



Scale Up Your Electric Vehicle Business by Optimizing the Customer Journey

Electric vehicles (EVs) are gaining popularity and market share. As an EV business, you need to optimize the customer journey to deliver the best customer experience and scale up your operations effectively.



Customer

George has been using an electric motorcycle for the past two years



Customer Support Representative

Carol works at XYZ electric mobility



Field Service Technician

Jay also works at XYZ electric mobility

Service Request Initiation

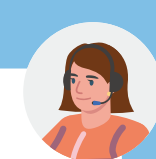


Hello!
It is Carol from XYZ electric mobility. How may I assist you?



Hey Carol, this is George. My bike stopped working on my way to work. I am running late. Could you help me fix it?

Yeah, George.
For that, I require some details.



George is on the way to his office. His motorcycle stops suddenly. He tries his best to get it started but to no avail. He makes a call to XYZ electric mobility's customer support.

Job Scheduling and Assignment



Hi George,

Our field service technician, Jay, is on his way to your location. He will reach in 15 minutes. I have shared your service request details with the tracking link. You will also find options to contact him directly.

Thank you so much, Carol.
That was quick.



Anytime, George.
Have a great day.

Carol pulls up George's motorcycle history and logs a service request on the customer support portal. In the background, a job is created on Zuper. Jay, a field service technician is assigned to this job based on his location proximity, skill set, and availability.

On-Site Repair

Hello, George.

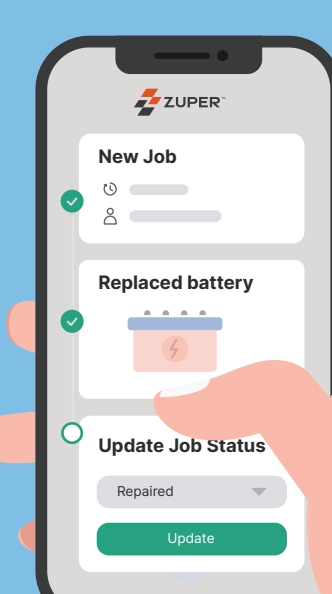
I am Jay, and I will be your service technician today. Can I inspect your motorcycle?



Please go on!

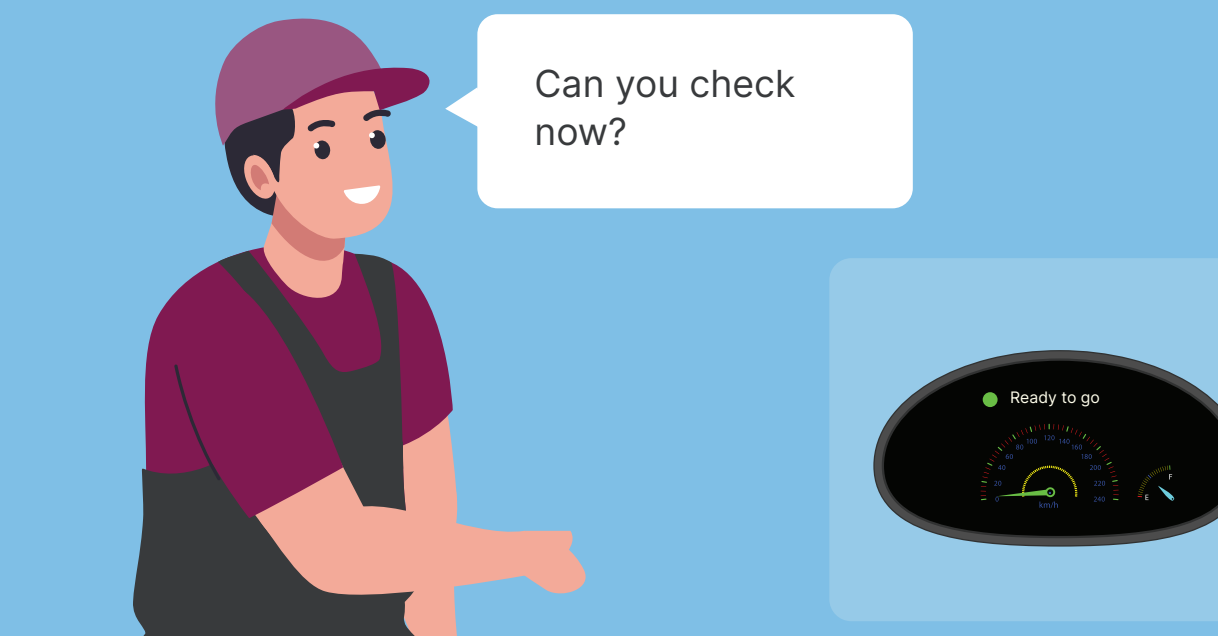
Jay arrives at the location within 15 minutes. On the Zuper Mobile App, he has all the job details. With the history of the motorcycle, he has come prepared with the right tools to perform his job.

Jay, being an expert, identifies the issue and fixes it quickly. On the Zuper Mobile App, he updates the motorcycle photo and adds notes on the fixes he made.

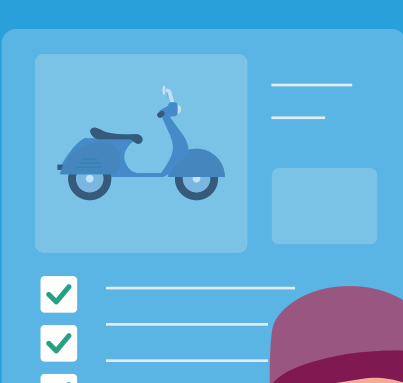


Can you check now?

Oh, thanks, Jay.
That was very helpful!



Post Job Completion



May I have your signature?

Yeah!



After completing the repairs, Jay fills in the quality control checklist. As a part of the checklist, he must get the customer's signature before marking the job as complete in the Zuper Mobile App.



Thanks. Ride safe, George!

Thanks again, Jay,
for the quick service.



Streamline your repair services and enhance customer experience using Zuper

Schedule a demo with us today!