Avayler Mobile

Avayler Mobile puts customers at the heart of service delivery from the beginning. The solution integrates with your eCommerce website and order management system, so customers get an unrivalled service experience from the second they visit your website. Customers can pick a time slot for service that works for them and for you, driven by a dynamic pricing engine. Technicians are given all the tools they need to complete a job successfully.

Improve job productivity and increase availability with a digital, automated approach. Make customers feel empowered at the forefront of your operations with digital communication throughout their journey with your brand. Give technicians the power to provide seamless customer service while keeping them safe and informed with comprehensive, customizable workflows and in-app communication. All this while reducing your operating costs and increasing efficiencies.

- Increase customer loyalty
- Increase first-time fix rate
- Reduce calls to contact center
- Reduce operating costs
- Increase service margins
- Increase job productivity
- Increase employee (technician) satisfaction

Increase Job Productivity

Even with other schedule optimization solutions, technicians can often end up spending as much time traveling en-route as at a job. Avayler Mobile optimizes jobs at three points, at the time of the customer selecting a time slot, at the depot, and on the day. Not only does allow for more jobs to be added to a technician's manifest but it also allows jobs to be better clustered for less travel and more jobs a day.

Better Customer Satisfaction

Deliver a seamless customer experience for your customer at every touchpoint. Offer them the products and services they want at their fingertips. Use machine learning, automation and integration to upsell, without them ever feeling pressured. Incorporate loyalty programmes into your service delivery easily. Increase your NPS score and customer satisfaction by getting it right first time, communicating consistently, and making the service experience effortless.

New Revenue Models

New Revenue Models
Looking to offer services across the threshold or out in the field? Quickly introduce mobile service into your business, creating new revenue streams and further delighting customers. Avayler Mobile will manage your mobile operations seamlessly from day one, ensuring that you will deliver quality service, even as a new offering. Integration with all your back-end systems allows you to prove ROI to the business rapidly.

+70%
increase in job productivity

+200%
increase in utilization

+20
points on TrustPilot

-30%
reduction in calls to customer support

Be the difference with Avayler.   +448081646598   info@avayler.com   www.avayler.com

The Power of Four - Built with the End-Customer Journey in Mind

Get only what you need with a modular service solution.
Deliver seamless customer experiences and build trust and loyalty.

Dynamic Scheduling

Take the guesswork out of scheduling multiple technicians and balancing complex business needs with an automated scheduling, workforce optimization and routing solution that provides the most effective allocation of your technicians based on your business objectives. Built in routing optimization reduces technician travel and increases jobs per day.

Dynamic Pricing

Automatically generate time slots for your customers based on business objectives, availability, parts and location. Motivate your customer to pick slots that keep your schedule optimized by adjusting the price. Ensure you are maximising your margin on every service delivery.

Technician Portal

Empower your technicians to provide a seamless customer experience with our industry-built technician portal. Technicians see detailed information about their work orders, delivered based on the system's schedule optimisation. Location information and dynamic route optimisation ensures technicians will be on-time and delays are easily communicated to the customer. Integration to the customer portal gives customers visibility of where their technician is along their route. Upon arrival, technicians are given checklists, ensuring compliance and increasing first-time fix rate. During the service, technicians have access to diagnostics, collaboration, asset databases, a knowledge base, parts search, and more.

Customer Portal

Give customers the experience they have come to expect from Amazon and other CX powerhouses by bringing them along on their own service journey. After checkout, customers are given login details to the portal. There they can access information about the service they have requested including parts and price. Customers can change or cancel their appointment directly from the portal. On the day of service, customers are alerted when their technician is on route, also giving details about who will be arriving at their home or other selected location. Once the service is complete customers can access their receipt and details about their service. The customer portal integrates with standard CRMs, finance systems, and customer survey providers.

Avayler Core

The Avayler Mobile product is underpinned by Avayler Core which supports the entire work order management lifecycle, from customer order to resource management to planning and scheduling the work, through data collection to customer sign-off and invoicing. Avayler Core provides businesses with the architecture necessary to deliver the best customer journeys, including pathways to purchase, customer order management, a configuration studio, schedule board, industry standard API integrations, reporting and business intelligence.

Your customers demand better. Isn't it time you delivered?

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