ServicePower

CHAT INTELLIGENCE

Built-in servicer communication with embedded intelligence

Real-time SMS communication embedded directly into the service workflow, enabling technicians and servicers to communicate with customers using text, photos, and attachments. Every interaction is automatically captured at the work-order level, creating a complete, traceable communication record that supports compliance, quality assurance, and embedded, AI-driven intelligence—so nothing is lost and every appointment runs more smoothly.

What It Is

Real-time text communication built directly into Dispatch and HUB— capturing service conversations as a foundation for insight and action.

- Conversations captured to enable AI-driven insight and automation
- Servicers initiate messages to customers directly from the work order or message center
- End customers receive and reply via SMS, including photos and short videos
- Customer administrators can view full transcripts, short videos, and image exchanges at the job level

Core Capabilities

- ✅ Transform captured conversations into AI-driven insight for quality, risk, and automation use cases
- ✅ Initiate communication from HUB (technician → consumer)
- ✅ Capture and store all communication content within Dispatch
- ✅ Provide transcript visibility and attachment access within Dispatch job records
- ✅ Preserve conversation history across reschedules, with threads locked and read-only once the job is closed
- ✅ Maintain a secure, logged, and auditable messaging trail for every field interaction

Platform Experience

Servicer workflow:

- Easily start a new conversation, pick up an existing one, or search for past exchanges from either the work order or the message center
- Send messages, photos, and short videos (subject to standard carrier attachment size limits)

End customer workflow:

- Receive SMS messages and short videos from servicers
- Send messages, photos, short videos back to the servicer

Customer Administrator workflow:

- View transcripts, photos, and short videos via MFG Market Report search
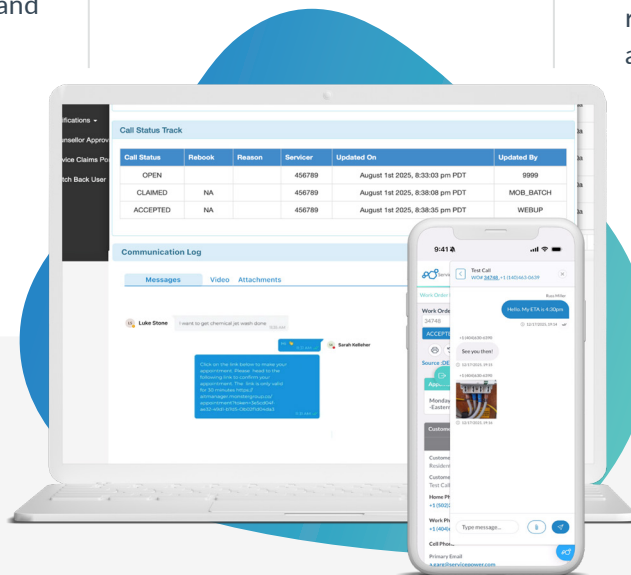
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Customer Administrators

- ✓ Conversation data supports AI-driven insight for quality, compliance, and risk analysis
- ✓ Transparent field-to-customer communication for quality and risk control
- ✓ Reduced escalations due to message history clarity
- ✓ Full audit trail: messages, images, attachments tied to each work order
- ✓ Faster dispute resolution and warranty case review

Servicers

- ✓ Direct channel to customers for ETA, parts delays, approvals, status updates
- ✓ No additional apps or personal devices required for communication
- ✓ Continuity across reschedules without communication loss
- ✓ Attachments and photos streamline troubleshooting

Customers

- ✓ Real-time updates that improve trust and reduce no-shows
- ✓ Customers always know who is contacting them and which job the message relates to, creating clarity and confidence in every interaction
- ✓ Ability to respond with images or questions directly via SMS — including sharing photos and questions — so issues get clarified faster and appointments run more smoothly, without any extra apps or steps

Value Summary

- AI-driven insight and automation across service operations from conversation history

- A single, complete record of all messages, photos, and attachments ensures nothing is lost and every detail is easy to reference

- Communication is built directly into the service workflow, so updates, questions, and confirmations happen faster and without interruption

- Enhanced customer trust, smoother appointments

- Reduced call volume