



Operative On Way

We understand the location and time restrictions put on your customers when waiting for an operative to arrive for your appointment slot.

That's why we have created Operative On Way, a real-time messaging and mapping service which alerts your customers with an expected time of arrival.

Accommodating the planned and unplanned delivery of customer services

Operative on Way, a component of Advanced's Field Service Management suite, is a real-time messaging and mapping service which alerts customers when their operative expects to arrive at their premises. Once an operative accepts a task on their mobile device an SMS message with a link to a map is sent to the end customer with details of their appointment and expected time of arrival. It also allows for communication from the end customer back to the operative in the event that they will not be present at that time.

This enables organisations, operatives and end customers to manage their days more effectively and respond to planned and unplanned service provision whilst resulting in increased efficiencies for the organisation and improved customer service and satisfaction.

The challenges

When customers are expecting a service or a delivery at their premises they are typically given a 2-4 hour window or morning/afternoon appointment slot. This results in customers either being inconvenienced by having to be present at their premises for the entire duration of the window or potentially missing their appointment if they cannot be present due to unforeseen circumstances. This presents a challenge to themselves and for the organisation providing the service.

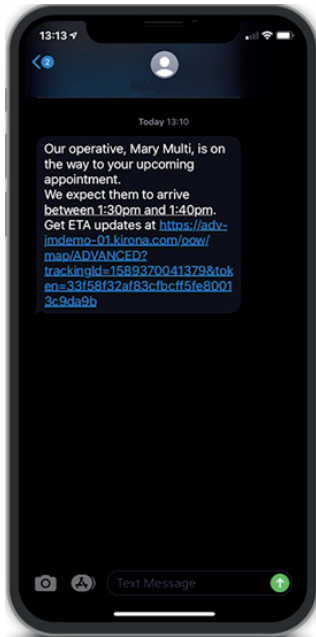
Customers are potentially restricted to the designated location for the entire window and not allowed to manage their day as effectively as they would like. They are also at risk of missing their appointment if unable to commit to being there. This also presents a challenge to the service provider as they are at risk of a no-access and costly rebooking of their committed appointments. Ultimately this can lead to both poor customer service and an inefficient way of service delivery.

The solution

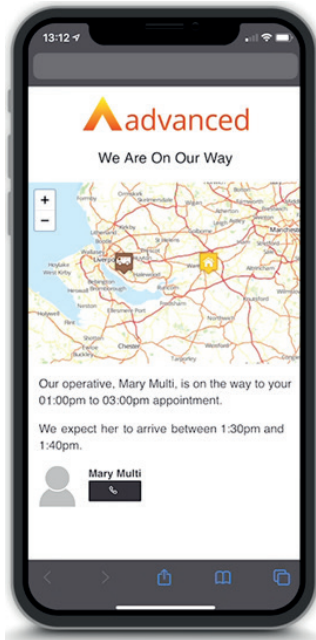
- > Provides two-way communication in real-time between the operative and customer
- > Customer clicks on a link to view journey details on a map and can do so multiple times
- > Appointment and operative details are presented to their customer
- > Customers can telephone their operative if they are not able to be at their premises at the expected arrival time
- > Configurable presentation layer to suit the needs of the service provider and their customers
- > Integrates to Advanced Job Manager yet open to using third party field service management systems
- > Compatible with iOS and Android mobile device

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Here is the SMS which a customer will receive providing a link to the mapping feature shown in the image below.



Shown below is the mapping feature which is fully customisable with an interface that shows operative information and a live ETA which can be refreshed multiple times.



More information

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Benefits

Reduce no access rates and costly missed appointments

Greatly increases the likelihood that a customer will be present when their operative arrives reducing no-access rates. This can eliminate unnecessary travel time and the associated costs whilst also allowing service provider to dynamically reschedule appointments.

Drives organisational efficiency

Operatives can save time, ensure they can commit to delivery other committed services and potentially completing more jobs per day. This can also result in customers getting their service delivery on-time or potentially earlier.

Improving customer satisfaction

Drives a higher level of customer satisfaction by providing an accurate estimated time of operative arrival. This lets customers manage their day better rather than face unnecessary inconvenience or risking missing their appointment. Another benefit is derived through a potential reduction in dissatisfied customers phoning the call centre to their inconvenience and at the service provider's cost.

Easy to use application

A modern UX that provides clear information through text message and a visual satellite map, delivering equally impressive ease of use and functionality. Customers also have the ability to refresh the mapping and ETA feature to stay continually informed as the operatives ETA may change at any time.