

# RETAIL

## Own the Consumer Journey.

Align with your customers' needs and rising service demands for control and convenience with comprehensive solutions that enable retailers to significantly improve the delivery, installation, and repair of your products.

Leverage your data across the entire product and service cycle, from manufacturing to post-sale service interactions, letting you deliver personalized, engaging experiences for your customers by enabling field personnel to deliver faster, smarter service to your retail customers, on a unified platform.

### 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

