



## Solution Sheet

# Connected Customer

Improve customer digital experience with easy access to book appointments, report issues, track crew arrival, and more

The key to your company's success is keeping your customers happy — happy customers stay with you longer and increase profitability. Your customers want personalized, connected service everywhere. They no longer want to pick up the phone to request service or ask questions. With KloudGin Connected Customer, they can be self-reliant, and you can reduce service costs, increase efficiency and improve customer service.

KloudGin Connected Customer was built to empower your customers. It makes life more convenient for them and reduces the number of calls into your customer support center. It will also reduce truck rolls due to missed appointments.

With Connected Customer, they can request new service, review service history, and get real-time updates on status and arrival of the technician, all without calling your customer service center.

## Key Benefits

### Elevate Customer Experience

KloudGin's intelligent single scheduling engine for crews enables flexibility with resources in emergency situations. This is almost impossible to accomplish with siloed scheduling systems for various work types such as Customer Service meter work versus Enterprise Asset Management versus Operations Maintenance systems. With a single scheduling engine for all resources, crews can be allocated as necessary during emergencies.

### Real-Time Notifications Keep Customers Informed

Your customers know exactly when the technician will arrive and can track their location in real-time on a map. They stay informed when the technician is enroute, delayed or arrived on site. They receive real-time status updates on service requests including appointment reminders, health safety surveys and even field crew digital ID over SMS text, mobile push notification, or email.

### Key Values & Features

#### Regulatory Compliance

Enhance compliance. Connected Contractor combines contractual information with compliance documentation, including Certificates of Insurance and company criteria. Track compliance status, configure automatic alerts, and approve documents effortlessly.

#### Automated Work Orders

Dispatch work orders automatically upon customer contract approval and view dispatch centers, geofence sites, and geotag pictures on GIS maps..

#### Autoselect Subcontractors

Help contractors autoselect subcontractors based on criteria such as required services, equipment, location, costs, and customer satisfaction.

#### Geofencing

Record geographic locations and use them as triggers for field service processes and compliance.

### Key Benefits

#### Enforce Compliance

Enable contractors to upload critical documents, manage equipment licenses, and track compliance information regularly.

#### Collaborate Seamlessly

Empower contractors to automate time clocking, coordinate with dispatch and command centers, track inventory, and utilize electronic signatures and DocuSign.

#### Improve Visibility & Control

Achieve a greater degree of project visibility and control with the help of a single, unified platform. Gain a bird's eye view of the relationships between customers, contracts, work orders, services, sites, and activities.



## Happy Customers are Return Customers

With live crew tracking, customers no longer have to sit at home and wait. KloudGin allows your customers to get out of the house and run errands without missing their service appointment — they can track, in real time, the location and expected arrival time of the technician.

## Cut Service Delivery Costs

A major benefit of KloudGin Connected Customer is that it reduces labor cost. Your employees can be more productive and experience increased job satisfaction by reducing the amount of inbound service calls. If your customer can find an answer to a problem on their own, you can reduce the amount of time spent on the phone by support representatives. You should also see a decrease in waiting time on inbound calls and the number of abandoned calls.

### KloudGin Delivers Quantifiable Results

- 14% decrease in service costs
- 20% increase in customer satisfaction
- 21% increase in contract renewals

## Key Capabilities

- Customers can report an issue
- Send/receive SMS texts, push notifications, email and voicemail
- Book appointments digitally
- Send appointment reminders
- Easily reschedule appointments
- Real-time crew tracking with map
- Report geo-tagged outage
- Capture approval signatures
- Post-job customer feedback survey
- Manual and warranty repository
- Troubleshoot/DIY
- Review repair history
- Auto scheduling & dispatch
- Obtain account status
- Video conference with an expert



Connect with the KloudGin team to learn more.

1-877-256-8303 | [KloudGin.com](https://www.kloudgin.com)

## KloudGin: Building the Utilities of Tomorrow, Together

KloudGin is a cloud-native solution provider delivering the utility and public service's only true "Single Face of Work<sup>®</sup>" platform that unifies Construction Work Management, Enterprise Asset Management, and Field Service Management within one operational ecosystem. Purpose-built as the operational engine for utility and public sector workers, our AI-powered platform eliminates silos between systems and processes, seamlessly connecting all work operations in real time to empower the workforce that keeps essential services running across communities worldwide.

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