

Create order out of chaos



If business requests are in shared inboxes, spreadsheets, task lists and different systems, you can't keep track of urgency, priorities or progress.

Quest, a comprehensive request management system, creates order.

The screenshot displays the Quest dashboard with several key components:

- Today's Activity:** UNASSIGNED 13, NEEDS ATTENTION 9, OPEN 22, RESOLVED 134.
- All Requests:** A table listing 6049 matching requests with columns for Title, Status, Requester, Requested, Due, Assignee, and LastUpdated.
- Stats:** REQUESTS THIS WEEK: 70 (80% TO SAME TIME LAST WEEK); MINUTES TO 1ST RESPONSE: 50 (50% TO AVG); TIME TO RESOLVE: +100% TO AVG.
- Service Delivery Report:** Includes charts for TIME OF DAY, DAY OF THE WEEK, and PRACTICE AREA BY.

Annotations on the screenshot:

- Overview of the request service (pointing to Today's Activity)
- Inventory of all requests and their status (pointing to All Requests)
- Service delivery report (pointing to the Stats and Service Delivery Report sections)

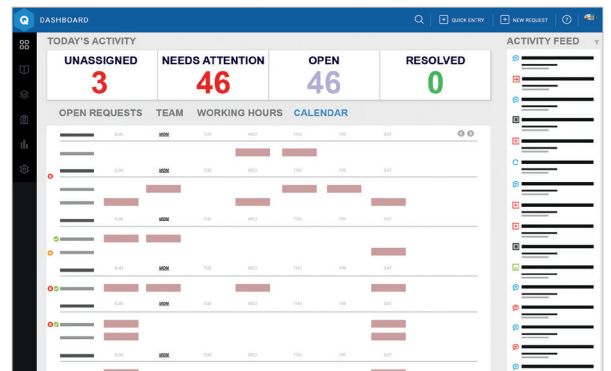
Achieve complete transparency into workflow, progress, and red flags

Track, prioritize, allocate and resolve requests

Quest ensures you have the information at your fingertips to determine:

- If the team is missing something urgent and/or missing deadlines
- You are spending too much time on lesser-valued tasks
- If available capacity matches demand for services

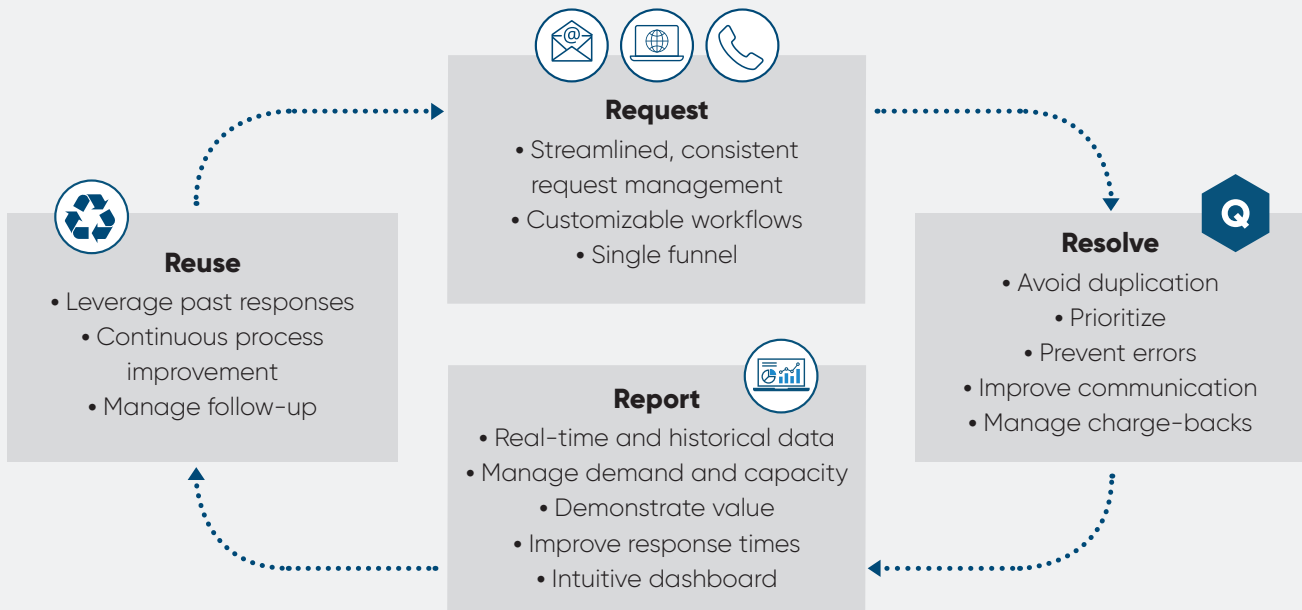
Close the gap between 'good enough' and best practice on how you manage enquiries.



"Tracking, coordinating and responding to requests – which come with varying degrees of urgency and importance – was a disaster. Now with Quest in place, we can efficiently and securely track, prioritize, allocate and resolve these requests, even across our remote team. Visual dashboards give us complete transparency and control over our 25 workstreams. Quest helps our business teams provide a better service and enhances our value."

A true workflow solution

Quest takes over the data management of your enquiry workflow, ensuring you can focus on the four stages that make up 'value add': **Request, Resolve, Report, Reuse**.



How do customers use Quest?

Information research team managing requests

A busy corporate information service fields dozens of research queries every week. With Quest, they ensure every request gets appropriate attention, according to priority and value. Plus, they report monthly to the business on the volume of queries and the value they have added through expert services. What's more, last month's responses become this month's knowledgebase.

Sharing capacity of executive assistant

A professional services firm assigns assistants to multiple executives. Using Quest, the assistants are better able to provide top-notch, tailored support to each executive. They can easily manage competing requests with different levels of priority and timescales. When crunch times come, they can provide clear reports to enable value-driven decisions about where to focus, and even get additional capacity from other assistants through seamless collaboration. Additionally, the risks of missed work due to holidays, sick leave and staff turnover are significantly reduced.

How can your organization get value from Quest?

Consider workflows that involve incoming requests, service delivery and management, and reporting on the value of the service. Any part of your business that has a shared inbox is a good candidate for improvements through Quest.

Get our self-assessment

Visit trgscreen.com/quest-sa to request a copy of our free self-assessment on your request management processes and workflows. Complete the self-assessment for greater understanding of the hidden costs of 'good enough' processes, and learn more about what's possible with Quest.

See Quest in action

Talk to us and request your demo. You'll see its power and simplicity, and be able to ask your questions about workflows, customization and implementation - visit trgscreen.com/demo.

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