Ensure only the most qualified contractors are dispatched by automatically assigning jobs based on your unique criteria. Streamline and dynamically adjusted and dispatched through seamless integration and scale operations as demand changes.

Automatically dispatch the best field resource, always ensuring the most qualified resource shows up at the right place and at the right time, so your customer receives the best possible experience.

**Benefits**

- Ensures only the most qualified contractors are dispatched
- Speeds the dispatching of contractors to jobs
- Eliminates unqualified contractors from being dispatched to a job
- Increases first-time fix rates
- Improves customer satisfaction scores and NPS
- Increases revenue
- Reduces call center costs
- Improves visibility into field workers and job status
- Improves contractor satisfaction and engagement with your company
- Helps scale business and service capacity quickly

**Results**

- 20% decrease in onsite time for contractors
- 0% rejected, cancelled, or neglected contractor calls, down from 20%
- 40% increase in first-time fix rates

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**Appointment Search Ranking Setup**

- **Attribute**: Quality of Service
  - Weight: 50
  - Lowest: 0
  - Highest: 100
  - Default: No
- **Attribute**: Reject Rate
  - Weight: 10
  - Lowest: 0
  - Highest: 12,044
  - Default: No
- **Attribute**: Cost
  - Weight: 0
  - Lowest: 0
  - Highest: 12,044
  - Default: No
- **Attribute**: Status Frequency
  - Weight: 0
  - Lowest: 0
  - Highest: Yes
  - Default: Yes

**Total:**

[servicepower.com](http://servicepower.com)
## Features

Automatic dispatching of field jobs to best contractor based on:
- Eligibility (e.g. skills, coverage, and more)
- Rules (preferred suppliers, partnerships, and more)
- Ranking (contract costs, reject rates, and more)
- Scheduling Logic (availability, locations, and more)

- Real-time field status updates on in-progress jobs and contractor availability
- Dynamic adjustment of service workloads dispatched to contractors
- Workforce reporting across blended workforces
- Configurable rules engine based on your business requirements
- Comprehensive analytics
- Metric monitoring and compliance reporting
- Integrated mobile and claims processing
- APIs for seamless integration (e.g. ERP, CRM, FSM)

“ServicePower is really helping us beginning to end, how we send and communicate service calls to our independent service providers.”

- Senior Director of Customer Care, Electrolux

**Trusted by global leaders:** 

- AIG
- GE Appliances
- Electrolux
- LG
- Safeware