



## 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.

## 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: Powering the World's Most Innovative Utilities

KloudGin is the only cloud provider to combine Enterprise Asset & Field Service Management and AI-powered algorithms into a single solution which connects the back office, customers, mobile employees, and assets. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify systems, resources, and processes in real time so they can transform the customer experience and improve worker productivity.

© 2024 KloudGin, Inc. All rights reserved. All other trademarks and service marks are property of their respective owners.