



5 Ways Field Service Teams Can Use Secure Messaging

Field service teams are increasingly dependent on mobile devices for operational efficiency, but have lacked a solution for cross-team communication that's easy for everyone from the field to the back office to use. That's why field service teams are turning to secure messaging apps to get the job done anytime, anywhere.



1. Status updates

One stumbling block for field teams is that there's not always an easy way to share the simple updates, such as when you're running late, want to report traffic, or just need some extra time at an appointment. With messaging apps, you can quickly send a text or voice memo to share information without sacrificing customer support or efficiency.

2. Forgotten/Out of equipment

It can be almost impossible to predict which unexpected things will get thrown at you on a given day. But if you can take care of an issue for a customer on the spot, it means increasing first-time fix rates and having a better service record. So if the only thing standing in your way is a missing part, a fast message to nearby team members can go a long way.

3. Help with support questions

Because you're on the move, it doesn't make sense to carry around loads of support manuals and documentation. But having access to it at your fingertips is priceless. Whether you're sharing a live video stream with a coworker to get help with an issue on site, or asking headquarters to send over a document, messaging apps designed for work make it easy to tap into the knowledge of the team anytime, anywhere.

4. Additional information for upsell opportunities

More and more, field service technicians are expected to help be part of the sales process. But since that's not your area of expertise, sometimes you might need to call in a little back-up. Being able to shoot a quick message back to HQ for a specific product or pricing details can mean the difference between an upgrade and a lost opportunity.

5. Communicate when other services fail

If you depend on single software platform for both communication and operations, it's good to have a fallback in case something goes kaput. Even if it's something as simple as your battery dying. Lots of service teams turn to text messaging in these situations if they've swapped phone numbers in advance, or default to email. But messaging apps for work have a built-in company directory, eliminating the hassle of finding or swapping personal contact information.

Curious if a messaging app is right for our team? Try Zinc, the secure messaging app built for field teams.

www.zinc.it | 877-586-5682