

# CUSTOMER SELF-SERVICE

## Complete empowerment to elevate the customer experience.

A modern, easy-to-use consumer portal for scheduling, rescheduling, and cancelling appointments, while also giving full visibility into jobs with real-time job status updates, estimated arrival times, and texting.

The fully brandable self-service portal allows your consumers to easily schedule appointments at a time that is convenient for them. You can also take advantage of upselling opportunities by adding deals and product banners directly on the portal homepage.

### Results

**20%**

improvement in customer satisfaction

**27%**

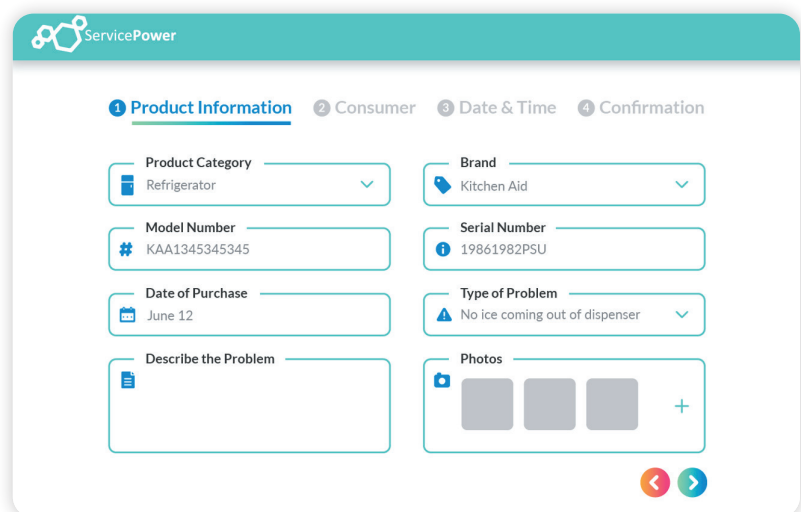
improvement in NPS

**70%**

reduction in call center volume

### Benefits

- ✓ Improves Customer Satisfaction and Net Promoter Scores
- ✓ Increases customer engagement
- ✓ Expands new customer revenue
- ✓ Increases customer retention
- ✓ Reduces call center volume and associated costs
- ✓ Enhances your brand loyalty and reputation
- ✓ Improves field service worker satisfaction, engagement, and retention



The screenshot displays the ServicePower customer self-service portal interface. At the top, the ServicePower logo is visible. Below it, a progress bar indicates four steps: 1. Product Information (active), 2. Consumer, 3. Date & Time, and 4. Confirmation. The form contains several input fields: Product Category (Refrigerator), Brand (Kitchen Aid), Model Number (KAA1345345345), Serial Number (19861982PSU), Date of Purchase (June 12), Type of Problem (No ice coming out of dispenser), and a text area for Describe the Problem. There is also a Photos section with three placeholder images and a plus sign for adding more. Navigation arrows are at the bottom right.

## Features

Personalized digital consumer experiences

Self-service booking to employed and contracted workforces

Automated job status updates

Field service worker location tracking

Document and photo upload and sharing

Proactive, customizable notifications and responses

On-demand access via your website – standalone or embedded

Appointment confirmation by email or text

Real-time, triggered status updates by email, text, or Interactive Voice Response

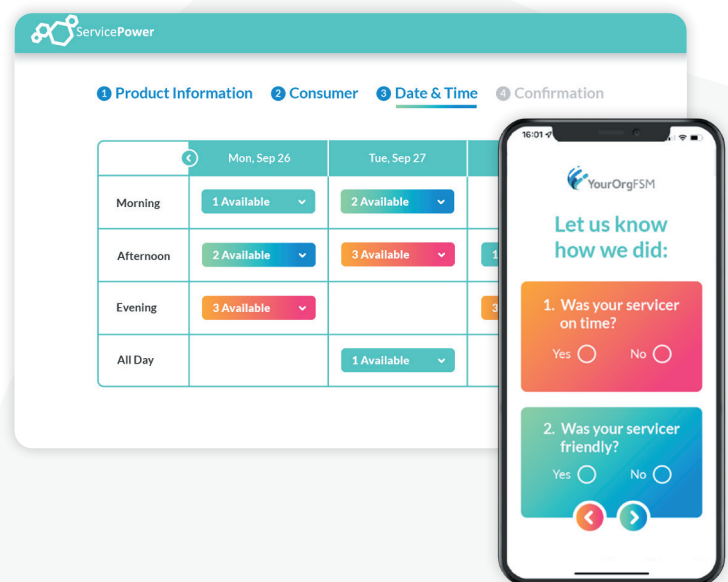
Easy access to job, asset, and activity history

Fully branded consumer portal with your logo, fonts, and language

Embed special offers and promotions on the portal

**“An incredible platform...the client can track scheduled visits in real-time and interact with assigned personnel.”**

- Gartner Peer Insights™ 5.0 Overall User Rating



Trusted by global leaders:



GE APPLIANCES



Electrolux

Medi@Markt

SATURN