

A checklist for transforming field service

Providing excellent field service is critical to improving customer satisfaction. To provide the best customer experience, select a solution that modernizes and transforms your field service organization by:



Providing an effortless service experience

Allow customers to effortlessly engage when and how they want with self-scheduling and visibility into service requests.



Arming technicians with easy-to-use tools

Give field service technicians easy-to-use, mobile tools to let them work more efficiently, even when offline.



Connecting field service to the entire organization

Connect field service with customer service and the rest of the organization to solve the root cause of customer issues quickly.



Optimizing resources and skills

Assign work to technicians automatically based upon proximity, availability, and the specific parts and skills required.



Monitoring for issues and automatically creating cases

Use IoT and intelligent technology to monitor customers' products and services to rapidly identify and resolve issues.



Identifying and managing issues proactively

Plan regular maintenance to replace costly break-fix work with a more proactive approach.

Read more about the best practices of field service leaders.