

WorkAssure[®] Arrival

WorkAssure[®] Field Solutions

Real time subscriber updates

FEATURES

- Reduced calls for technician arrival or follow-up
- Subscriber technician map tracking tool
- Increase sense of security with technician identification and photo
- Reduced "customer not home" appointments
- Reduced calls into the call center



PRODUCT OVERVIEW

Last mile" subscriber experience optimization.

WorkAssure Arrival software is a system that notifies subscribers of their field service appointments through Interactive voice response (IVR), email, or text messages - along with providing valuable backend support. It works as a part of WorkAssure Field Solutions, or it can easily integrate, as a stand-alone product, with existing and customized workforce management systems.

WorkAssure Arrival reduces the load on call centers from customers requesting the time of technician arrival at their home. It provides customers a greater sense of personal security by providing technician identification in advance. It also gives supervisors visibility of current and past technician locations.

WorkAssure Arrival is a subscriber appointment reminder system notifying subscriber's of their appointment through IVR, email, or text messages.

Subscriber Experience

Technician Locator

Your technician is on the way.

Destination
• 22075 NE Imbrie Dr, Hillsboro, OR 97124

Technician
• Demo West, Tech 1

Arrival
4 minutes

Message
Thank you for being a loyal customer of Acme Cable. We appreciate your service.

Subscribers are sent a time-limited URL to view a personalized map that displays technician's name, an optional technician photo, estimated time of arrival, and real-time geographic view of the technician in relationship to their home.

Communications

Enroute Communications

Find communications... From: 08/29/2018 To: 09/16/2018 Search

SENT	WORK ORDER	CUSTOMER	DESTINATION	TECHNICIAN	EMAIL	TEXT	VOICE
08-28-2018 7:25 pm	00828063039201270001	Diego	2400 E LINCOLN AVE APT 107	Tech49, Tech49	diego.doi@gmail.com	✓	
08-28-2018 8:01 pm	132	Diego Doi	1151 Judson St, Redlands, CA 92374	Liddy, Seth	diego.doi@gmail.com	✓	
08-28-2018 8:02 pm	000012841	Diego Doi	1151 Judson St, Redlands, CA 92374	Liddy, Seth	diego.doi@gmail.com	✓	
08-29-2018 5:32 am	00008281130320190002	Diego Doi	1151 Judson St, Redlands, CA 92374	Liddy, Seth	diego.doi@gmail.com	✓	
08-29-2018 5:34 am	00082802303157480001	Diego Doi	1151 Judson St, Redlands, CA 92374	Tech50, Tech50	diego.doi@arris.com	✓	
08-29-2018 5:36 am	00082811303208150001	Diego	1151 Judson St, Redlands, CA 92374	Tech50, Tech50	diego.doi@arris.com	✓	
08-29-2018 5:37 am	00082811303208150001	Diego	1151 Judson St, Redlands, CA 92374	Tech49, Tech49	diego.doi@gmail.com	✓	
08-29-2018 5:38 am	00082811303208150001	Diego	1151 Judson St, Redlands, CA 92374	Liddy, Seth	Doi ✓		
08-29-2018 5:51 am	1	Diego	205 E 11th St, Los Angeles, CA 90015	Liddy, Seth	diego.doi@gmail.com	✓	
08-31-2018 7:46 am	1	D	1151 Judson St, Redlands, CA 92374	Liddy, Seth	diego.doi@gmail.com	✓	

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With Arrival you can view same day or historical messages and easily find what communication was sent by searching work order, customer, or address.

Improved Routing for WorkAssure Perform

Existing WorkAssure Perform customers will now receive GPS coordinates from Arrival, improving the efficiency of the routing engine.

Technician View

Location

Find a technician...

Name: Demo West, Tech 1
Email: seth.liddy@arris.com
Phone: 5033671204
Available: ✓

Day: 09/03/2018

- 123450 - Customer Demo 10 • 4039 NE Alberta Ct, Portland, OR 97211
- 123461 - Customer Demo 13 • 4402 NE Simpson St, Portland, OR 97218
- 123462 - Customer Demo 12 • 3818 NE 67th Ave, Portland, OR 97213
- 123463 - Customer Demo 13 • 8708 NE Wygant St, Portland, OR 97220
- 123464 - Customer Demo 14 • 1705 NE Stanton St, Portland, OR 97212

Arrival also allows easy viewing of same day or historical information on technician locations.

CUSTOMER CARE

Contact Customer Care for product information and sales:

- United States: 866-36-ARRIS
- International: +1-678-473-5656