Service Tech Mobile App

Key Features:

Enhanced Communication & Control
- Service calls sent near real-time to service tech’s mobile device
- Service techs can create new service calls in the app
- Call progress and parts used to resolve issues automatically updated

Integrated Mapping Tool
- Plan the day better by viewing all machines with service calls on the map
- Get directions to a location from the current location

Supervisory Features
- Supervisors can manage the calls assigned to all techs
- Supervisors can manage the open-call queue and dispatch calls to techs
- When technicians fall behind, calls can be reassigned

Better Service in Less Time
Improve your customer service and productivity. Reduce 12-25% of your time spent managing service calls.

CRANE® MERCHANDISING SYSTEMS
www.cranems.com

Powered by

CCS