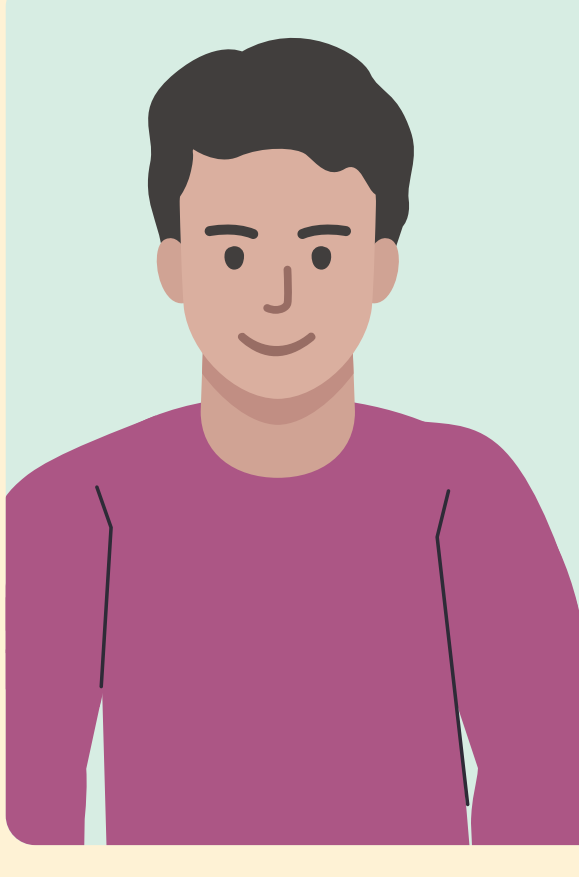
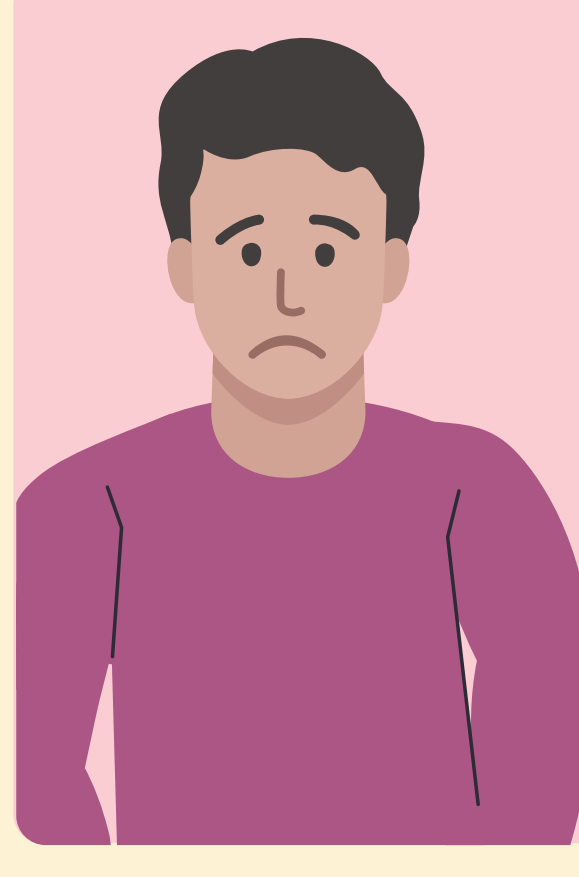


Manufacturing Businesses: Field Service Is Your Best Customer Loyalty Strategy



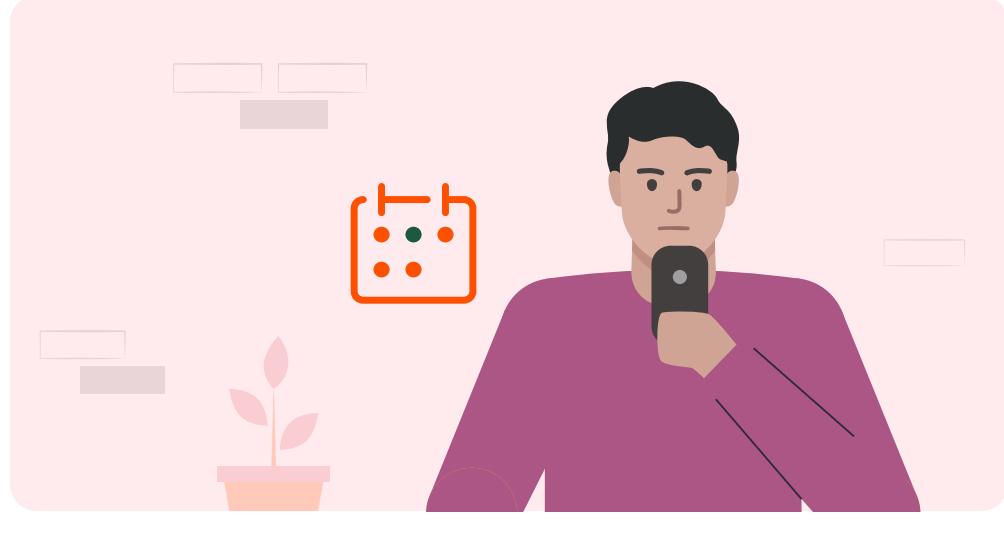
84%
of customers say customer experience is as important as the company's products and services.



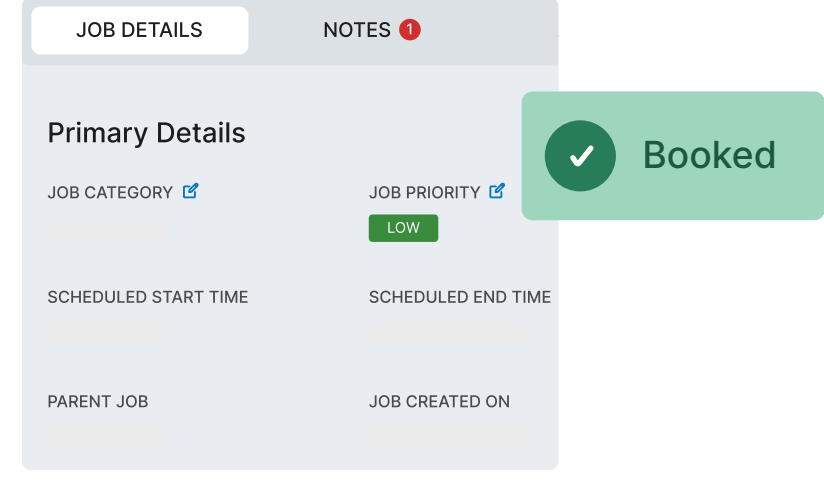
60%
of customers have stopped doing business with a brand due to poor customer service.

When customers hire you for manufacturing services, they look for hassle-free installations, faster repairs, and maintenance processes. Optimizing your field service operations is the key to retaining customers and delivering exceptional service.

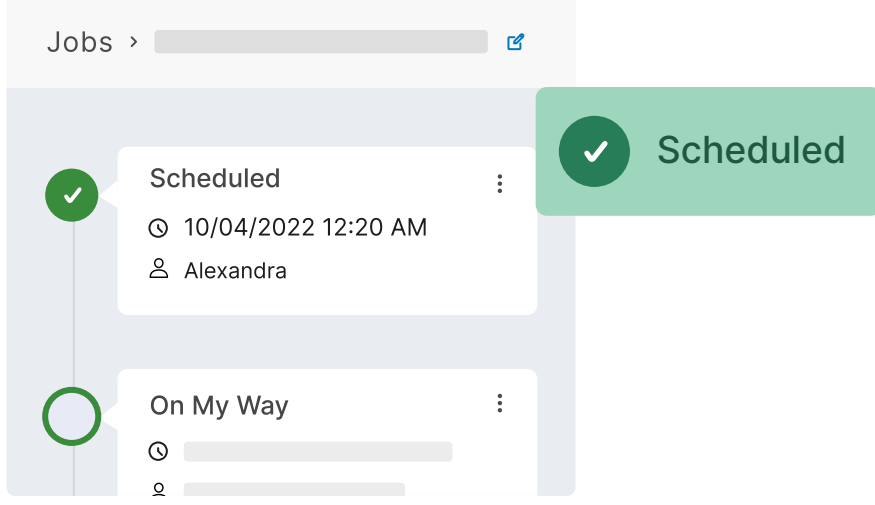
Here's how you can leverage a Field Service Management (FSM) Solution to deliver the best customer experience.



1 A customer calls or books an installation service online by choosing a suitable day and time.



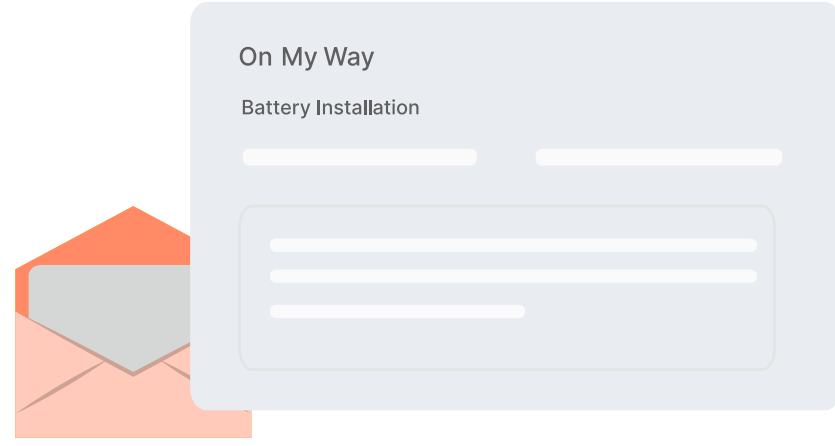
2 Service requests are automatically converted to work orders/jobs on the FSM platform, and the status is marked as "Booked."



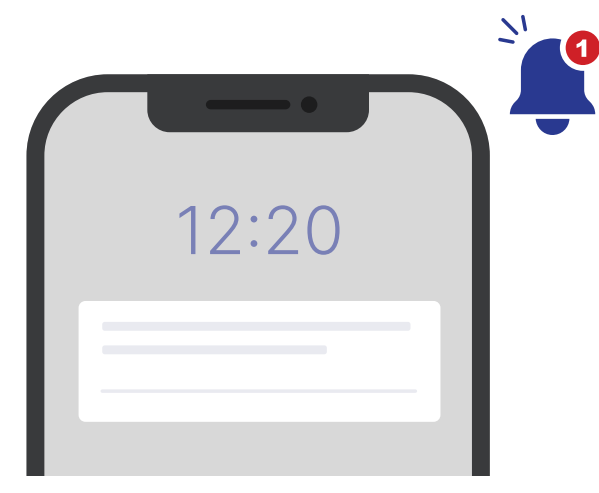
3 The job status changes to "Scheduled" once the service is scheduled for the requested date and time.



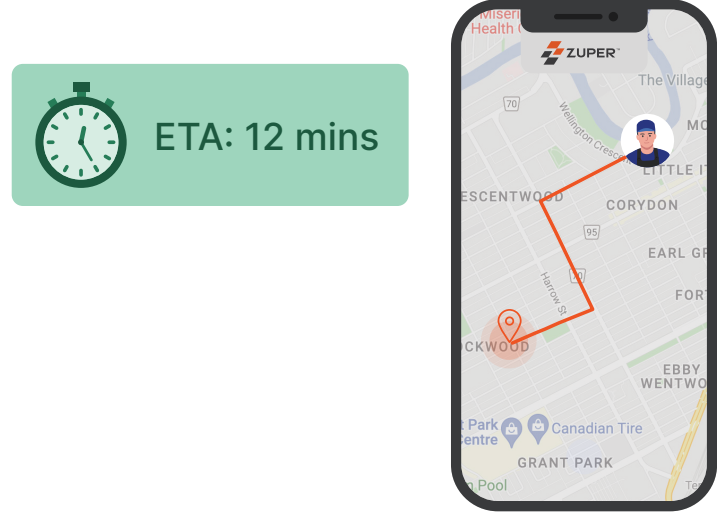
4 Intelligent dispatching assigns the right field technician based on skill set, proximity, availability, etc.



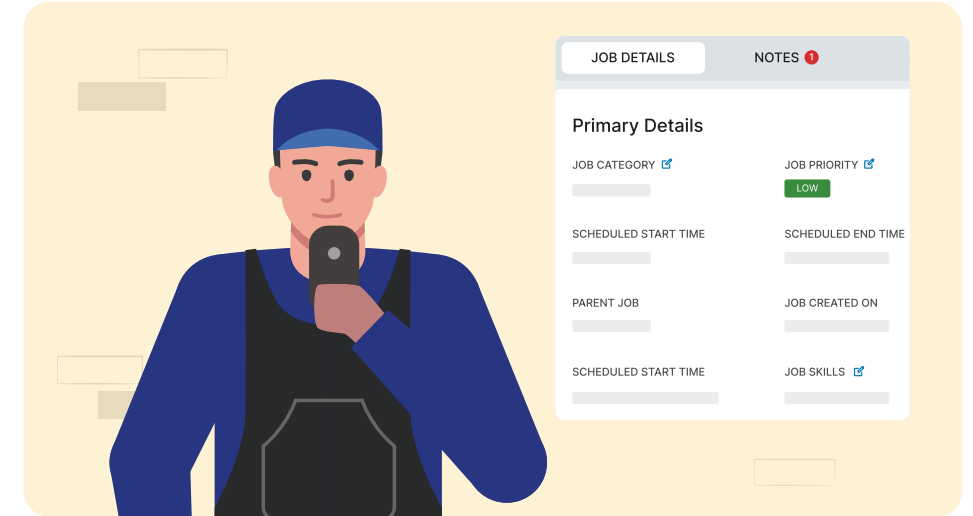
5 Customizable workflows automate customer communication in the FSM platform and trigger a confirmation email or message to your customers.



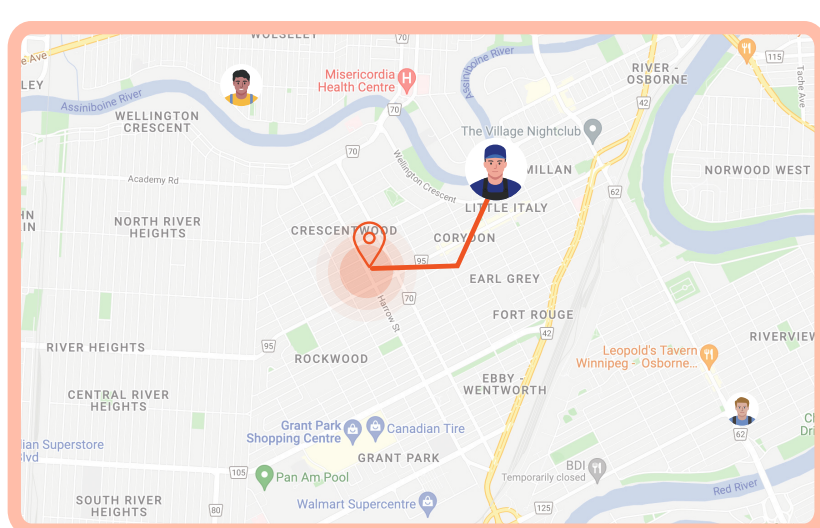
6 Automated notifications are sent to your customers an hour before the scheduled time.



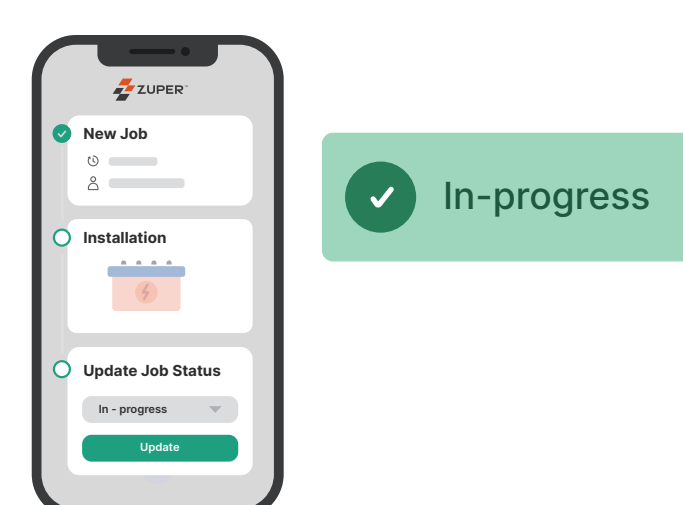
7 When the technician is on the way, your customers receive a tracking link along with the ETA.



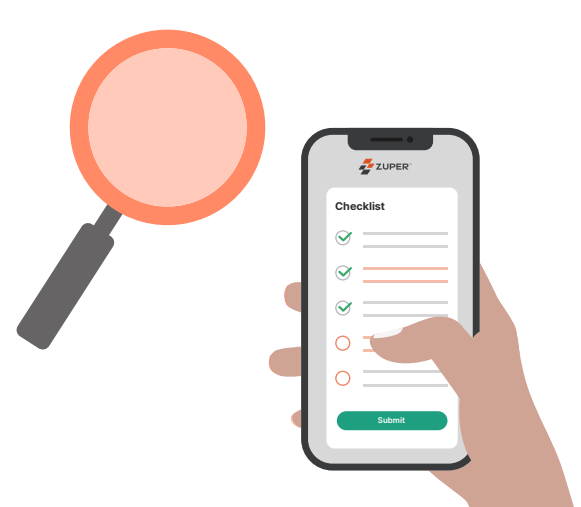
8 With the mobile application, your field technician is empowered with all the job and customer-related information before starting the job.



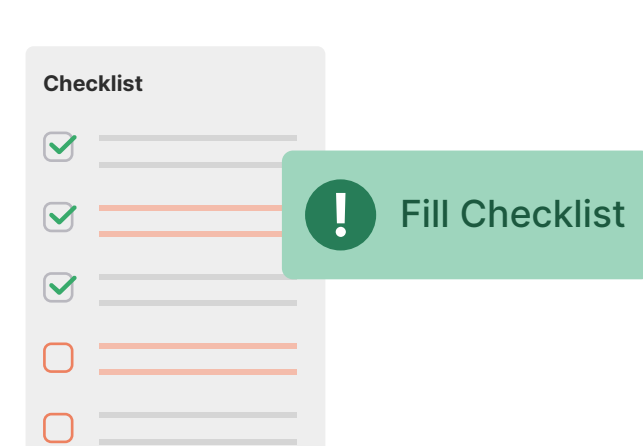
9 FSM software generates the optimum route to reduce travel time and associated expenses. Field technicians will reach the job location on time.



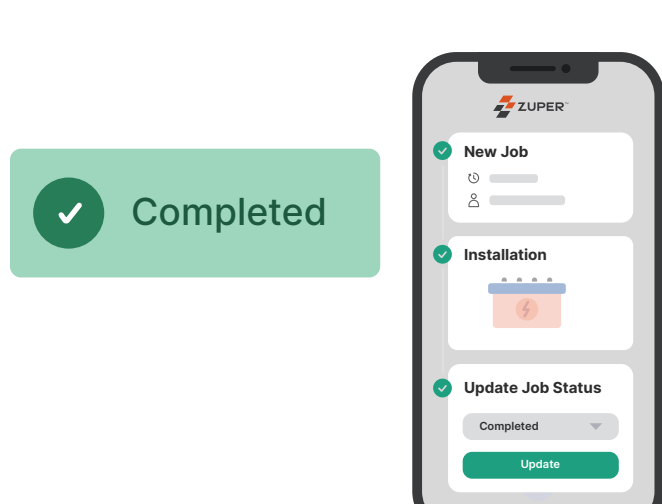
10 The field technician starts working on the installation service and updates the job status on the mobile app to indicate progress.



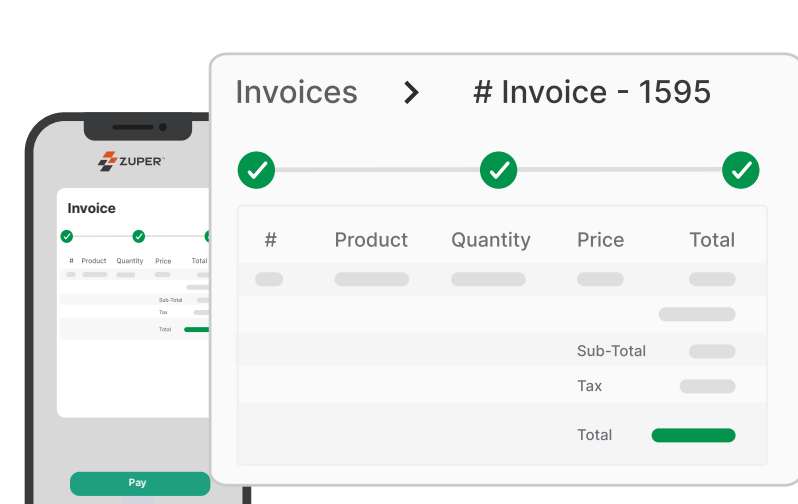
11 After completing the job, the field technician inspects the site using a customized inspection checklist.



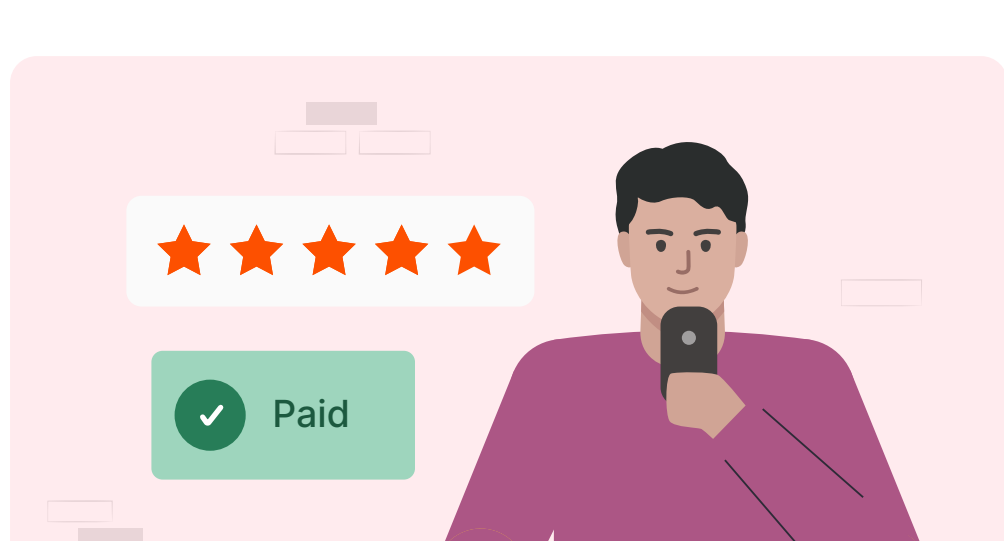
12 The intelligent workflow engine makes the site inspection checklist a mandate for marking the installation job complete.



13 The field technician fills out the checklist and marks the job as completed.



14 After the job is completed, the field technician generates the invoice.



15 The customer makes a digital payment and leaves a 5-star rating for your exceptional installation service.



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