

iPad App for Managing Claim Processing by Customer Service

The client, a provider of device protection and support services for smartphones and tablets, wanted OFS to develop an iPad application for managing claim processing by customer service representatives (CSR) working in call centers.

The client had a legacy web platform that was not user-friendly. OFS developed an intuitive, workflow-driven iPad app to help CSRs effectively manage inbound customer requests and quickly input, track and report on customer issues, claims and inquiries.

Business Benefits:

- The new app reduced claim processing time, which increased customer satisfaction.
- Employee productivity increased.
- The app helped our client retain agents like T-Mobile, AT&T, Verizon and Virgin Mobile USA.



Key Highlights

- CSRs could view, input and update caller and claim information, peril information, salvage expectation, refund details, shipping and payment information.
- The app provided instructional and “speak” scripts for CSRs.
- The app provided real-time and on-demand data for supervisors.
- App administrators had high controls to enable security features and manage user controls.
- The app included a comprehensive dashboard to view CSR performance.
- Easy, workflow-driven data fields allowed quick data entry.

Technologies

- Objective-C, RESTful Services, HTML, CSS, JavaScript