

Improve customer experience by empowering your field professionals with limitless capabilities, unrestricted access, and full control



The benefits of having an efficient mobile application for your field service business



A Day in the Life of a Field Technician Using the Zuper Mobile Application

- John, a field service expert working for a residential service business as a cleaning expert, punches into the Zuper App.
- As soon as John punches in, he reviews the tasks assigned to him for the day.
- Once John chooses a job, he can "Accept" or "Reject" the job request.

Rejects the Job Request
John can continue his other assignments for the day.
- John then reviews the job details and gets prepared for the task at hand.
- John updates the job status to "On My Way" with the Estimated Time of Arrival (ETA). The customer and the back office staff can now track John on the map in real time.
- When John reaches the customer's location, he updates the status of the job to "Job Started" and also clocks in to the job; this will help the back office personnel calculate the time spent on the job.
- While John is working on the job, he realizes that there is a need for additional parts and service to complete the job, so he adds a note and a picture to the job for future reference.
- A quote was already shared with the customer, John modifies the quote and gets it approved by the customer. After the approval, he adds the additional parts and services to the job and proceeds.
- Once the job is completed, John clocks out of the job and then converts the quote into an invoice and shares it with the customer to collect the payment.
- After receiving the payment, John updates the status to "Completed", John now gets a prompt to collect the customer's feedback and signature for verification.
- Finally, John provides feedback on his own experience with the job and customer. This would serve as a record and can be verified by the dispatcher who would assign a technician to visit the customer again in the future.