

# Knowledge PLUS



**“Training Empowers Your Service Network to Improve Quality and Reduce Costs.”**

Service organizations are measured on metrics such as first-time-fix, time onsite, and accuracy of initial problem diagnosis. These metrics determine the costs associated with customer service call, and also directly impact the quality of the customer service experience.

It was noted in a recent survey that 40% of negative service events were a result of inadequate technician training. Of these negative events, 26% could have been prevented if the field technician had proper product training and real-time access to product information required to achieve a first time fix. It has been shown that consistent training of field service technicians and real-time access to product information while onsite at a service location directly results in significant reductions in misdiagnosis, parts usage, and trips per repair. In turn, there is a direct correlation between a properly trained field service network and customer loyalty, profitable service centers, and repeat sales.



## **Reduce Your Training Costs while Increasing the Quality and Timeliness of Product Information**

PlusOne's KnowledgePLUS is a robust training and information platform that provides geographically dispersed field service technicians with 24/7 access to highly interactive trainings, product information and updates, and installation processes.

### **KEY BENEFITS**

Increases accuracy of initial problem diagnosis and first-time-fix rates

Enables 24/7 delivery of training and critical field service information to geographically dispersed field service networks

Combines training, certifications, and information access into a single platform

Transforms static product know-how into a robust online learning environment

Reduces the need to fly technicians to classroom-based training sessions

Real-time access to field technician certifications to dispatch the most qualified service provider

Eliminates the cost of maintaining custom product information/ training portals

Assesses and verifies training comprehension in a consistent manner

Overall reduction of service call times and increase of end-customer satisfaction





## Increase First-time Fix Rates. Reduce Overhead Costs. Improve Customer Satisfaction.

**ONLINE TRAINING** - *KnowledgePLUS* combines our clients' product and service expertise with a state-of-the-art learning management system and online product information system. The result is a sophisticated client-branded knowledge platform that puts relevant service information at the fingertips of field-based service technicians, and ensures they are able to receive the most current trainings and product information updates in real-time. Optional services include professional videographer services, creation of interactive training modules and assessment design

**ACCESS ANYWHERE** - With *KnowledgePLUS*, field technicians are able to be quickly and cost-effectively trained on new products, installation processes and repair

diagnosis procedures. Field technicians also have mobile access to training modules, bulletins, newsletters, service tips, and "how to" guides that enable first-time-fixes and faster completion of service events.

**DETAILED REPORTS** - *KnowledgePLUS*, provides a robust suite of reporting tools so that our clients can determine in real-time which technicians have the proper training and certifications to be dispatched to a specific call. Reports can be generated for each technician, for an independent service provider, or for the entire service network so our clients are able to quickly determine the shortages in coverage for particular products or trainings.

### *KnowledgePLUS* Platform Features

Product/Service Training	Product Information Access	Service Provider Communications
Client-branded training and product portals + Multi-lingual options	Client-controlled online publication of product manuals	Product certification reports available to both technicians & service providers
24/7 online delivery of interactive product trainings	24/7 online access to all materials for remote access	Product and training surveys that can be conducted online
Robust, highly interactive learning management platform that increases retention	Interactive platform to provide installation and diagnosis tips	Ability to email all service providers and technicians with real-time product updates and training notices
Automatic generation and emailing of training completion certificates	Eliminates need to maintain custom product information website or portal	Newsletter/bulletin email tool and automatic newsletter catalogue for access to previous editions
Client access to broad suite of training reporting tools	Integrated with product trainings (modules can also be onsite guides)	Personalized accounts for every technician in your network
Daily data feeds to integrate training results into internal dispatch and claims systems		
Certifications follow technicians even if they change employers		



### Accelerating the Business of Service

*PlusOne* enables service organizations to improve the quality and coverage of their service provider networks. Specifically, they focus on critical areas that directly impact the quality of the end-customer experience while reducing the costs associated with delivering exceptional customer service.