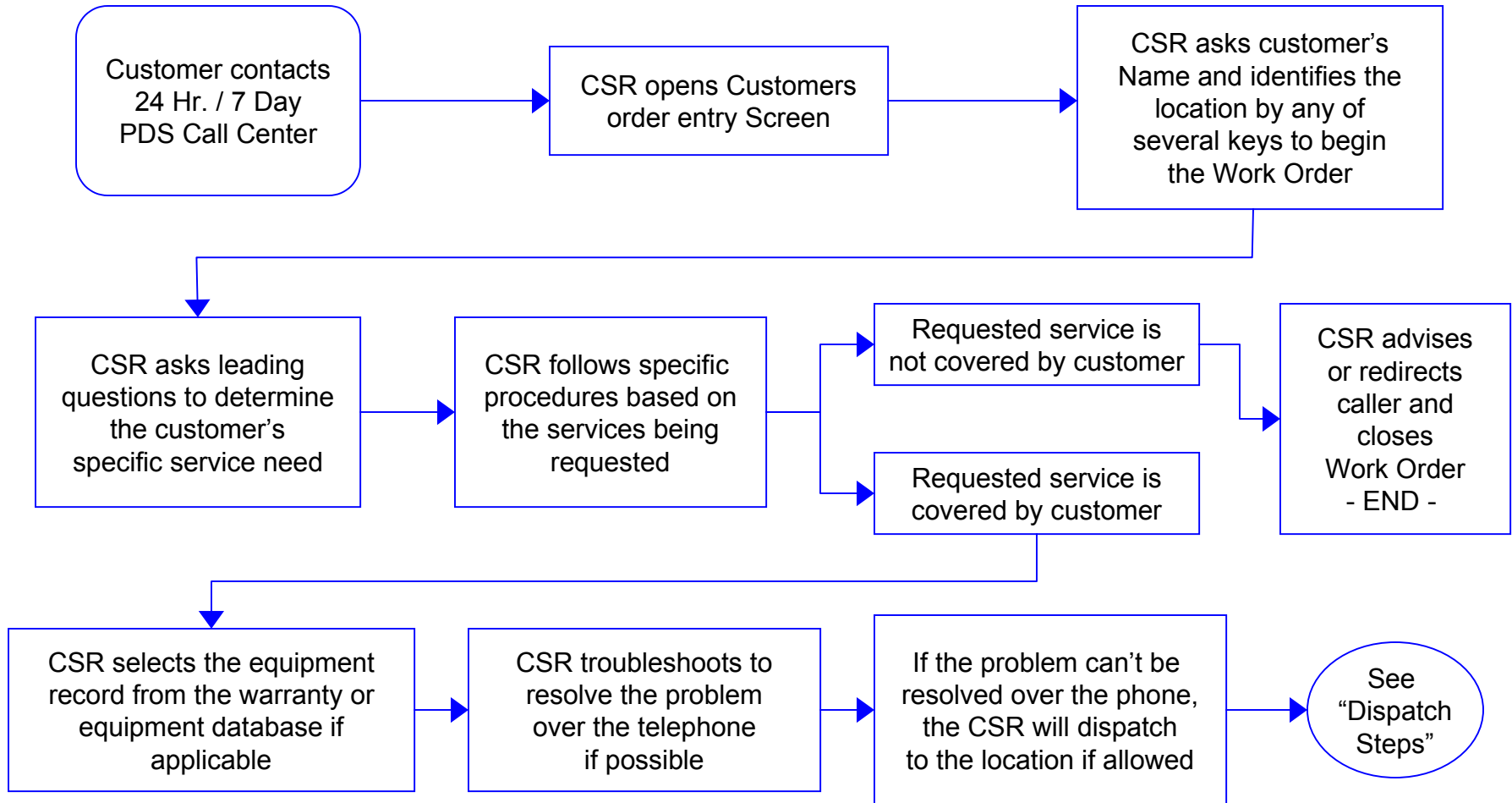


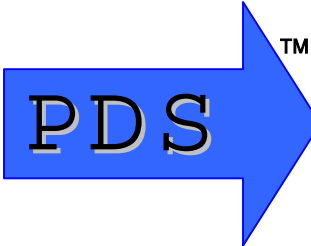


Service Delivery Processes

Simple Call Center Work Flow

PDSTM Professional Dispatch Services
"The evolution of customer service"SM





Professional Dispatch Services

"The evolution of customer service" sm

Dispatch Steps

CSR follows special dispatch instructions, if any, associated with the location and activity

CSR selects appropriate vendor based on the activity to be performed

CSR will contact vendor using one or more pre-determined methods

- Telephone Call
- Fax detailed service request information
- E-mail or PDA
- Pager

CSR informs vendor of service request, response time, overtime limits, & warranty

CSR goes to next vendor assignment

Vendor rejects assignment

Vendor accepts assignment

Vendor keeps Call Center informed of the status of the work order

Call Center staff monitor each step of the process to ensure a timely response and completion

Customer Satisfaction call is placed to customer following completion

- The customer is satisfied
- The customer is not satisfied

Close work order for billing and reporting - END -

CSR contacts vendor to follow up through satisfaction - END -