



## Efficient service planning

...the right person in the right time at the right place

Besides highly qualified service employees an efficient operational control is necessary to ensure an optimal use of resources . Only companies who are able to put the right person in the right place at the right time generate customer satisfaction and long-term customer loyalty. We teach your operational planners the relevant tools for an efficient operational control of service technicians - regionally and according to qualification.

### Contents:

- Methods and tools for an efficient resource planning and control
- Optimum use of resources in the after sales service
- Self-control of service technicians vs. control by dispatchers
- Arrangement of appointments and active customer care
- Offsetting of travel time as well as work preparation and follow-up
- Optimisation of the technical support/ helpline for a fast problem solving
- Practical exercises for a prompt implementation of the learned methods

### Your benefits:

#### In the seminar you will learn, how to...

- efficiently plan and control service technicians
- increase the productivity of service technicians
- actively support customers in the service
- optimise your technical support/ helpline towards a competent customer service
- ensure the economic efficiency of the technical support/ helpline

### Target group:

Service managers, service technicians, dispatchers, team and group leaders

**IMPULS - Learn from the pioneer and market leader in service consulting!  
Benefit from our excellent service know-how and experience from over 350 successful  
after sales service projects and several thousand training participants.**