



Improve Service Outcomes

Leverage Field Intelligence

Drive Technician Job Satisfaction

Build Brand Loyalty

ServiceEmpowerment enables technicians to adjust their own schedules within SLA adherence based on domain knowledge, availability of parts and proximity to jobs, in addition to performing in-field triage.

While driving collaboration and improving first-time fix rates, ServiceEmpowerment reduces unnecessary truck rolls and customer visits.



#### Leverage Field Intelligence

Enable technician to directly adjust service schedule based on their knowledge of parts, location and routes to improve the quality of service for the consumer



#### Ability to Triage Parts Needed to Complete Job

Enable technicians to triage parts in advance of jobs, eliminating unnecessary customer trips



#### Allow Technicians to View and Adjust Routes Within Set Guidelines

Empower technicians to exercise their best judgement for real-time traffic and routing situations with job SLAs



#### Drive Ownership of Jobs and Improve Job Satisfaction

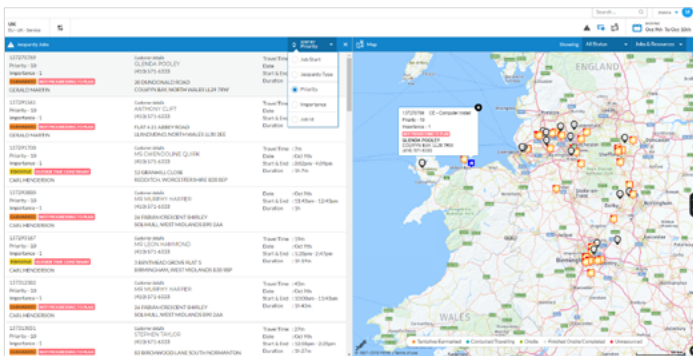
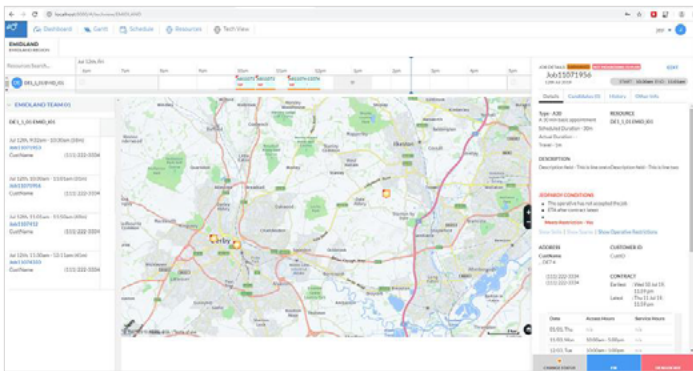
Improve employee satisfaction and retention by empowering technicians to have increased responsibility throughout the service experience



ServiceEmpowerment provides technicians the support they need to better perform their jobs, resulting in improved consumer and employee satisfaction and operational efficiencies.

Technicians are empowered to use their institutional knowledge of products, parts and routes to respond in real-time to problems in the field without affecting the SLA.

With seamless integration with ServicePower's ServiceScheduling solution, technicians have direct access to the ServiceEmpowerment platform. Within the tool, technicians can easily view their schedule Gantt, adjust their daily routes and reschedule calls based on parts availability. Putting the responsibility back into the hands of the technicians improves employee satisfaction and increases retention rates.



## Solution Capabilities



Seamless integration with ServiceScheduling



Full self-service capability via technician view of Gantt



Technician ability to view and adjust routes within set guidelines



Adjust calls based on parts availability



Provide extended schedule views to technicians



Triage parts needed to complete the job



Streamline scheduling and reduce the back-and-forth communications



Order parts directly via the platform and deliver to the technician's preferred location

Get In Touch

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