

# HOME APPLIANCES AND CONSUMER ELECTRONICS

## Exceed customer expectations, boost operational efficiency.

Exceed your customers' high retail and in-home service expectations to improve your brand reputation and loyalty.

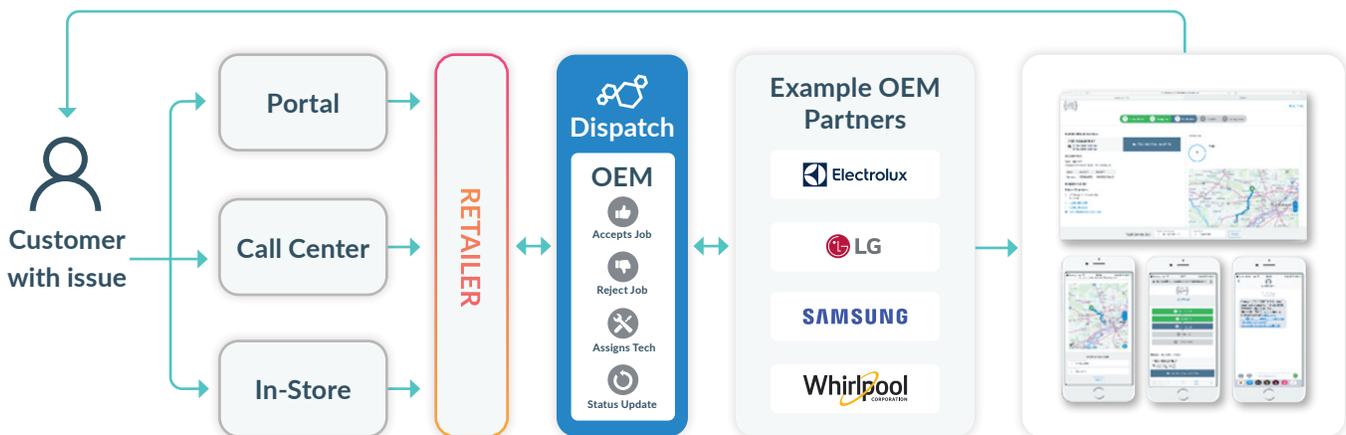
You can also boost sales and profitability with simple and engaging introduction of new products, and even optimize the warranty claims management process to materially reduce inappropriate claims.

### Results

- 27%** increase in Net Promoter Scores with Consumer Self-Service
- 15%** increase in field productivity of technicians with real-time optimized scheduling
- 68%** increase in productivity with AI-based schedule optimization

### Capabilities

- ✓ Consumer Self-Service
- ✓ Scheduling
- ✓ Mobile Access
- ✓ Contractor Management
- ✓ Dispatch
- ✓ Claim Reimbursement
- ✓ Work Order Management
- ✓ Analytics



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