

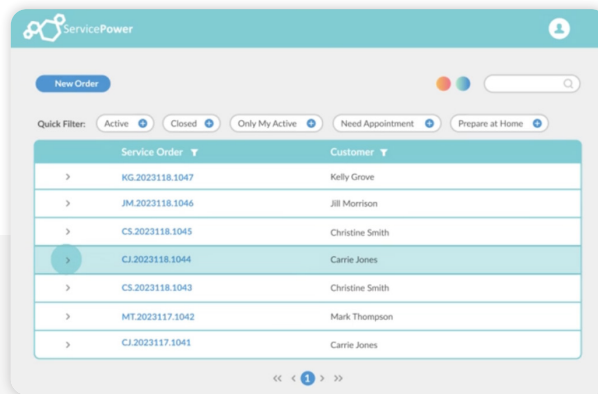
WORK ORDER MANAGEMENT

Complete, simplified work order management to ensure rapid ROI.

An automated solution for the processing of all work order tasks, including:
installation | repair | delivery | maintenance | close out

Real-time, AI-based schedule optimization to ensure the best employee or contractor (depending on your unique workforce) for the job in the most desired service window for the customer is always selected for the job.

Simplify implementation time, costs, and resources through ease-of-use and simple integration with your other enterprise systems, including Customer Relationship Management (CRM) systems, workforce scheduling, parts ordering, inventory management, and warranty and claims management.



| Service Order | Customer |
|-------------------|-----------------|
| > HG.2023118.1047 | Kelly Grove |
| > JM.2023118.1046 | Jill Morrison |
| > CS.2023118.1045 | Christine Smith |
| > CJ.2023118.1044 | Carrie Jones |
| > CS.2023118.1043 | Christine Smith |
| > MT.2023117.1042 | Mark Thompson |
| > CJ.2023117.1041 | Carrie Jones |

Benefits

- ✓ Provides rapid ROI
- ✓ Supports blended workforces
- ✓ Reduces implementation time and costs
- ✓ Simplifies integration with existing field service enterprise systems
- ✓ Improves customer satisfaction
- ✓ Increases first-time fix rates
- ✓ Eliminates unproductive truck rolls
- ✓ Improves operational efficiency
- ✓ Improves parts ordering
- ✓ Enhances visibility into field service supply chain inventory
- ✓ Improves workload management
- ✓ Improves brand loyalty and reputation
- ✓ Measures customer satisfaction and identifies CSAT trends

Features

Automatic management of all work order management tasks

Designed to meet the specific requirements of field service organizations

Flexible, modifiable views according to your unique requirements

Full integration with existing enterprise field service systems

Automatic assignment of jobs to best available employee or contractor for blended workforces

Employs integration as a service (iPaaS) technology

Visibility into field service supply chain inventory, including field service vehicles, warehouses, and servicer stock

Appointment booking based on parts availability and arrival

Custom notifications via email, SMS, and IVR

Rules-based selection of optimal resource (either employee or contractor)

Ranked selection of technicians or other field resources during appointment booking

Customer satisfaction measurement and CSAT trend identification

Integration with third-party survey platforms

“What I like about ServicePower is the ease of use and the focus on great outcomes. Their tools make the engineers lives easier and allow us to make promises to the customer that we are confident about keeping.”

- Field Service Operations and Strategy, LG Electronics USA

Trusted by global leaders:

