Mitchell **WorkCenter™**
Customer Satisfaction

Improve Customer Loyalty and Claims Performance

Optimize customer loyalty with web-based reporting tools and real-time alerts.

Utilize our deep reporting tools with new kinds of capabilities to help increase policyholder loyalty and improve your overall claims performance.

Staying Connected With Your Customers
Carriers today need more than simple surveys. They need a solution that measures and manages today's complex customer experience.

Mitchell WorkCenter Customer Satisfaction
Configure your customer loyalty strategy and direct repair program participation using web-based reporting tools and real-time Customer Alerts. Powered by AutocheX, our business analytics consulting services help optimize your Customer Satisfaction Index (CSI) reporting and management processes with features like:

- Industry and/or Custom Benchmarking
- Immediate Customer Feedback
- Multi-level Reporting Through Claim Types
- Consistency in Method and Sample Size
- Survey Distribution via Text Message, Email or Phone

Our survey professionals get your customers to respond. With an average of 60,000 telephone surveys conducted each month, you'll have increased feedback—and knowledge—to better manage the customer experience.

Delivering Results
Our 20+ years of CSI experience uniquely positions us to combine extensive claims data, custom analytics and the largest database of completed customer satisfaction surveys in the industry to help you:

- Improve Communications with Customers
- Identify Improvement Opportunities for Employees
- Maximize Policyholder Retention and Referrals
- Benchmark Your Performance Against Industry Peers
- Gain Performance Insight to Auto Body Shops within Your Direct Repair Program

Be Proactive
Today's customers expect the best at a minimum. That's why our real-time solution is your proactive solution. You'll always have a clear picture of your customers' experiences immediately after the repairs so you're ready to proactively resolve any issues—from customer engagement with claims agents to interaction with body shop personnel.

At-a-Glance: Inside WorkCenter Customer Satisfaction

Inside this easy-to-use software solution is an integrated mix of extensive claims data, custom analytics and the largest database of customer satisfaction surveys —all to better understand and manage your overall customer experience.

Multi-Program Reports
View multiple programs in a single workspace by company, department, DRP repair shops, claim function and more.

Customized Report
Select only the information you want to view with specific reporting types.

Dynamic Reporting
Monitor business performance and view trends in selected time periods with daily updated reports.

Prioritize Reports
Easily store specific reports you need into your favorites section for quick access.

Hierarchical Formating
Set up programs with user-defined and flexible hierarchy systems that are displayed to your specifications (e.g., region, agent, etc).

Detailed Reporting
Click on a direct link to access the comprehensive list of ratings for a particular body shop, agent or other criteria.

ADDITIONAL EASY-TO-USE FEATURES INCLUDE

Survey Questions	Time-tested to reveal the primary drivers of satisfaction with the claims experience
Professional Telephone Interviewers	A CSI-trained staff collects accurate and consistent information, measuring customers' satisfaction with the repair facility and insurance claim process.
Impartial Data from a Third Party	In using an outside source to gather information, your customers will express feedback about their experience that they may not tell you.
Real-time Alerts	Receive a real-time notification when a customer responds negatively to a survey, allowing you to address the problem promptly
Industry-leading Benchmarking	Compare your results against your peers and competitors
Specialty Solutions	WorkCenter Customer Satisfaction offers a range of solutions apart from DRPs or agents. It also includes staff performance, rental car experience and home and property claims.

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