

# Skedulo & Zendesk

End-to-end solution to support the complete customer experience

Studies show that as many as 75% of support tickets require a field appointment for resolution<sup>1</sup>. Given this reality, it's worth asking fundamental questions:

- What is your workflow to transition a support ticket to a field appointment? Can support staff schedule directly?
- Are you missing opportunities to schedule jobs in real-time as field staff schedules flex with cancellations?
- Are you missing chances to increase customer satisfaction, increase workforce utilization, or multiply the job capacity of your field team?
- Is your scheduling team overburdened with an influx of ad hoc requests?

The **Skedulo Deskless Productivity Cloud** extends **Zendesk** capabilities to empower support staff to quickly schedule field appointments, accelerate case resolution to improve customer satisfaction, reduce the burden on your scheduling staff, and increase workforce capacity and utilization – while gaining access to Skedulo's full suite of mobile workforce management capabilities.

## Empower support staff to schedule directly

- Visualize field appointment windows directly within Zendesk
- Match employees to appointments with filters for region, job type, date, duration, & more
- Drive support cases to resolution by scheduling service appointments in real-time

## Accelerate case resolution, improve satisfaction

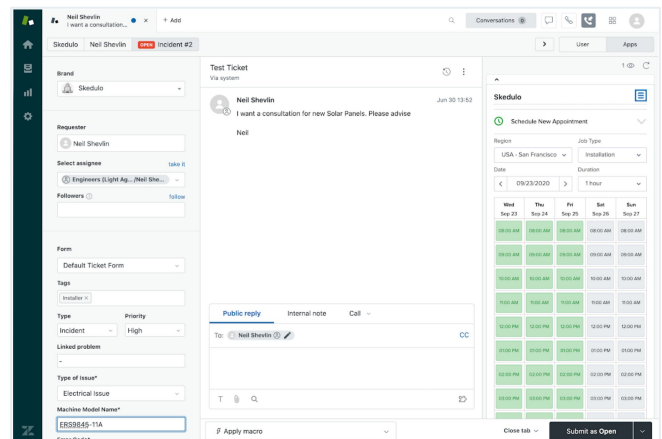
- Shrink your open case count and average open case duration
- Improve customer satisfaction by accelerating time to resolution
- Provide customers with precise appointment times rather than broad appointment windows

## Reduce the burden on scheduling staff

- Eliminate unproductive manual workflows and back-and-forth between service and scheduling teams
- Evolve from a reactive to proactive scheduling posture
- Automate the optimization of scheduling based on user-defined criteria, including travel time, employee skills and certifications, and customer preferences

## Increase workforce capacity and utilization

- Fill day-of gaps in field worker schedules due to cancellations and no-shows
- Optimize scheduling by measuring appointment capacity and workforce utilization trends over time



Visualize field appointment availability directly within the Zendesk interface.

## Simplify life for your mobile workforce

- Empower mobile workers with the Skedulo mobile application to manage their day-to-day work
- Notify workers of new jobs, share updated schedules, and communicate in real-time on Skedulo's iOS and Android applications
- Capture all necessary data from the field with out-of-the-box and custom forms and simple photo uploads
- Sync data back to headquarters instantly – no more delays waiting for paperwork to come in when data syncs instantly from the app

### Case Workers

Empowered to schedule directly within Zendesk and accelerate case resolution

### Schedulers & Field Ops.

Freed from the constant flow of ad hoc appointment scheduling

### Field Workers

Enabled to perform quality work with appointments optimized for their life

### Customers

Satisfied with tight appointment times and accelerated resolution

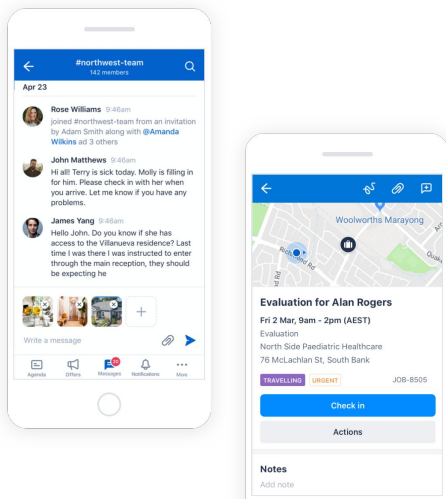
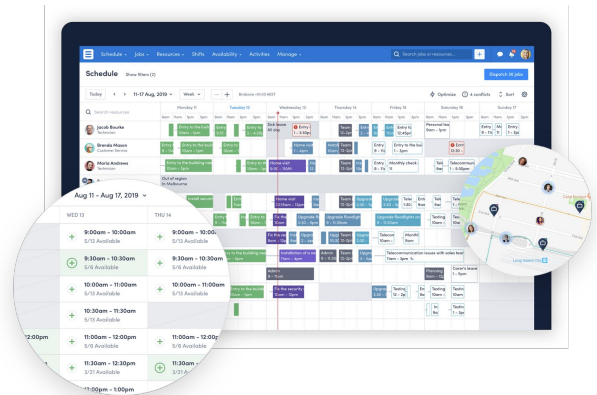
<sup>1</sup>) Survey Says 75 Percent of Support Calls End in Truck Rolls, Calix, <https://www.calix.com/blog/2018/06--june-/survey-says-75-percent-of-support-calls-end-in-truck-rolls--are-.html>

# The Skedulo Deskless Productivity Cloud

The Skedulo Deskless Productivity Cloud delivers mobile workforce management and field service capabilities across four functional areas: Manage, Engage, Analyze, and Configure & Extend.

## Manage

- Intelligently manage the schedules of your deskless workforce on one central platform
- Skedulo uses an optimization engine to automatically match the right resource with the right job, every time
- Skedulo automatically adjusts based on real-time availability in the event of last minute cancellations or staff issues

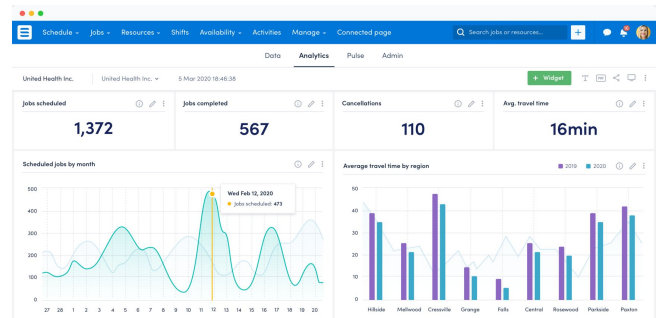


## Engage

- Skedulo empowers frontline workers with a responsive app to complete work, deliver services, track details, and be as productive as they can
- Communicate and collaborate in real-time using integrated messaging for employees and customers
- And because remote work can mean remote locations with little connectivity, the Skedulo app works seamlessly online and offline

## Analyze

- Gain a clear and deep understanding of your end-to-end operation and measure how effective and efficient your work resources are in real-time
- Increase workforce utilization by analyzing scheduling patterns to intelligently improve service delivery
- Extract insights to build new, innovative business models and workflows



## Configure & Extend

- Skedulo is a highly extensible, flexible, and configurable platform to connect with your existing technology ecosystem
- Scale to meet complex use cases and high volumes of appointments across multiple sites, job and resource types, and more
- Protect data with security capabilities including data encryption in flight and at rest as well as support for single sign-on, two-factor authentication, and user roles and permissions

Founded in 2013, Skedulo is headquartered in San Francisco with offices in Australia, Vietnam, and the United Kingdom. Skedulo's leading Deskless Productivity Cloud solution powered by AI and machine learning empowers organizations to manage, engage and analyze their deskless workforce, supporting the 80% of global workers who don't work in a traditional office setting. Skedulo's platform helps enterprises intelligently manage, schedule, dispatch, and support deskless workers on the go, whether they are in fixed location facilities or mobile field workers on the frontline. Skedulo has enabled hundreds of organizations, including the State of California, the American Red Cross, and DHL, to seamlessly schedule and service millions of appointments worldwide. The company has secured over \$40 million in funding to date, led by Microsoft's venture firm M12, Costanoa Ventures, and Blackbird.

SKEDULO & ZENDESK INTEGRATION

skedulo.com