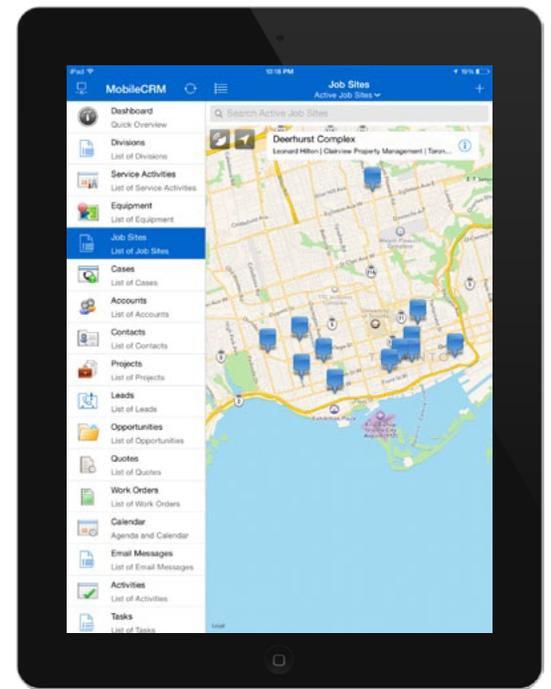


6 WAYS TO IMPROVE YOUR FIELD TO OFFICE COMMUNICATION

Mobile field service software creates connections across various roles throughout the company. There are some key connections that form when you have the right tools in place. Here are 6 ways HVAC Field Service Software will improve field to office communication:



1. Field Technician to Service Company Data Base

Gain up-to-the-minute info: access vehicle location to better connect and communicate with technicians, view time sheets, customer invoices, completed work orders, new work orders, etc as they are uploaded to the company database in real time.

2. Technician to Technician

Gaining support and building on the expertise of co-workers is important in industries like field service, but it's often challenging for technicians to communicate. When your field service team is equipped with mobile devices and a field service application, they're able to stay connected through document sharing and service history visibility. They can also see where other technicians are located and what parts they have so if they do need some help, they know who to call.

3. Scheduler to Technician

Automated scheduling and dispatch create a two-way connection between schedulers and technicians. Schedulers can see technicians' location, availability, skill set, access to parts, etc. so they know the right person to schedule for each job, and technicians get automatic alerts about new work orders and their details directly from the scheduler.

4. Service Data to Managers

Manage projects from start to finish. The information technicians collect in the field is instantly accessible to

service managers to assist in planning how they can make better business decisions to improve productivity and profitability. Complex and lengthy jobs are made more manageable and everyone who needs visibility into progress can access information on a moment's notice. Do not miss a deadline, opportunity to bill your client or a critical step needed to complete the project.

5. Customer to Company

Customers can have access to their own service portal where they can securely log in and initiate a service request or run specific service history reports.

6. Company to Customer

Marketing automation and lead management is an important part of your business. It is important to always stay connected to your customers and build new connections to attract new customers. With Field service software you can regularly send out newsletters, promotions, marketing campaigns and even stay current on social media. Market your business to your customers and track their response.

By providing your technicians with an integrated mobile device, you are investing in their ability to provide the best service possible to your customers. You will also be rewarded with increased efficiency and improved productivity. For more information visit www.fieldboss.com.

