ClickSoftware

CONTRACTORS AND A SEAMLESS CUSTOMER EXPERIENCE

A 5 Step Process to Master the Moment™

As an enterprise service provider your customers are expecting superior service from you from start to finish, no matter what happens in between. Most service businesses today will use some sort of third party contractor to help with the service and installation of their products. Of course, once you start using a third party, you may start feeling a bit out of control.
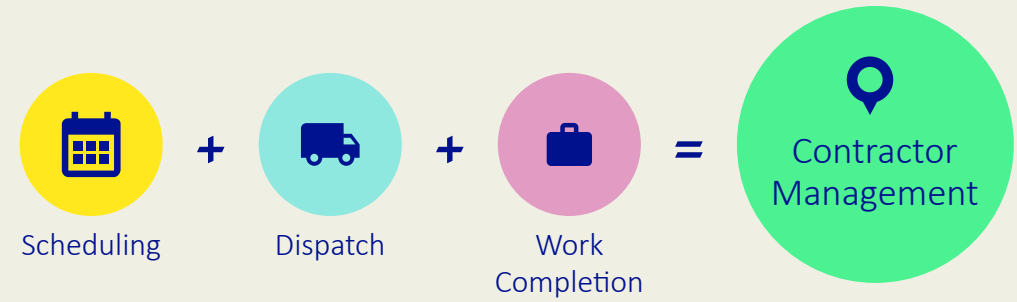
» Will the contractor show up?

» Will they be on time?

» Will they finish the job on time?

» Will they be a good brand ambassador for your company?

Scheduling + Dispatch + Work Completion = Contractor Management

These important questions can be answered with one solution. A solution that streamlines the **scheduling, dispatch, and work completion** between enterprise service providers and their contractors. This is what we call the **Service Networks for Contractors**, and here's how it works....

Send Jobs Electronically to the Right Contractor

Setting up a shared system means that your contractor can receive jobs and tasks electronically now, right from your system. The process starts by putting the tasks into your system - from, for example your CRM. Push send, and the contractor receives all of these tasks electronically in a shared web application. No emails, no calls, no faxes, no lost time. You can control the tasks assigned to each individual contractor based on cost, skill, customer satisfaction or service level performance. And better yet, you see everything in one system, in real-time.

YOUR SYSTEM
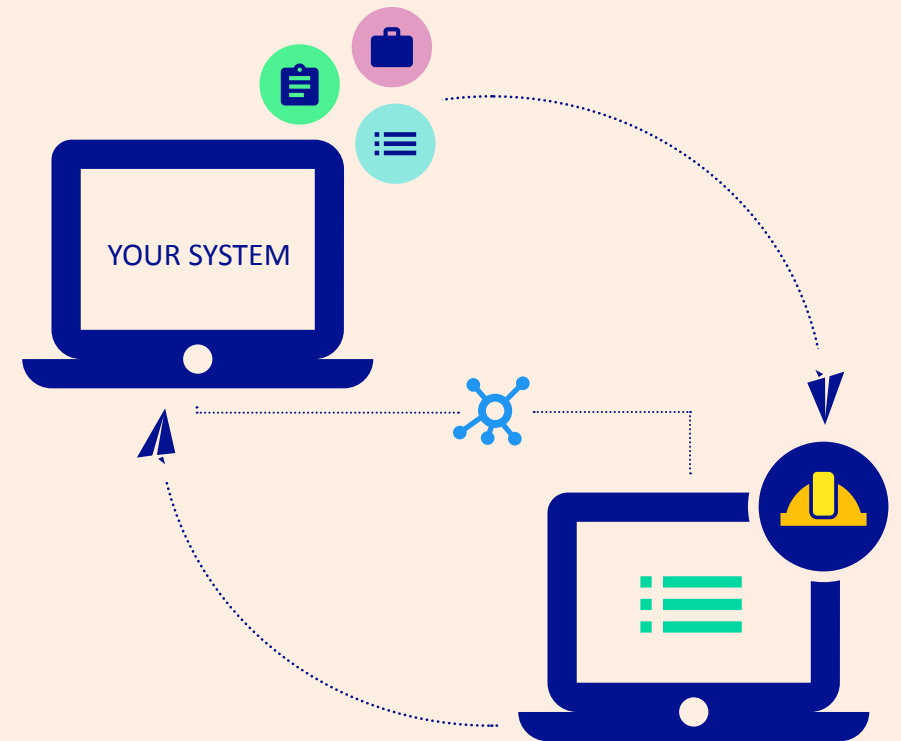
See What is Accepted and What is Rejected Before it is too Late

Once the contractor receives the jobs, they can immediately schedule the job to one of the employees or reject it based on capacity limitations. If the job is scheduled to an employee, the status is changed to 'acknowledged' and the start and end time are set in both systems. Since the jobs are shared with you in the same system, all of this information is instantly available and you will know the status of your jobs without having to wait. If the task is rejected by the contractor, then you will get this information immediately and can quickly reschedule to another contractor or one of your own employees.

YOUR SYSTEM
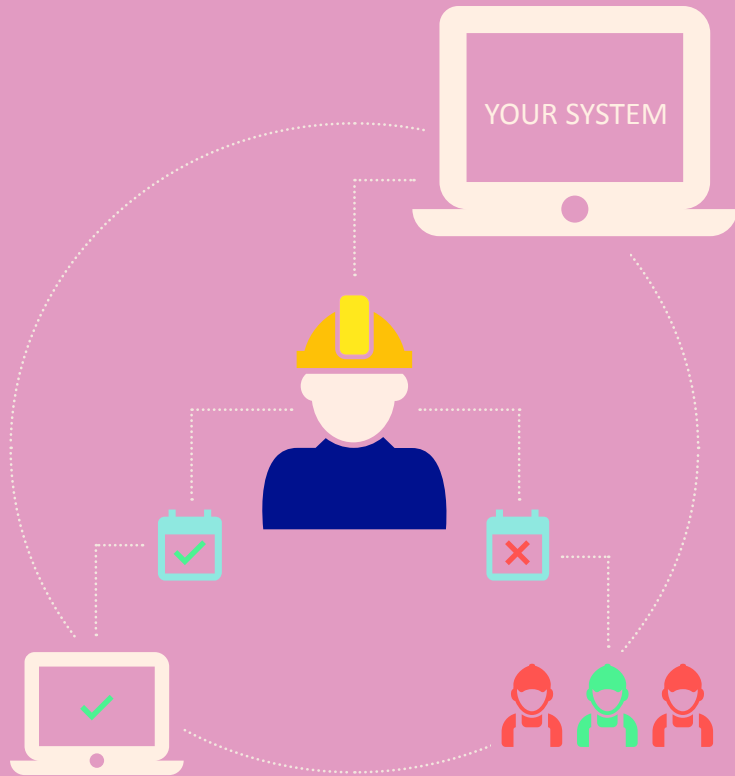
Get Real-Time Data About Service Calls

Probably the bumpiest part of working with contractors is having good answer for customers when they call. Is the technician in route? On site? Did they complete the job? With a contractor management solution, all the information in the contractor's system is directly available in your call center. So if a customer calls, the answers are there, in real-time. No waiting, no guessing, and no mistakes. Only happy customers.

YOUR SYSTEM

TO DO

IN PROGRESS

DONE

Collect Information While in the Field

Field workers can use their mobile devices to update the status of tasks and collect information, upload site pictures, get signatures and more. Additional apps such as **Parts Usage**, **Invoice for Service** and **Complete Work** can speed up the communications within the contractor and can be seen instantly in your system as well. By adding mobility to the solution, contractors can become more efficient, speed up the order-to-cash process and increase reimbursement rates as well.
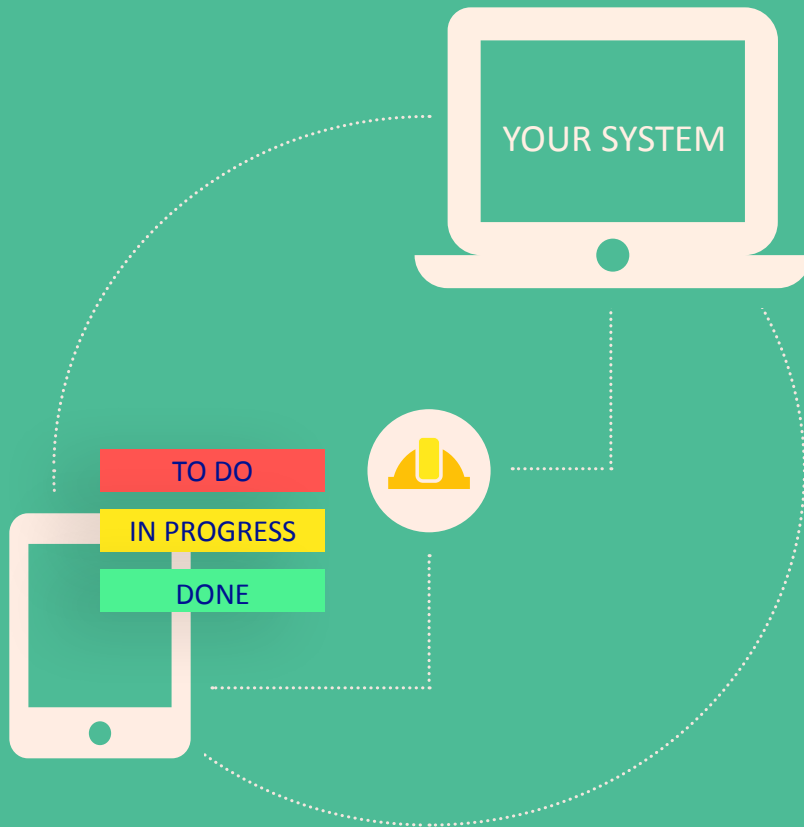
View Proof-of-Service

And finally, a detailed "proof-of-service" is instantly at your disposal. At the end of the task, or at any time, you can hit the button for proof of service and receive a PDF file with all the task details. With a shared system, the information gathered from the contractor is instantly available in your system, and with a click of a button, can be compiled into a full PDF report.

This proof-of-service report contains all the information about the task from the contractor, including any information captured from in the field from a mobile app.
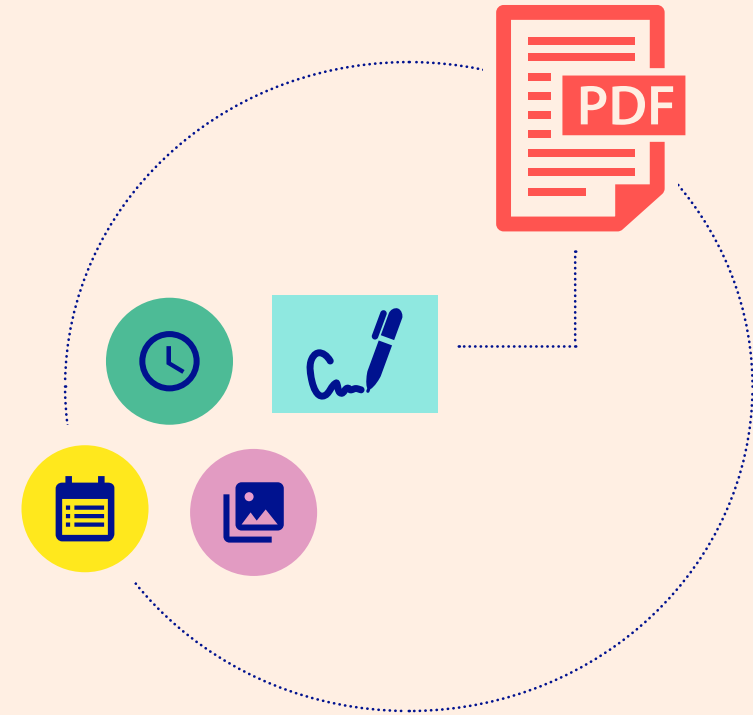
Summary

In the end, it's all about providing that seamless customer experience that sets you apart from your competition. Through control over when the job will be executed and maintaining visibility so that you can respond in real-time to your customers' requests, you will achieve the perfect balance for great service and happy customers.

Control » Visibility » Great Service » Happy Customers

Learn more about contractor management here »

SERVICE NETWORKS
FOR CONTRACTORS

Visit ClickSoftware.com or contact us for more on how Service Networks for Contractors can provide the visibility and control you need to provide a seamless customer experience through contactors.

About ClickSoftware

ClickSoftware is a global leader of automated workforce management and optimization solutions for the service enterprise. Available via the cloud or on-premises, our solutions provide organizations with end-to-end visibility and control over the entire service process, while providing them with tools to drive their business forward by optimizing forecasting, planning, scheduling, mobile workforce management, and customer communication.

ClickSoftware solutions boost productivity and increase customer satisfaction, while decreasing overall service costs. That's why ClickSoftware is the number one choice to deliver superb business performance to organizations of all sizes, in all service sectors.

Contact us

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