

Customer Care, simplified

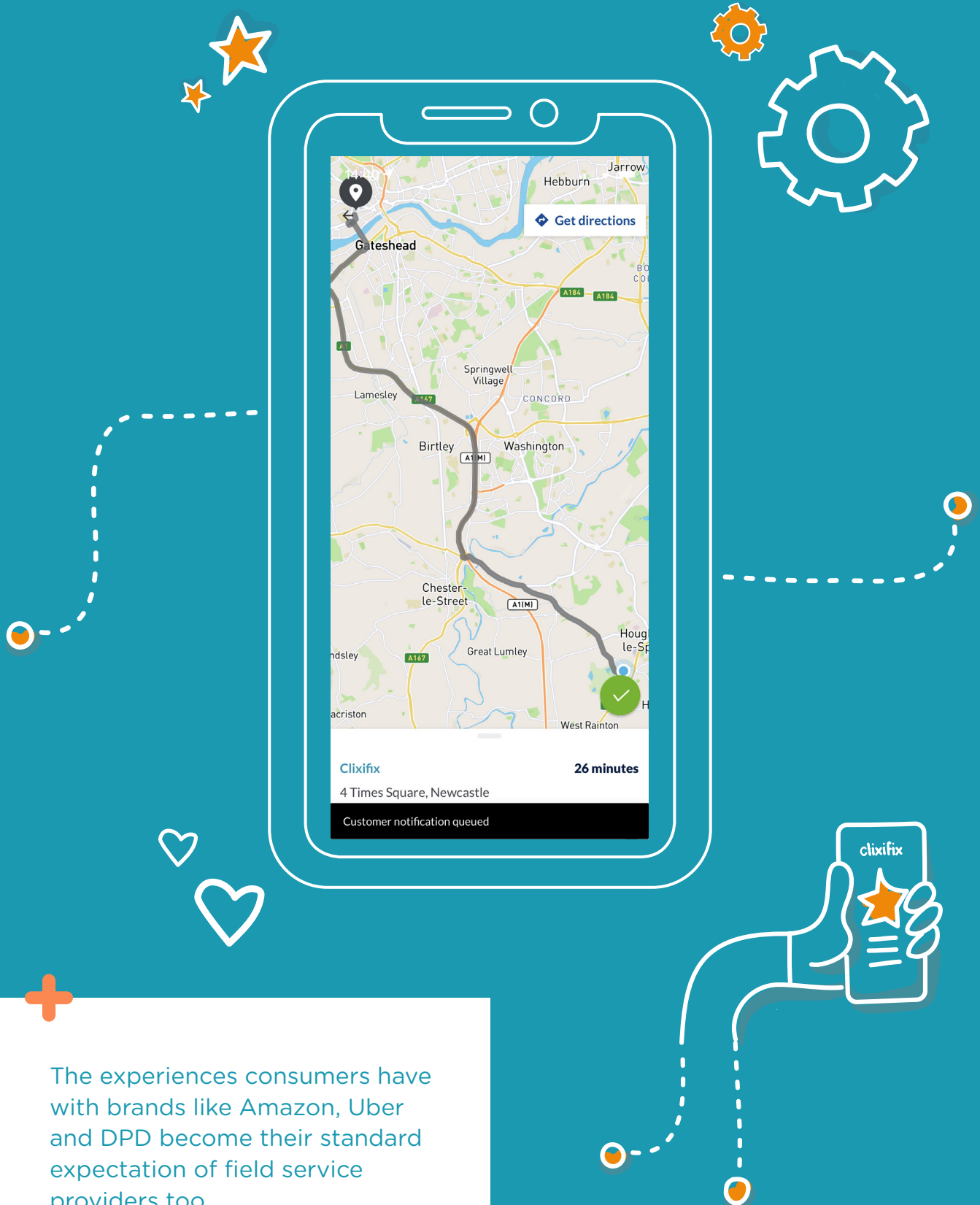
clixifix<sup>®</sup>

# Technicians App

Innovation and efficiency in defect management



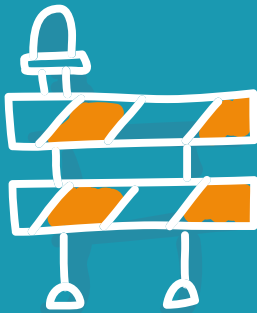
# Consumer expectations from other industries are impacting Field Services



The experiences consumers have with brands like Amazon, Uber and DPD become their standard expectation of field service providers too.

Problems to solve:

# The customer doesn't know when the operative will arrive, this means...



**'No access' failed appointments**



**Inbound ETA query calls "Where are you?"**



**No direct customer-operative contact**

"Knock loudly, doorbell broken"



**Low NPS or customer satisfaction scores**

Consumers & clients are demanding real-time updates



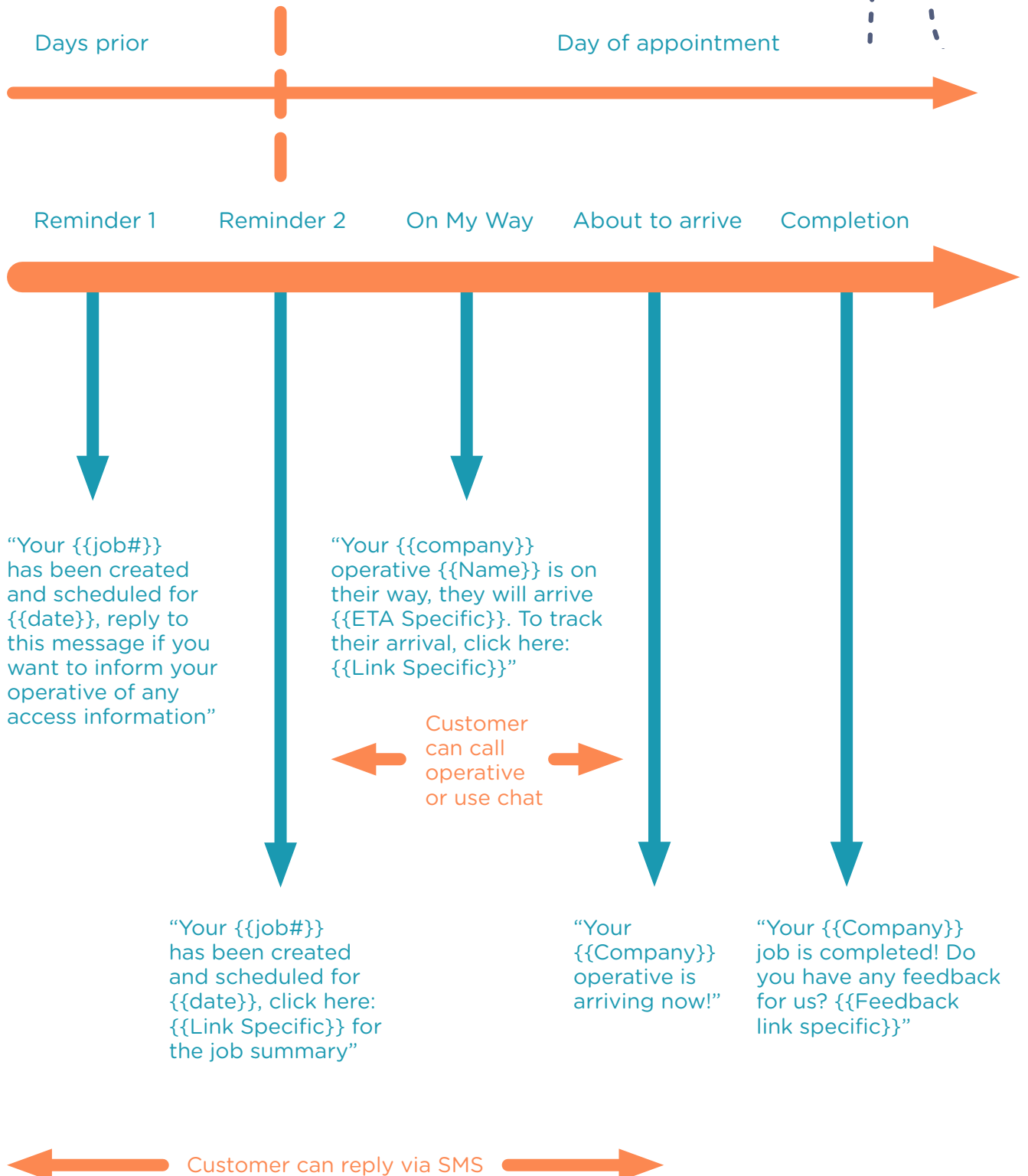
**Need to control costs**

Whilst improving service quality



# Customer Communications

Changes to job status trigger automatic comms



# Technicians App - summary

The clixifix® Technicians App will allow real-time updates to be sent to residents regarding arrival times for repair work that has been scheduled for their property. It is based primarily on the GPS location of the operative making the visit.

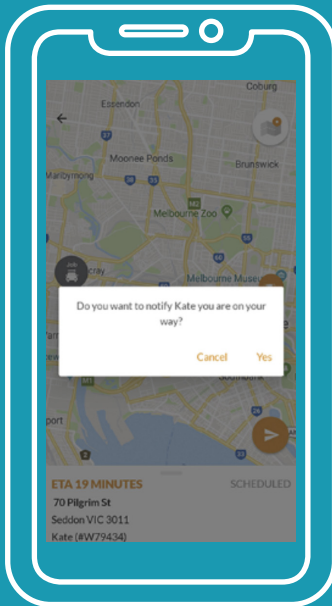
The technology will allow 2-way notifications to be sent, allowing residents to respond to impending visits with additional instructions (e.g. “use side gate today”) or notification of unavailability.



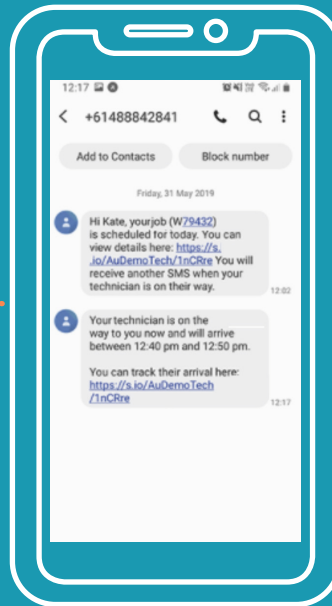
- Sends job details to contractor
- Guides contractor to job
- Provides triggers for customer comms
- Supports 2-way messaging between customer and contractor
- In-app job completion; including photos, notes, sign-on-glass
- Takes care of location tracking to support real-time tracking maps for customer and back-office
- Real-time back-office dashboard provides progress stats and live status of all jobs and operatives



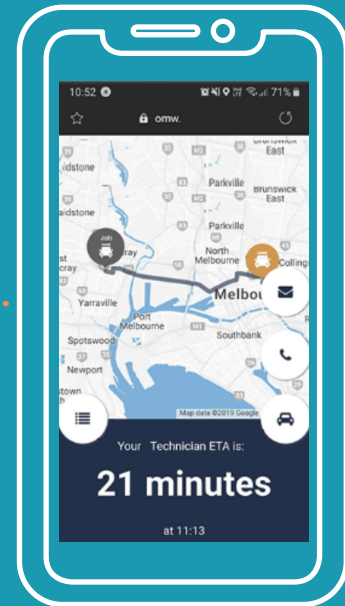
# How it Works



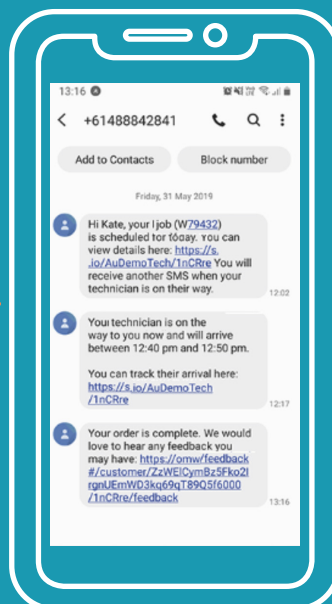
Customer is advised on estimated arrival time.



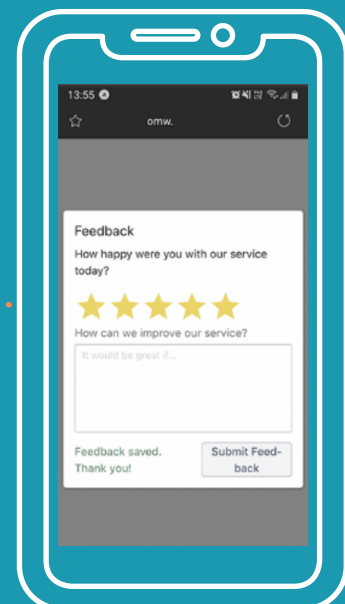
Customer receives an "About to arrive" text and push notification in their app.



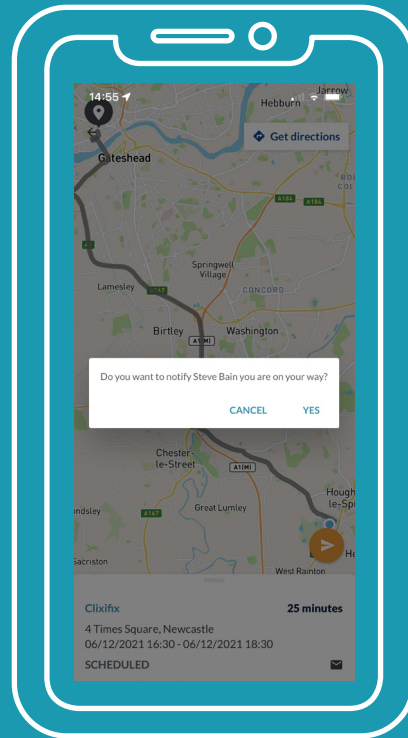
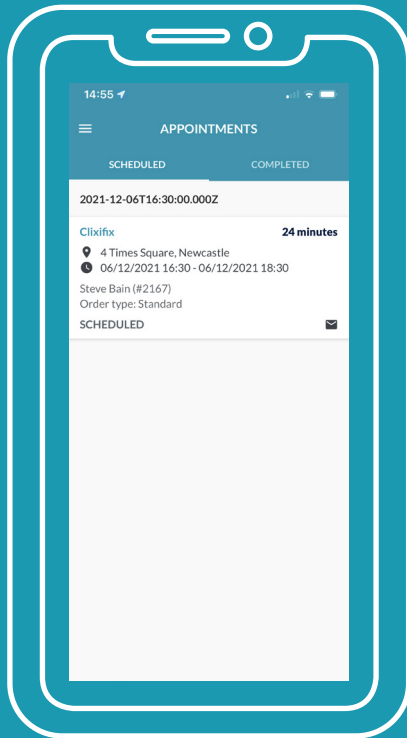
Customers can see their driver arriving with a live ETA and have the ability to contact the driver.



Feedback links are sent by SMS and push notifications.

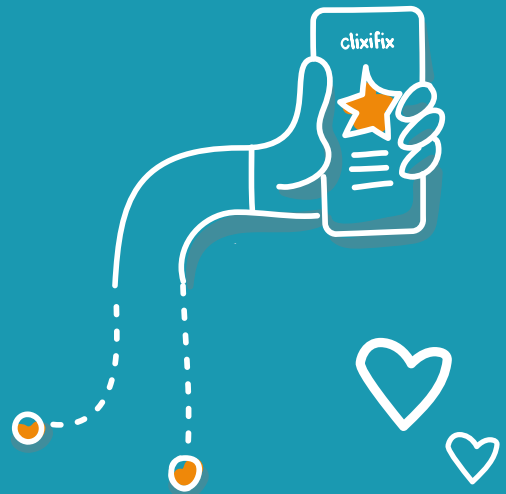


Easy to complete thumb friendly feedback form. Integrated with web and apps.



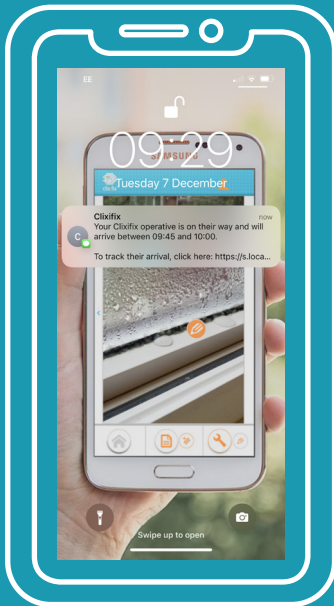
- ◆ This is intended to reduce the number of abortive visits whilst improving communication between operatives and residents.

- The Technicians App will provide operatives with the ability to capture imagery, closing commentary, and digital signatures on completion.

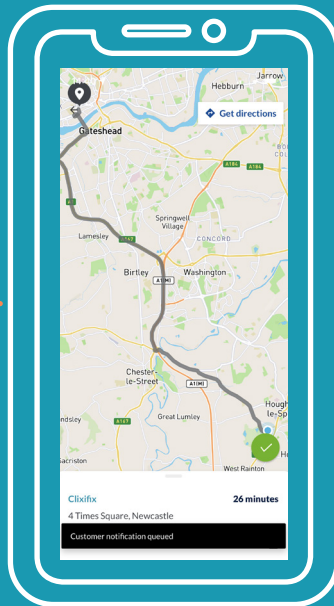


- ◆ clixifx® will capture feedback from the resident on completion of a job via SMS.

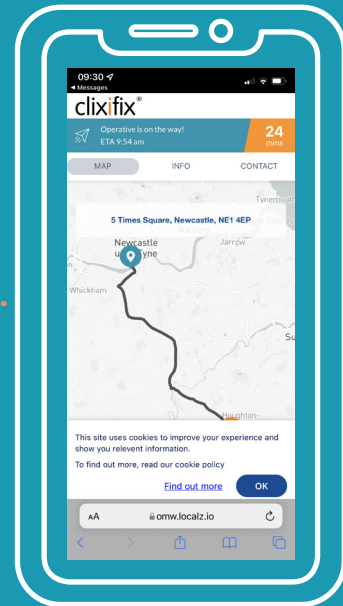
# Communication Journey



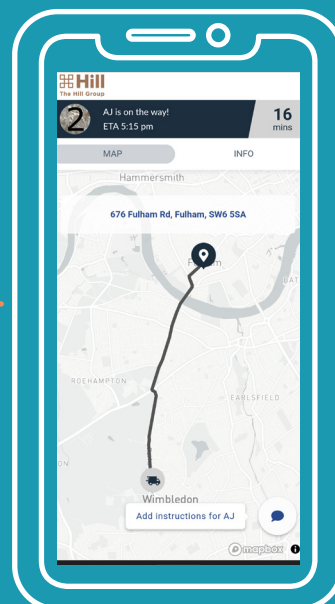
Appointment confirmation.



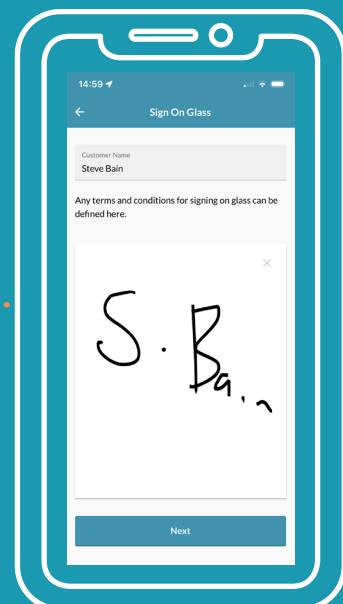
Operative starts route to the job – resident is notified via SMS.



Resident can track the on route operative.



Residents are able to provide real time instructions.

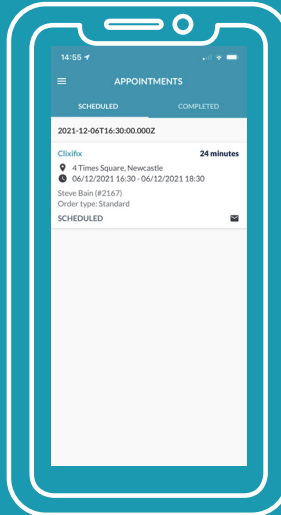


Operative completes the repair and capture imagery, closing commentary, and digital signatures.

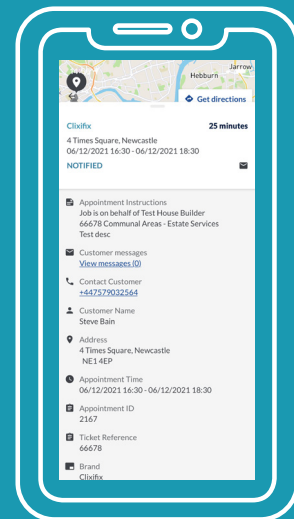


# Simple, useful, real-time 2-way communication

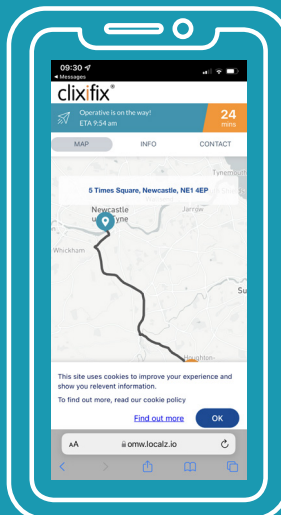
Job confirmation



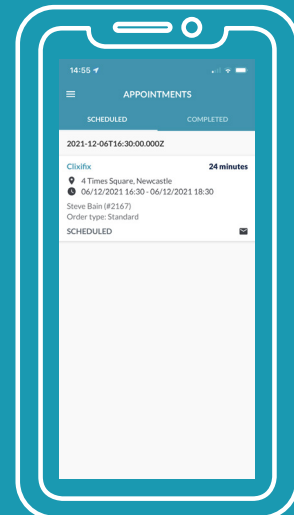
On my way



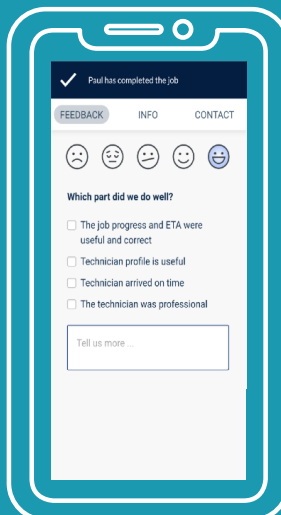
Real-time tracking



Two-way comms



Feedback



## 2-way comms prevents no-access failures



“ Please knock then go straight in - Peggy is 99 years old expecting you, but can't get to door. ”

“ The front door key is under the mat. ”

“ Please wait for 5mins after knocking; I'm slow on my feet. ”

“ Key is at No.9 across the road. ”

“ Please knock on door 53, I'm at neighbours house. ”

“ My bus arrives at 1.35! I will be home a couple mins after you arrive. ”



# The feedback speaks for itself



“ I hope this is rolled out to all staff who visit customers - not just for repairs. ”

“ Very effective and efficient. ”

“ It allowed me to cook lunch before the engineer turned off the electric. ”

“ Had notification engineer was on his way and was able to track his progress. Brilliant! ”

“ I love the new system!!!! ”



“ I knew exactly when he would get here giving me time to pop over to the shops. ”



ROI

# Delivering results



**20% reduction in  
'no access' rate**



**30% reduction in  
inbound ETA query calls**



**15-point increase in  
NPS / 94% positive  
feedback**



**Savings on outbound  
and/or 3rd-party  
survey calls**



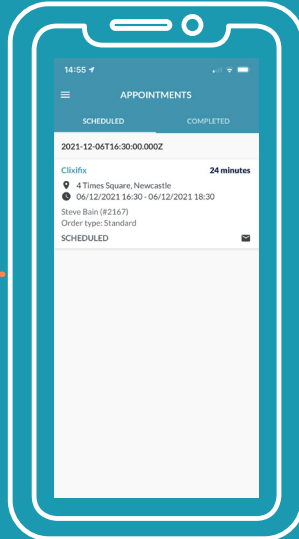
  
**Innovation/  
competitive  
advantage**



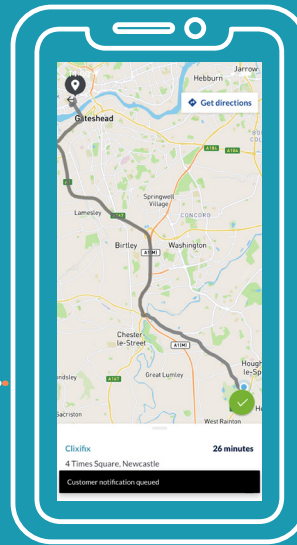
# How your operative engages



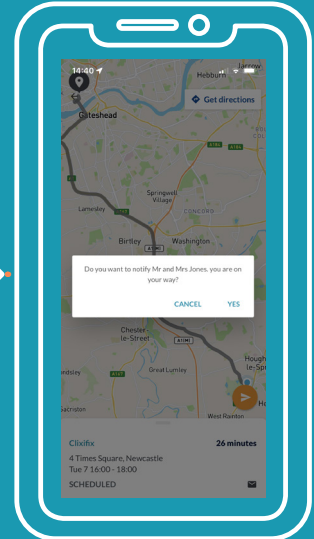
Appointment is to be confirmed in clixifx® against the respective ticket. This immediately notifies the resident.



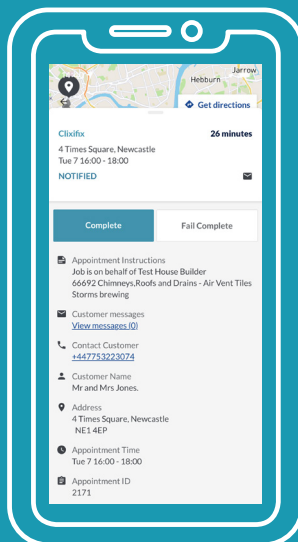
Operative has a personal portal of all jobs nominated to him/her.



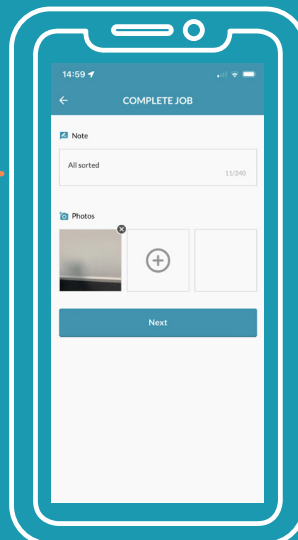
GPS route tracking is calculated and navigation to destination is displayed.



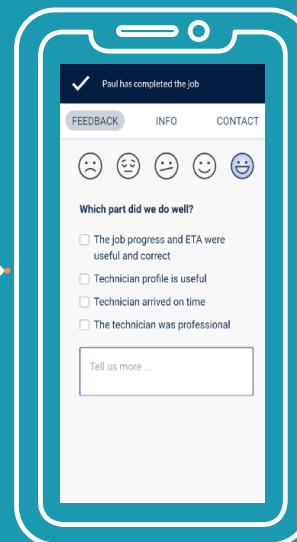
Operative can notify the resident they are now on route generating a sms.



An automatic SMS is then generated for the resident to provide their feedback against.



Operative completes the repair and capture imagery, closing commentary, and digital signatures.



Any messages received from the resident, the operative will be notified of, in real time.



Arrange a demo at  
**clixifix.com**

