notified of requests assigned to them by email. MRTS also provides alert flags, allowing handlers to easily identify newly assigned requests and requests to which someone has added a description.

For each request, handling options let users calculate request costs and record:

✔ Actions taken to resolve the request

✔ Source causes, which indicate the cause of the request (when a problem is created by a particular factor such as bad weather, engine trouble or a mailing error)

✔ The client's level of satisfaction with your club's response to his or her request

✔ A description of the resolution.

To help ensure requests are handled quickly, you can set a default department or person that will be notified by email of unhandled requests. When a user closes a request, MRTS can update report statistics and/or retain request data in the client's Services Utilized history.

Generating MRTS Reports

To monitor and analyze MRTS activities, you can run several reports including:

✔ Extensive Request Inquiries, which allow you to view all request information existing in a client's Services Utilized history

✔ Request Detail Reports for any request existing in a client's Services Utilized history

✔ Reports on all outstanding requests, showing the age and number of open requests

✔ Productivity reports on one or more request handlers

✔ Reports on request costs by source cause (letting you evaluate the number and cost of requests originated by a particular problem)

✔ A PowerCube for use with IBM/Cognos PowerPlay, for in-depth analysis and reporting of member request activities.

MRTS also allows users to design and generate ad hoc reports, using the AXIS Make Your Own Report feature.

Customizing MRTS

With MRTS, your club can define user roles, parameters for the departments that handle requests, standard form letters and Request Types. User-defined codes—used by request handlers—for costs, action types, client satisfaction levels, request statuses, and source causes let you customize MRTS according to your club's practices.

Related Product Sheets

AXIS MEMBERSHIP RELATIONSHIP MANAGEMENT BUNDLE

Integrated Solutions. Integrated Minds.

Campana
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