

DISPATCH

Automatic dispatching of the most qualified contractor – on time, every time.

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.

Results

20%

decrease in onsite time for contractors

0%

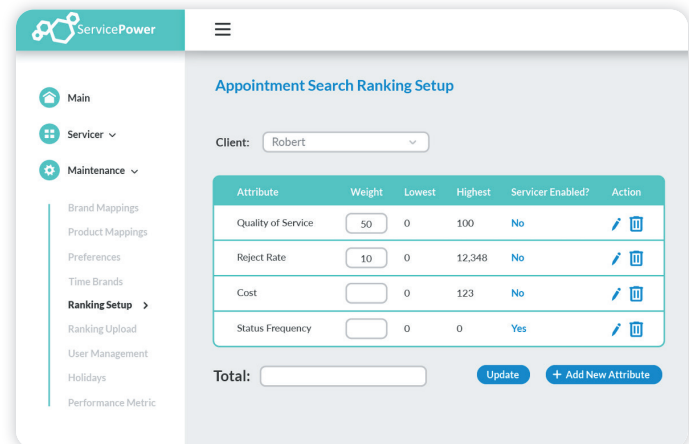
rejected, cancelled, or neglected contractor calls, down from 20%

40%

increase in first-time fix rates

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



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

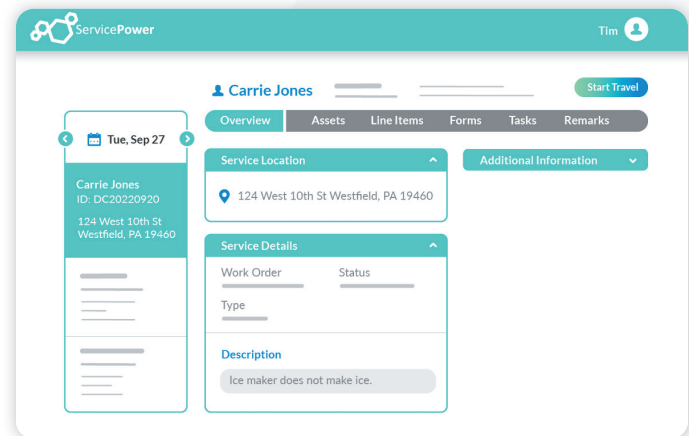
Metric monitoring and compliance reporting

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:



Electrolux



Safeware