



+35%
**First-Time-Fix
Rate**

FieldForcePro provides greater collaboration between contact center agent, dispatcher agents & field technicians by leveraging on the salesforce platform, lightning components and Salesforce1 mobile application.

Enabled with assisted scheduling and field ready functionalities, FieldForcePro boosts the technician productivity & increases your First-Time-Fix rate by 35%.



**Work Order
Management**



**Dispatcher
Console**



**Reports &
Dashboards**



**Field Technician
Console**



SCAN TO GET APP

Why Should I Buy It?

- **35%** improvement in first-time fix rates
- **20%** shorter case to work order completion cycle times
- **15%** reduction in field service costs
- **28%** improvement in CSAT

How will it help you?

- Find the technicians with :
 - Right skill sets
 - Proximity to a service location
 - Availability on the preferred service date and time
- Enhanced synchronization between the field technicians and contact center agent
- Get real-time alerts and notification on work order closures and subsequent invoice generation
- Real-time field service performance reports and dashboards driven by field service specific KPI's