



## Leave Customers Smiling and Increase Profits With Field Service Solutions

**Keeping customers happy is at the top of your priority list. But making sure that happens means managing every minute of their experience. From making sure that your service techs arrive on time and phone calls get answered, to processing their forms quickly and accurately. And it's not enough to get just one part right — you've got to get it all right.**

Making all the pieces of your business work together to deliver excellent customer service may feel difficult. But with just a few easy solutions, you can make an immediate impact that advances your service to the next level.

### **Take control of the schedule**

Using GPS and route data to proactively rearrange the stops in each route, fleet management technology helps you shorten drive times and reduce mileage — while tightening arrival windows and avoiding missed or late appointments. Vehicle tracking lets you locate the nearest truck, so you can accommodate new jobs and still make it to appointments on time. With routes and schedules optimized, your customers are sure to notice a difference — a difference that can also increase profitability.

### **Increase communication efficiency**

Cloud-based communications give you the ability to take your business on the go. With auto-attendant interactive voice response (IVR), customer calls are routed from your office phone to your Smartphone, or to the appropriate person, so customers experience the same efficient service each time they call. Receive and reply to messages faster with voice mail transcribed to text and e-mail, and paperless e-faxing. Outbound caller ID lets you make calls from your Smartphone while displaying your

office phone number for continuity and privacy. Improved communication means greater customer satisfaction, which can ultimately boost revenue.

### **Streamline business processes**

Customizable mobile forms help you collect data and digitize tasks in the field and reduce paper with the ability to deliver quotes, gain customer approvals and process transactions from your smart devices. Since all information is collected on the job and submitted instantly, your systems are automatically populated with the latest data so you can quickly answer customer questions and streamline your business processes.

### **Fine-tuning customer service pays...literally**

Field service businesses that take steps to optimize business processes and impact customer satisfaction see positive results.

- **Businesses that improve customer service enough to keep just 5% more of their current customers can experience profit growth of up to 95%.<sup>1</sup>**
- **84% of businesses that work to improve their customer service report increased annual revenue.<sup>2</sup>**

A field management solution package with easy-to-use tools can help you make a positive impact on customer satisfaction — and the bottom line. Call **1-866-616-5587** or visit [uscellular.com/business/contact](https://uscellular.com/business/contact) to learn more.

### **References:**

1. Crook, Izaak. "Customer Retention Strategies to Reduce Churn." ApplInstitute, 2017. <https://appinstitute.com/customer-retention-strategies/>
2. Fontanella, Clint. "10 Customer Experience Statistics & Trends to Watch in 2019." HubSpot, 2019. <https://blog.hubspot.com/service/customer-experience-trends>