

IFS Appointment Assistant



Transform customer engagement with real-time tracking and two-way customer comms

Give your field service operations the competitive edge

The disconnect between your service technician and your customer causes frustration and dissatisfaction before the visit even starts.

Waiting for a service visit can be one of the most aggravating experiences for your customers. They have a time window and don't dare leave the house no matter how long it is. Service centers become overloaded with inbound ETA calls and when a technician runs behind schedule, they can only look forward to unhappy customers, no-shows or missed appointments for the rest of their day. Forget trying to upsell customers, they just want to complete the job and mitigate customer dissatisfaction.

Increase field upsell and cross-sell

IFS Appointment Assistant can display marketing messages for upsell opportunities that will make it easier for the technician to suggest additional products and services. Since the customer knew when to expect the technician, they will be happier with the service and more open to suggestions for additional products from the technician.

Improve service delivery experience



IFS Appointment Assistant provides a better experience for your customers, lower call volumes, an improved technician experience and allows you to improve your net promoter scores (NPS).



IFS Appointment Assistant provides real-time updates to your customers on their service visit, including expected time of arrival, appointment details and much more. Reduce calls into your contact center and significantly improve your customer experience.



The benefits of IFS Appointment Assistant combine to create a win-win, supporting your customer service priorities and cost efficiencies. Customers love it and you can provide the information they need quickly and easily.



IFS Appointment Assistant has been specifically designed for field service situations, which are different to other logistical business processes due to reduced predictability in job duration. It is an enterprise-grade solution that can be flexibly configured to provide only the information you want to share.



IFS Appointment Assistant uses the highest levels of enterprise security. Data is sourced directly from your scheduling solution so the customer will always be able to access the latest view of when the technician will arrive.

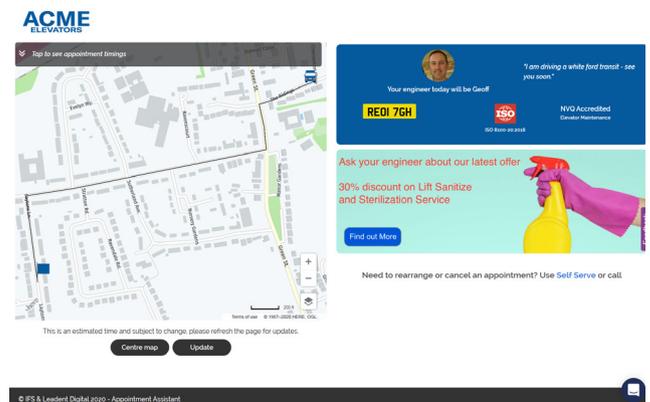


Transform your Customer Experience

IFS appointment assistant efficiently connects customers and field resources to drive customer and technician satisfaction

- IFS Appointment Assistant is completely customer-facing with your brand colors, logo and images to provide a seamless customer experience and generate additional revenue.
- Configure your own 'Contact Us' message; select your own map icons with a fully responsive design suitable for display on mobile devices or desktop browsers.
- IFS Appointment Assistant gives you the option to provide the exact or approximate technician location and the ability to display real-time traffic to proactively inform customers of reasons for delays.
- Get feedback from your customer at a pivotal moment in their service journey and analyze your customer satisfaction metrics as part of our feature-rich customer portal.
- IFS Appointment Assistant lets you display targeted marketing messages directly to your customers to allow you to upsell other products or services.

- Marketing messages are fully configurable in the administrative portal and easily changed by your team.
- With IFS Appointment Assistant your contact center staff can view the details of the appointment as the customer sees it, without the need for separate licenses for your field service management software. This is a major cost saving to your business.
- IFS Appointment Assistant supports Intercom Live Chat® to provide details of the appointment directly to the contact center agent so they have all the context they need. Live Chat® shows and hides based on your contact center opening times to meet your workflow.



IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

