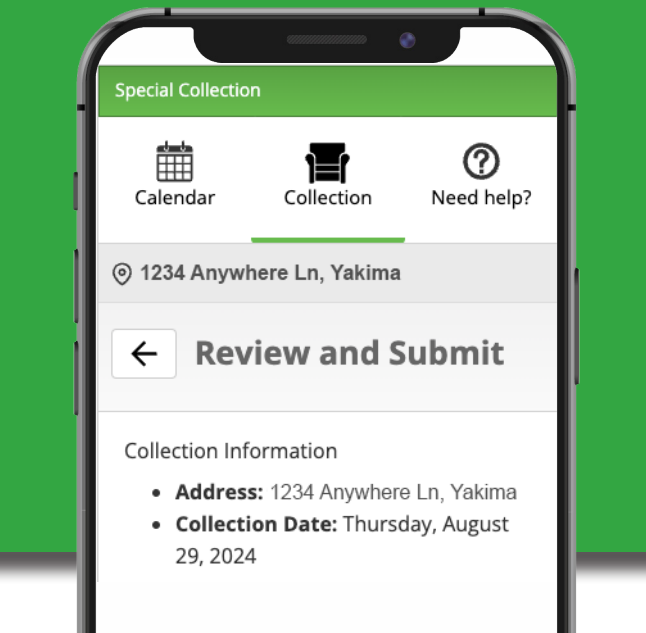# Service Requests
for RCC users

Let residents and customers sign-up and request services online while automatically passing work orders back into Routeware Control Center (RCC).

Special Collection

Calendar | Collection | Need help?

⊙ 1234 Anywhere Ln, Yakima

← **Review and Submit**

Collection Information
- **Address:** 1234 Anywhere Ln, Yakima
- **Collection Date:** Thursday, August 29, 2024

Key Benefits

Lower call volumes and costs

Cut the time and cost of answering inbound calls and managing customer service requests.

Streamline customer experience

Make it quicker and easier for your residents to request services such as bulky pickups and trash service.

Reduce admin and errors

Remove the need to manually create work orders in RCC for incoming service requests to your website or phone lines.

Increase visibility

Prevent lost service orders or operational delays by keeping your systems and process in sync with each other.

Key Features

- Choose start dates and service types
- Specify size adjustments or repairs
- Photo upload for bulky or unusual items
- Configure pricing by zone or container

- Validate service date availability
- Track container serial numbers
- View schedules anytime
- Integration into RCC

How It Works

Connected and automated end-to-end

Customers order online

Residents sign-up for new services online, at a time that suits them, with our easy-to-use Service Requests web tool and app.
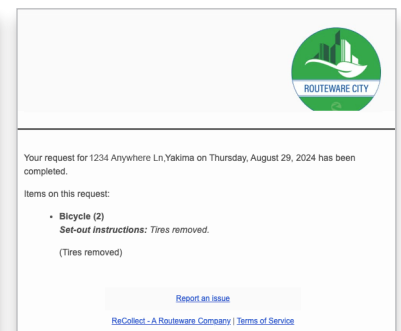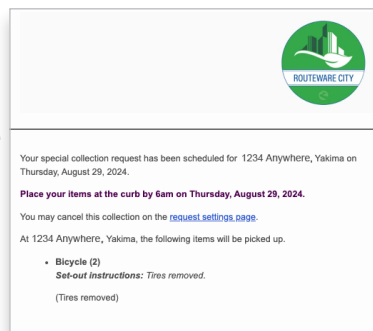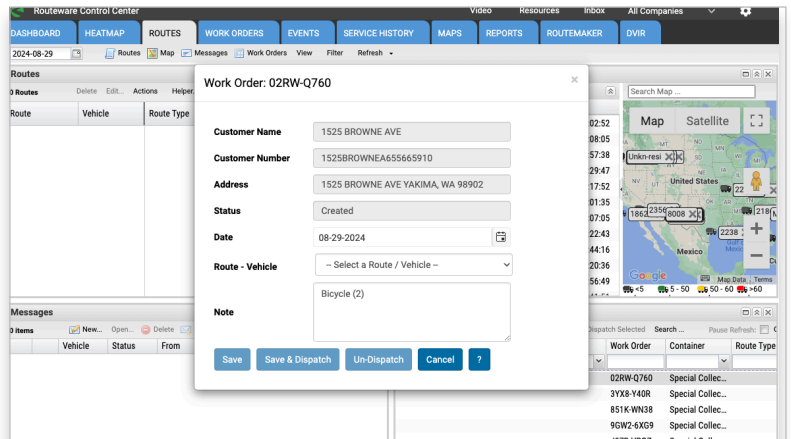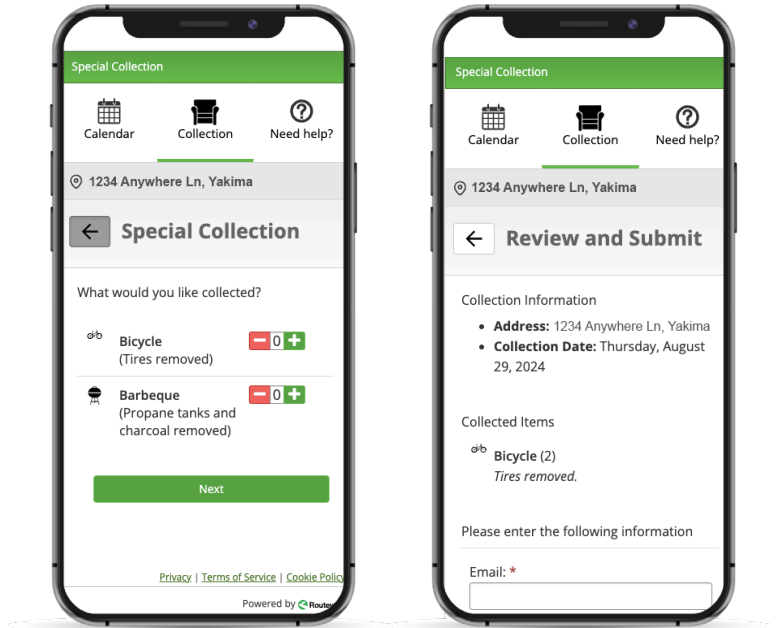
Work order created in RCC

Allocate a collection date based on container or location, and automatically create a work order in your RCC application.

Dispatch and manage workflow

Use RCC's smart dispatch features to assign jobs to the best available driver, with the in-cab tablet providing real-time updates on progress.

Keep the customer up to date

Send reminder emails to customers before they get serviced and a final notification when their order is complete.

About Routeware

Routeware is a leading provider of cloud-based technology solutions for the waste and recycling sector. We work with over 1400 private haulers and smart cities to power their digital transformation strategies, enabling them to boost productivity, increase safety, enhance customer service, and improve environmental outcomes.

Contact us at
www.routeware.com

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