

DEPOT REPAIR

Automation and optimization of the repair process workflow to boost customer experience.

An automated system to optimize your depot repair functions at each stage of the repair processing lifecycle for a better customer experience.

With process standardization, you can track every stage of the depot repair process, analyze repairs against warranty and service entitlement, and gain end-to-end process visibility for each service request.

Results

20%

improvement in
customer satisfaction

27%

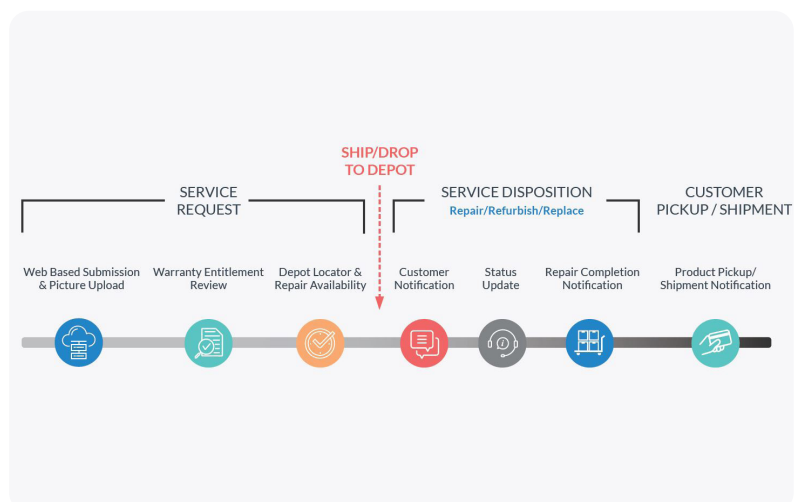
improvement
in NPS

70%

reduction in call
center volume

Benefits

- ✓ Improves Customer Satisfaction and Net Promoter Scores
- ✓ Improves process visibility
- ✓ Streamlines customer communication
- ✓ Increases customer retention
- ✓ Reduces call center volume and associated costs
- ✓ Enhances brand loyalty and reputation
- ✓ Decreases repair turnaround time
- ✓ Maximizes service profitability
- ✓ Helps identify product engineering issues



Features

Automated depot repair processes

Tracking of every stage of depot repair process

Branded portal with depot locations and notification preferences

Customer self-scheduling

Web-based submission and picture upload

Configurable notification and preferences

Warranty entitlement review

Depot and repair availability locator

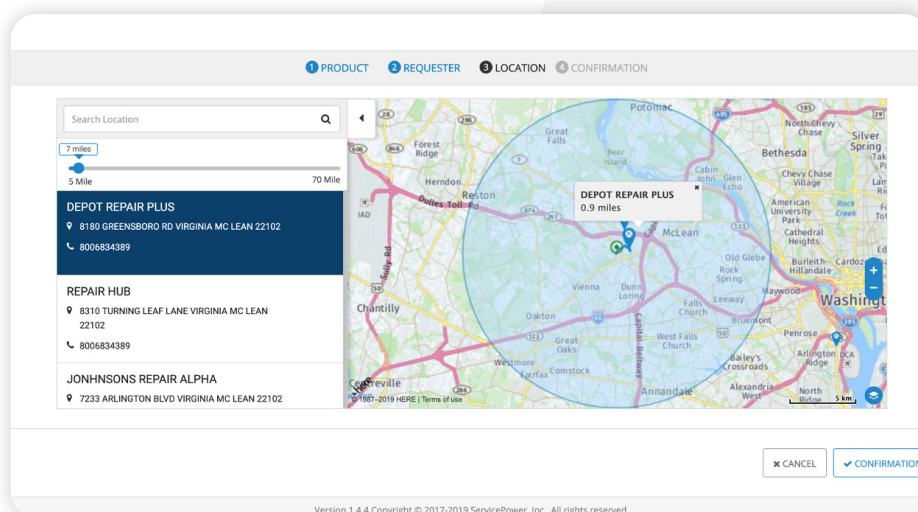
Statistical repair analysis

Repair and service scope and cost estimates

Automatic repair completion notification

Repair cycle tracking with completion estimates

Customized reporting



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GE APPLIANCES



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