ServiceCX

Transform
Service
Experiences

Seamless
Customer
Journey

Drive
Customer
Satisfaction

ServicePower's ServiceCX Solution provides you the applications to deliver an unsurpassed service experience to your customers. Our customer engagement solution combines digital self-service capabilities along with interactive communications and smart scheduling functionality to enable your customers to manage their service experience to fit their needs.

Use ServiceCX to deliver exemplary service for your employed and contracted workforce at every stage of the job service lifecycle.

Consistent Customer Outcomes
Improve SLA compliance and reduce customer cancellations

Better Technician & Customer Communications
Improve technician on-time arrival and first time fix rate with real-time communication between technicians and customers

Higher customer satisfaction & retention rates
Improve NPS scores by increasing customer satisfaction and retention performance

Reduced Costs
Reduce operational costs by improving tech communication, increasing service efficiency and reducing customer calls volume

ServicePower   *TRUSTED BY GLOBAL BRANDS*   GE APPLIANCES a Haier company   LG   AIG   Electrolux

ServiceCX enables service companies to efficiently organize, optimize and successfully manage employed and 3rd Party workforce service delivery at all phases of the customer journey.

BEFORE SERVICE	DAY OF SERVICE	AFTER SERVICE
Customer Portal • Self-service Portal with simple registration • Branding and theming options • Proactive, customizable notifications and responses • Upload pictures and notes	**Scheduling** • Self-scheduling, reschedule or cancel • Personalized digital customer experiences • Appointment confirmation by email or text **Technician Dispatch** • Employed or 3rd Party • Job prioritization and customer availability • Mobility solution integration **Notification and Tracking** • Automated job status updates • Technician location tracking and ETA status • Direct communications with field service personnel	**Customer Feedback** • Customer satisfaction surveys • Access service history • Re-open service request if necessary

CUSTOMER EXPERIENCE CHALLENGES	ServiceCX SOLUTIONS
Long Call Center Hold Times	Digital Self-Service Portal with 24/7 Access
Customers Want to Control Notification Preferences	Configurable Notifications and Reminders Capability
Customers Expect Frequent Updates with ETA	Real-Time Updates and Communication
Inability to Get Accurate Views of Technician Schedules and Routes	Interactive Gantt for Service Operations
Intergrating Technician Scheduling and Communications	Complex and Dependent Scheduling Based On Parts, Teams, Etc

Get In Touch