The Field Service Lightning Solution by Salesforce

About TechneValue

TechneValue is a Swiss-based young and dynamic company providing 360° business consulting services, addressing all the needs of enterprises aiming to optimize their performance in today's fast-paced, hyper-competitive market. Leveraging the expertise of its founders and teams of highly skilled independent consultants, TechneValue offers time- and cost-effective customized solutions without compromising on quality and scope.
Our key competitive advantage is our Consulting team: their pragmatic mindset and rigorous analytical abilities are an invaluable asset in dealing with our clients' most complex challenges.

Our wide range of services and fields of expertise encompasses several technologies and processes, allowing us to identify the best, most innovative business IT solutions to help companies better manage their clientele. We analyze the needs, expectations and concerns of each client to identify, develop and implement complete tailor-made and cutting-edge business and IT solutions.

What is Field Service?

Field service refers to any service performed out on the field, and typically involves dispatching workers or contractors to specific locations or to a customer's to deliver, install, repair, or maintain equipment or systems.

Service centers scheduling this kind of activities have to face challenges, such as miscommunications, unproductive time and large Estimated Time of Arrival (ETA) windows.
These challenges affect both the efficiency and costs borne by the company, but most of all these have a negative impact on the customer satisfaction. In fact, customer services are often the unique point of contact a customer has with a company: ensuring that your customer service delivers a top-quality assistance and support is therefore of the utmost importance to satisfy customers and guarantee a solid brand reputation.

TechneValue can help you to improve your customer service efficiency by implementing the Salesforce solutions that are specifically devoted to this fundamental department. But what's more, we provide ad hoc technical consultants that can help you to reach your expected business goals by supporting you in the management of strategic business priorities and in the process of adapting or transforming critical processes.

The Field Service Lightning Solution…

The Field Service Lightning solution by Salesforce helps companies to understand their customers and ensure that their expectations are fulfilled. It helps the customer service to coordinate your field activities, by automating appointment scheduling and optimizing routes and working time.

In fact, the system automatically assigns a specific resource to an activity by taking into account some criteria that you have already chosen and can be personalized, e.g. min overtime or match skills. In this way, the customer is visited by the right technician with the right skills and the right equipment, allowing your company to optimize working time and routes to increase efficiency and thus saving time and money.

This has a positive impact on your business, because by optimizing your field workers' schedules, you can increase your operational efficiency and contain your costs.

But a better schedule organization positively impacts customer retention and satisfaction, as well. Customers are in fact at the center of this solution not only because of the improvement of the appointment scheduling process. Since customer information is shared between al agents, that can thus have a 360 degree on the customer, organizations can better focus on their customers and provide them with a top-quality assistance from all points of view.

… And the crucial role of our consultants

Not only does TechneValue provide the Salesforce technology. Our key competitive advantage lies in our Business and Technical Professional Services, to help you get your expected business results through the deployment of the right technology and the right processes. TechneValue provides consultants with the right seniority and the right skills to meet your unique needs and requirements. All our consultants are Salesforce certified, have a blend of technical and soft skills and are able to seamlessly integrate with our customers' teams and processes.

Because technology is important, but our consultants is what matters the most!

Your benefits at a glance

- Contain costs and increase operational efficiency thanks to a better workforce appointment scheduling process
- Manage up to 100 field technicians' appointments, with the possibility to include contractors in the schedule optimization
- Share information between all agents thanks to a customizable dashboard, giving a complete view of a customer

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