

Customer service request processing

Automatically processes customer service requests for elevator issues by routing them through triage, work order creation, technician dispatch, and completion tracking. This reduces response times and ensures proper prioritization of emergency situations.

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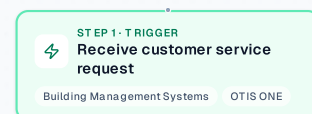
WORKFLOW TRIGGER



Customer submits service request via phone, web portal, or building management system

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive customer service request

Customer service request is captured through multiple channels including emergency calls, web portals, or automated alerts from building systems. Request details include elevator ID, building location, and issue description.

2

 DECISION

Classify request urgency level

AI system analyzes request details and keywords to determine if this is an emergency (people trapped), high priority (elevator down), or routine maintenance issue. Classification determines routing and response time requirements.

ServiceMax

Building Management Systems

3

 ACTION

Create work order automatically

System generates work order in MAXIMO with appropriate priority level, required parts list, and estimated service time. Emergency requests trigger immediate escalation protocols.

MAXIMO

ServiceMax

4

 ACTION

Dispatch qualified technician

FieldAware matches available technicians based on location, skills, current workload, and elevator type expertise. Technician receives work order details and customer information on mobile device.

FieldAware

MAXIMO

5

 ACTION

Monitor service progress

AI Business OS

System tracks technician arrival, service updates, parts usage, and completion status in real-time. Customer receives automated notifications about service progress and estimated completion time.

FieldAware

Corrigo

6

 ACTION

Update maintenance records

Completed work details, parts used, and service notes are automatically logged in MAXIMO for compliance reporting and predictive maintenance analysis. Invoice generation is triggered for billable services.

MAXIMO

ServiceMax

7

 OUTPUT

Generate service completion report

Comprehensive report is created showing service resolution, customer satisfaction survey link, updated maintenance history, and any recommendations for future preventive maintenance.

MAXIMO

Corrigo



Outputs

- Completed work order with service details

AI Business OS

- Updated elevator maintenance history
- Customer satisfaction survey and follow-up communication
- Compliance documentation for regulatory reporting



Key Metrics

- Average response time by request type
- First-time fix rate
- Customer satisfaction score
- Emergency response time compliance



Tools & Integrations

- MAXIMO
- ServiceMax
- FieldAware
- Corrigo
- Building Management Systems
- OTIS ONE

AI Business OS

AI Business OS

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