



TOSHIBA

i-Service

A brand new era in customer service

iService is designed to simplify your service experience from logging your call through to 'first time' resolution:

- **Simple call logging** – Service and consumable requests can be logged by telephone, through our National Call Centre located in Melbourne, by fax, by email or through our 'direct access' customer Web portal.
- Our **'live' call monitoring** ensures our National Call Centre 'wait times' are minimised and resources can be quickly allocated in peak times.
- Your call is monitored and placed in our **Help Desk** queue where the fault may be quickly rectified over the phone – this enables you to be 'up and running' without waiting for a Technician to attend.
- Our **Local Dispatch Centres** are local people with local knowledge working directly with their Technical Teams, iService assists the dispatchers with calls escalating in colour, depending on the required response times.
- **SMS and email alerts** are also built in. Management is automatically notified should calls escalate outside any Service Level Agreements (SLA).
- Field calls are 'single call' dispatched to our Technicians. This enables us to prioritise calls where required based on 'skill set' and 'parts holding', maximising **'first time fix'** and machine up-time.
- The **machine self diagnostics** assist Technicians with fault detection and is combined with the machine service history. This is downloaded to their laptop at the time of call improving faster fault identification and repair.
- Parts used are automatically uploaded when the call is complete. The technician is replenished directly to his 'home base' to **maintain support van stock levels**.



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