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Your Turn News
Remote Services Improvement Program

The New Roadmap for Further GCS Evolution
RSIP Comes up with a New Structure and Adresses Several New Issues

The successful Remote Service Improvement Program underwent an important face-lift just recently. Find all information about the new modules, measures, and teams here. Starting with this edition of our newsletter, we're going to present a series of introductions to the new RSIP.

Following the big picture and module one in this issue, we'll present two other modules in each of the next two editions. Apart from that, we will continue our articles and interviews about single measures to shed some light on what's going on in detail – today: Increasing CSP usage.

Your RSIP Communication Team

Remote Service Improvement Program 2.0
Tobias Schulte, Leading Executive of RSIP, about the Face-Lifted Structure

In the last months the RSIP team achieved a lot implementing the defined measures. The A-tree is completely rolled-out, the AFR automation is fully globalized, DECT phone registration was handed over to operation, and last but not least two waves of Broadband Push have been completed.

Meanwhile, new topics have been integrated into the continuous improvement program and existing ones have been refocused. I would like to give you a short overview of the current RSIP program and its six modules.

Read the **complete introduction** to RSIP 2.0 in the ▸GCS Intranet.

Tobias Schulte, Leading Executive of RSIP

New RSIP Module 1 – "Automation"
Josip Krajina, Project Lead Automation, about the New Module and its Measures

The main objective of the Automation module is to improve the efficiency and quality of incident resolution and service task execution. To accomplish this goal, we develop and maintain a growing set of automated workflows – routine execution of service tasks will by then be assigned to the underlying service infrastructure.

By relieving our service agents from manual execution of routine tasks, we enable them to concentrate on more complex issues, on pro-active and preventive measures, and on necessary software updates. Consequently, automation will considerably increase service quality and customer satisfaction.

To start with, we will concentrate on four areas of automation.   ▸Read more

Josip Krajina, Project Lead Automation

In the Spotlight: Increase CSP Usage
Interview with Hans Günter Fuß from RSIP Module CSP/CSP+

We spoke with Hans Günter Fuß (SEN SER GST) about the activities going on in work stream 4.2: "Increase CSP usage".

In the interview he explains in detail what makes our Customer Support Portal (CSP) so attractive in comparison to other channels and how customers are to "migrate" more and more from the disadvantageous email ticketing to CSP support and even CSP+ in the future.

You can read the interview in total ▸ here.

Hans Günter Fuss, SEN SER GST

Automation Video

Have a glance at the first result of the automation endeavor.
Click here >>

RSIP Answers

Whatever questions you might have, we'll try to answer them here.
Click here >>

All about RSIP

The overview of the program and the detailed measure descriptions can be found here.
Click here >>

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