WorkAssure® Arrival
WorkAssure® Field Solutions
Real time subscriber updates

FEATURES

• Reduced calls for technician arrival or follow-up
• Subscriber technician map tracking tool
• Increase sense of security with technician identification and photo
• Reduced “customer not home” appointments
• Reduced calls into the call center

PRODUCT OVERVIEW

*Last mile*" subscriber experience optimization.*

WorkAssure Arrival software is a system that notifies subscribers of their field service appointments through Interactive voice response (IVR), email, or text messages - along with providing valuable backend support. It works as a part of WorkAssure Field Solutions, or it can easily integrate, as a stand-alone product, with existing and customized workforce management systems.

WorkAssure Arrival reduces the load on call centers from customers requesting the time of technician arrival at their home. It provides customers a greater sense of personal security by providing technician identification in advance. It also gives supervisors visibility of current and past technician locations.
WorkAssure Arrival

WorkAssure Arrival is a subscriber appointment reminder system notifying subscriber’s of their appointment through IVR, email, or text messages.

Subscriber Experience

Subscribers are sent a time-limited URL to view a personalized map that displays technician’s name, an optional technician photo, estimated time of arrival, and real-time geographic view of the technician in relationship to their home.

Communications

With Arrival you can view same day or historical messages and easily find what communication was sent by searching work order, customer, or address.

Improved Routing for WorkAssure Perform

Existing WorkAssure Perform customers will now receive GPS coordinates from Arrival, improving the efficiency of the routing engine.

Arrival also allows easy viewing of same day or historical information on technician locations.

CUSTOMER CARE

Contact Customer Care for product information and sales:

- United States: 866-36-ARRIS
- International: +1-678-473-5656

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