

# Mastering the customer journey

What does the customer journey look like from the perspective of a customer, scheduler, or mobile worker? Scroll down to explore the Customer Journey with Mobile Workforce Management and gain insight into what your customer's journey really looks like!



CUSTOMER  
**Josie**



SCHEDULER  
**Ben**



MOBILE WORKER  
**Dean**

## First moment of service

Josie makes a service request. This is then processed by Ben.



Josie – “I hope they respond quickly to my request and have flexibility to fit me in with my busy schedule”



Ben – “I have received a request, but I’ll need to check who is available to complete the service.”

\*Ben retrieves the customer information from their Customer Database\*

## Schedule and assign service

Ben contacts Josie to let her know a suitable time. Ben creates a job for Dean to begin his services.



Josie is content with the service time and Ben’s coordination of her request.



Ben is aware of Dean’s availability, Josie’s busy lifestyle, and the needs of the company



Dean is on-the-go and has minimal time in between jobs to chase Ben for missing information.

## Real-time job execution

Dean has all the right information and is able to efficiently deliver the service.



“Dean arrived on-time and had all the information with him and the right tools for the job”

Dean relays the job requirements to Josie to ensure it matches her requests.

## Job completion

The job has been completed. Josie is happy, Dean is on-time for his next job.



“Everything was done efficiently and on-time. I didn’t have to wait for Dean to arrive and I was able to continue my day without interruption”



Ben has fulfilled his duties in the back office.

## Bonus

Billing and analysis



“I’d like to have my invoices and receipts in digital format. I prefer communicating and making payments via email so I have a reference of the conversation”



Ben finds his job easier when he has the right documentation and can begin analysing it as soon as a job has been delivered instead of waiting until the end of the day when Dean returns from his shift.



Dean enjoys his job and gets satisfaction from resolving customer complications. He enjoys spending time on this rather than dealing with paperwork and business operations.

## On average, our customers experience...

**48%**

Reduction in time to schedule

**28%**

Increase in visibility of work execution

**21%**

Increase in resource utilization per day

**8%**

Increase in customer satisfaction