

Pega® Field Service

More efficient field workers and happier customers

A Pega customer service data sheet

Higher productivity, lower costs, improved customer satisfaction

Pega® Field Service streamlines and improves the service experience for employees and customers. A centralized management control panel monitors activity from customer service reps on the phone through the scheduling and dispatch of field workers to fix problems to the customer satisfaction rating upon closing a service request.

Pega® Field Service incorporates best practices for customer service workflow, from the first call through to final resolution. Customer service representatives can triage and troubleshoot via phone, while field technicians are able to review work lists, accept and reject work orders, retrieve optimized routing, record time and expenses, and capture customer acceptance and satisfaction metrics directly on their mobile devices.

Because it's built on the Pega® platform, business users can add to or modify the base workflow easily to adapt to their specific product or industry. Field organizations can achieve up to a 50 percent reduction in time-to-deploy by starting with Pega® Field Service and adding workflow processes tailored to their business. The result is more customized than off-the-shelf packaged apps, but without the associated cost and headache of custom development and maintenance.

- **Increase customer satisfaction**

Pega® Field Service incorporates the basic tasks of every service operation and field worker, connecting the back office to the field force. Functioning as a native app on Android, Windows 10, or iOS devices, Pega® Field Service presents an intuitive and familiar workflow to the mobile user from the very first tap.

- **Make employees more productive**

Pega® Field Service is based on a decade of delivering mobile field enablement applications to the world's largest and most complex organizations. Some successful Pega field workforce deployments include: Safelite AutoGlass, Xerox, Abbot Diagnostics, Coca-Cola Refreshments, Canon, Toshiba, and ADT.

- **Rapidly deploy and continuously adapt**

Pega® Field Service can be adapted without hiring developers or writing code. Functionality and/or workflow are modified by simply dragging and dropping icons in a browser-based designer studio. This produces an application tailored to the organization, without the time and expense associated with most custom development.

Challenge

Companies that provide on-site service for their products are challenged from both ends. They're expected to provide service that delivers the highest levels of customer satisfaction, engendering loyalty and repeat purchases. At the same time, service must be delivered efficiently and profitably by technicians that are well trained and prepared to solve any issue.

Solution

Pega® Field Service is an end-to-end field service solution for managing the entire customer interaction lifecycle, from the first phone call or online request to the closing of a service call. Pega® Field Service enables companies to serve customers better and more cost effectively through a single application that combines a customer service dashboard with a fully functional mobile app for field workers.

Enabling Field Workers, Pleasing Customers

Safelite AutoGlass® uses Pega to provide its 5,500+ field technicians with a mobile app to handle job scheduling, routing, parts management, and customer satisfaction. After deploying Pega, productivity increased 30 percent and customer satisfaction, as measure by NPS, improved by 19 percent.



Streamline operations to improve productivity and reduce costs

- Acknowledge inbound service requests with a complete customer profile and history in a browser-based CSR dashboard.
- Troubleshoot and provide potential fixes before assigning resources.
- Automate work through effective workflow business rules.
- Reduce training and improve employee satisfaction with intelligently guided interactions.

Increase customer satisfaction by getting the job done right the first time

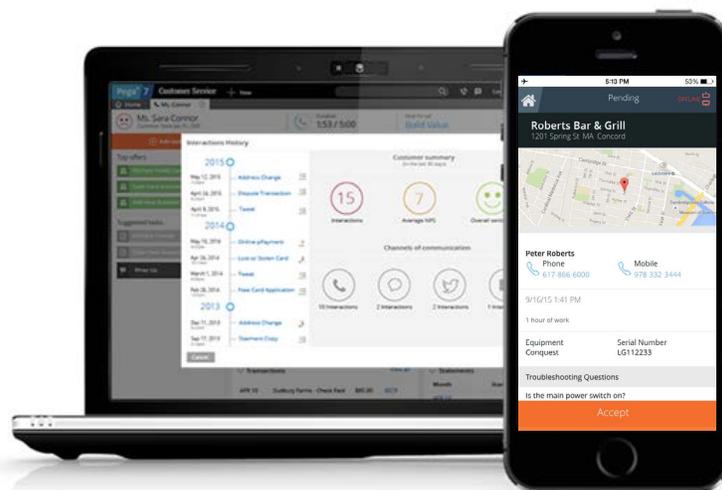
- Quickly and effectively acknowledge and respond to customer service requests via 360-degree customer view.
- Troubleshoot and diagnose problems through intelligently guided interactions.
- Streamline and automate work through effective workflow and business rules.

Automate and mobilize the field work force

- Integrated Windows 10, iOS, and Android apps provide enterprise authentication, assignment workflow, turn-by-turn directions, and time and expense capture for mobile workers.
- Signature capture on mobile devices for employees and customers, including built-in customer satisfaction survey.
- Parts management via mobile devices including barcode scanning for search and data capture.
- Offline functionality enabled through Pega Mobility platform advanced data handling.

Adapt easily as technology and business requirements change

- Modify functionality and/or workflow on the desktop or mobile devices through a drag-and-drop interface, without additional coding.
- Support new devices and platform releases with no action required by admins or end users.
- Integrate with legacy and new data sources as business needs change without major app overhauls.



Pega Field Service delivers a completely integrated field service solution from service agent desktop to a fully functioning mobile app that guides technician workflow and captures data in real time.