

integrated



minds



solutions



Member Request Tracking

- ▶ 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
- ▶ 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 form letters streamline communication with clients, standardizing and optionally enforcing written responses
- ▶ Automated tracking of costs incurred, letters sent, actions taken and problem sources lets you collect important data
- ▶ An extensive inquiry utility provides immediate access to complete request data, even after a request is closed
- ▶ 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.

Entering a Request

MRTS is designed for immediate availability to users who typically receive or 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. 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.

Also integrated with AXIS Emergency Road Service (ERS), MRTS opens a request-taking screen automatically whenever an ERS user enters certain Call Back codes—for example, the Call Back to Complain code (CC). 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.

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. 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
- letters sent to the client
- 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.

Users can also readily print and edit form letters. These automated letters, which you set up according to your own club's needs, help standardize written communications.

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).

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.