

3 Key Tips

to Improve Customer Service

Technicians, contractors, and business owners face similar issues when it comes to customer service in today's increasingly competitive market. How do you resolve these pain points so you can focus on what you do best?

Problem

Customer management is increasingly a differentiator but somewhat of a mystery.

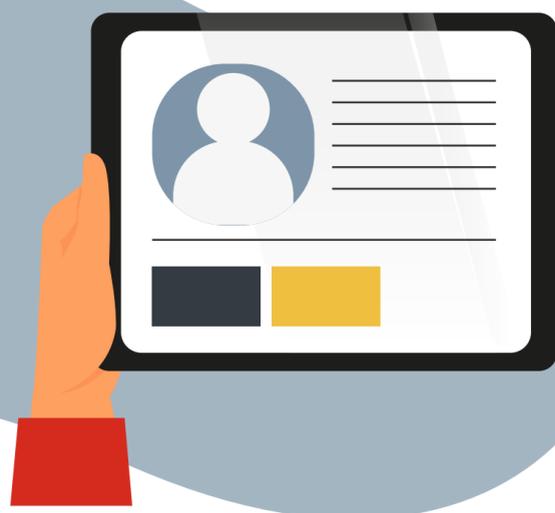
Today's fast, competitive environment requires businesses to provide better, faster service to customers but don't always know what that entails or have the tools to achieve it.



Problem

Field techs don't have access to important job and customer information.

Without access to key information, techs are unable to effectively estimate work, track time, invoice customers, receive payment and more outside the home office.



Problem

Playing multiple roles leaves you stretched thin and unable to focus on your key responsibilities.

Business owners and leaders often take on multiple roles, including business manager, service manager, and accountant. This usually translates to long hours and the top priorities being neglected.



Learn more about improving customer service with fleet management software in the **webinar** or about **fleet management** solutions for you.

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Solution

Empower your employees that interact directly with your customers and monitor performance more effectively.

Give field employees instant access to key customer data for a personalized and streamlined experience.

Monitor key onsite metrics, such as time on the job and arrival times, that impact customer experience.



Solution

Equip field techs with robust, up-to-date resources at their fingertips.

Use smartphone apps and other mobile tools that streamline and automate tasks that currently have to be done manually or by back office staff.

Standardizing and automating processes and tools enables consistency and control saving both time and money.



Solution

Streamline and simplify for improved time management.

Mobile fleet management solutions help to minimize paperwork and other time-consuming menial tasks, freeing up time to focus on their brand and bottom line at a higher level.

Today's turnkey suite of digital solutions offer powerful and feature-rich options that are also intuitive and cost-effective.