WorkAssure® Perform
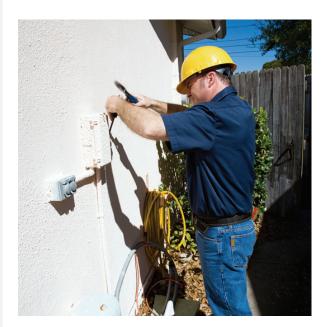
WorkAssure® Field Solutions

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Features

- Improved on-time arrivals
- Reduced calls between Techs and Dispatch
- Reduced repeat truck rolls
- Improved on-time arrivals
- Improved technician performance and productivity

Product overview

WorkAssure Perform software is for service providers with a mobile workforce who are striving to maximize operational efficiency, improve the customer experience and reduce churn. It is an automated field service management solution that can be either on premise or hosted. Providing actionable information to improve technician productivity, reduce reliance on dispatch and decrease the number of late appointments, WorkAssure Perform directly improves profitability as a result.

The system enables the creation of custom work flows to ensure that business standards and objectives are met. Its focus on exceptions enables the dispatcher to quickly identify and resolve issues. It works as a part of WorkAssure Field Solutions, or it can easily integrate, as a stand-alone product, with existing and customized billing, fleet management and resource planning systems.

WorkAssure Perform streamlines operations through workflow improvements that increase productivity, reduce errors and rework, and improves reliability and quality. It provides interfaces for dispatchers (Console) and technicians (Mobile).

Console

WorkAssure Perform's dispatcher browser-based tool allows dispatchers to direct their focus on work orders that are in danger of missing their estimated completion time or those not assigned.

At a glance, dispatchers can easily view technician progress on jobs. By placing their cursor over the technician's break or job they can easily see details of the current activity. They can also assist technicians by viewing the same screen the technician is seeing when troubleshooting.

Mobile

WorkAssure Perform technician browser-based tool allows technicians to:

- Review, update and close work orders
- Add or swap equipment
- Quality check field completeness
- Review work order details and history
- Move truck inventory
- Re-estimate work order duration time
- Quality check field complete work orders
- Capture signatures
- Work offline
- Use messaging to reduce call volumes into dispatch
- Use templates for auto fill of work order information
- Use favorite browser with no download required

Flexible Integration

Integrates with any billing or booking application. Pre-integrated with WorkAssure Field Solutions.

Customer care

Contact Customer Care for product information and sales:

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

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