

Dista Service

Effectively manage your field force to enhance productivity and customer satisfaction



Success Metrics

▲ **35%** Quicker turnaround time

▲ **73%**
First-time fix rate

▼ **15%**
Reduction in fuel expenses

▲ **99%**
SLA adherence

▲ **43%**
Increase in jobs per day

▼ **5%**
Reduction in travel time

★ **Resulting in**
Operational efficiency and improved customer satisfaction



50 K+

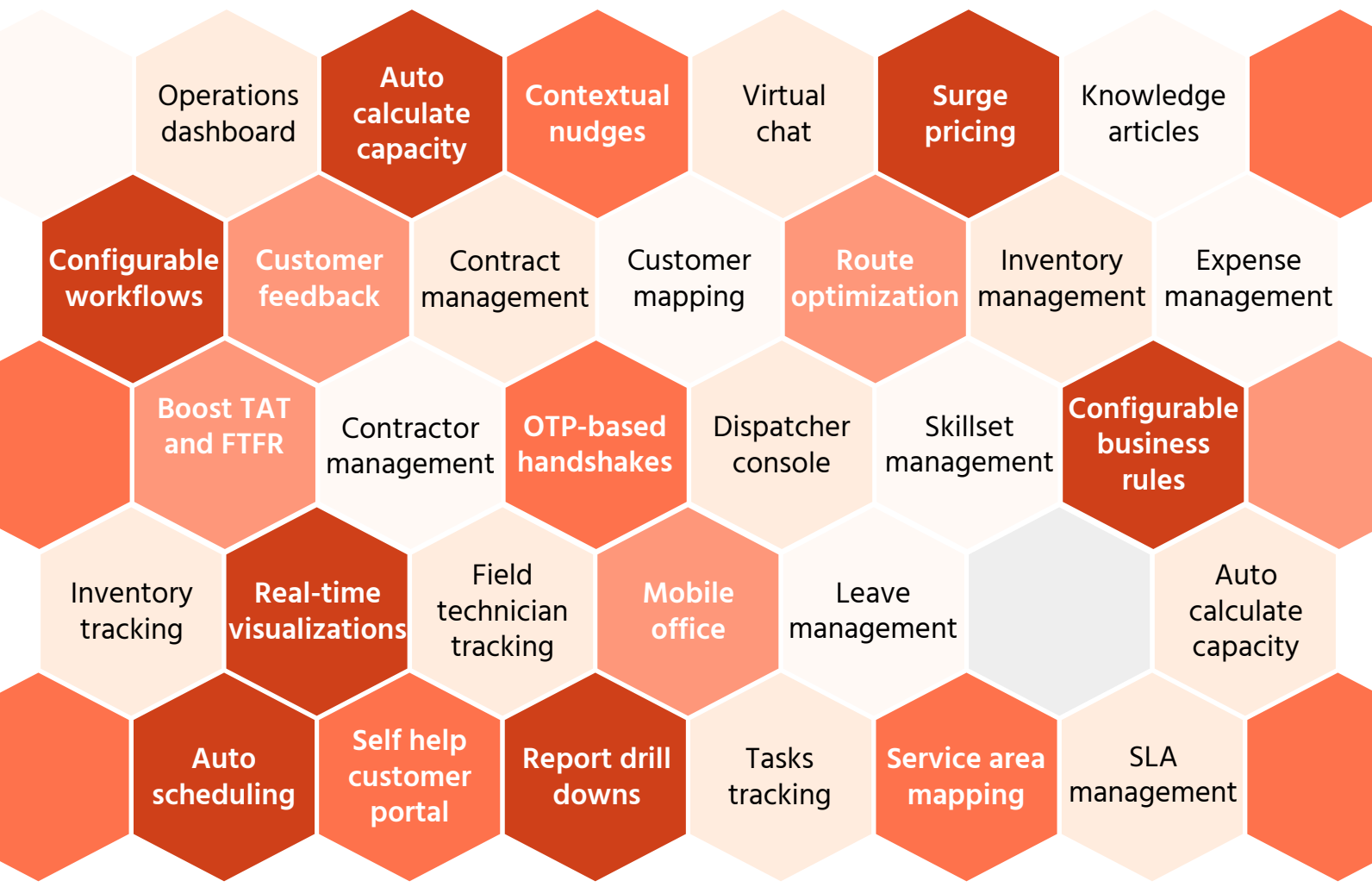
Field assets managed

15 M+

Jobs scheduled/month

50+

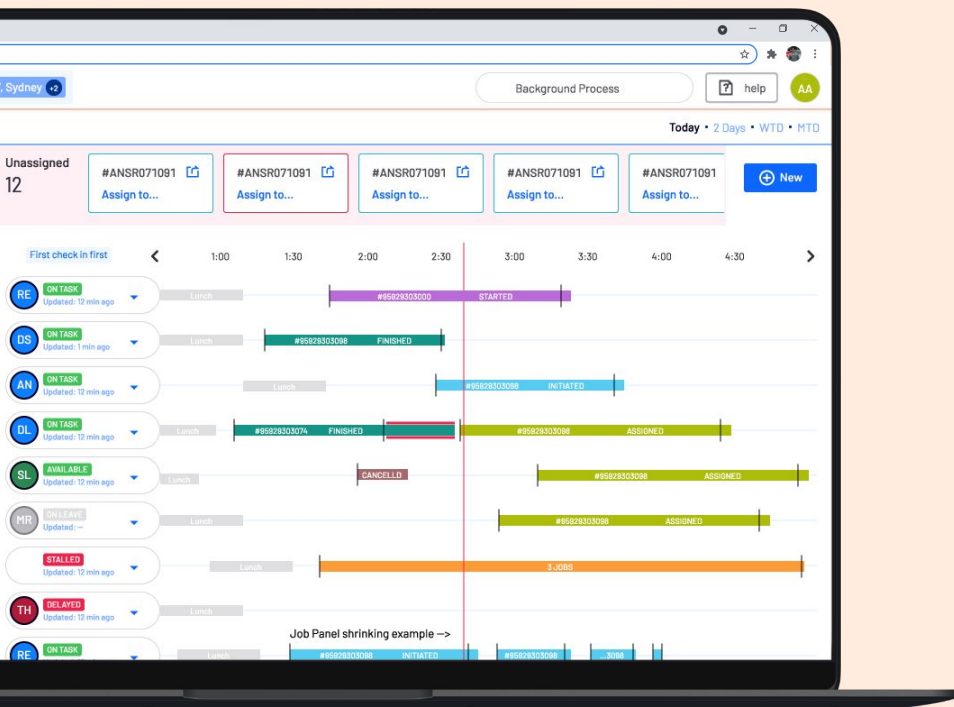
Customers



01

Work order management

Digitize and manage work orders via a central web console. Improve TAT and FTFR.



Key features

- Dispatcher cockpit
- Timeline view
- Work order classification
- Customer self help
- Real-time visualization

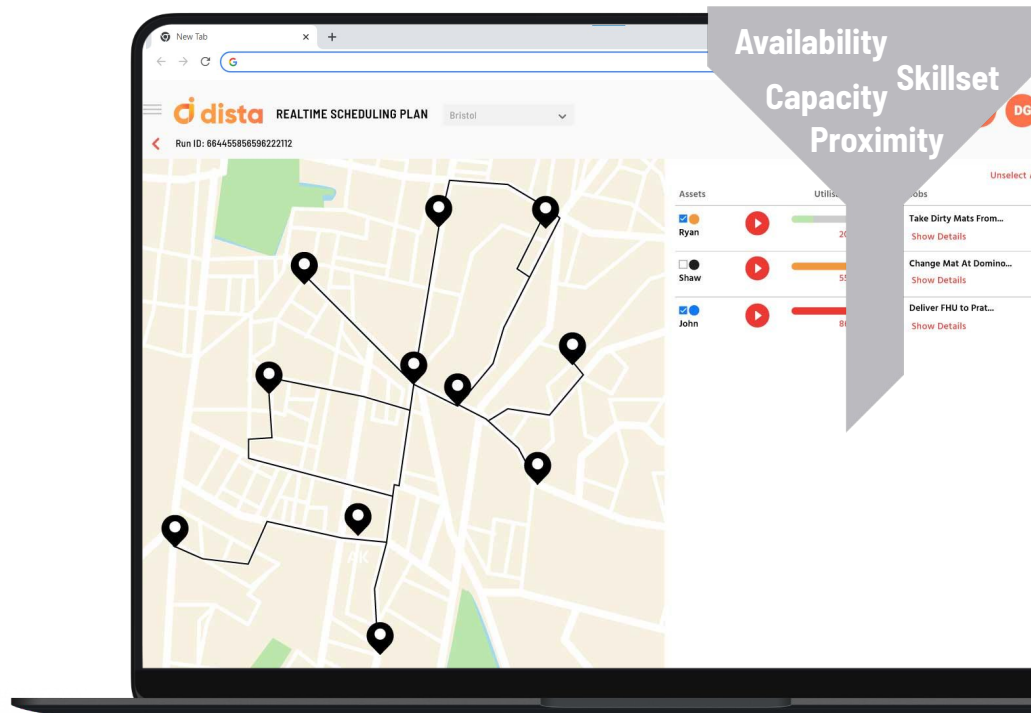
Dynamic scheduling with system-generated recommendations. Manage your scheduling woes.

Scheduling engine

02

Key features

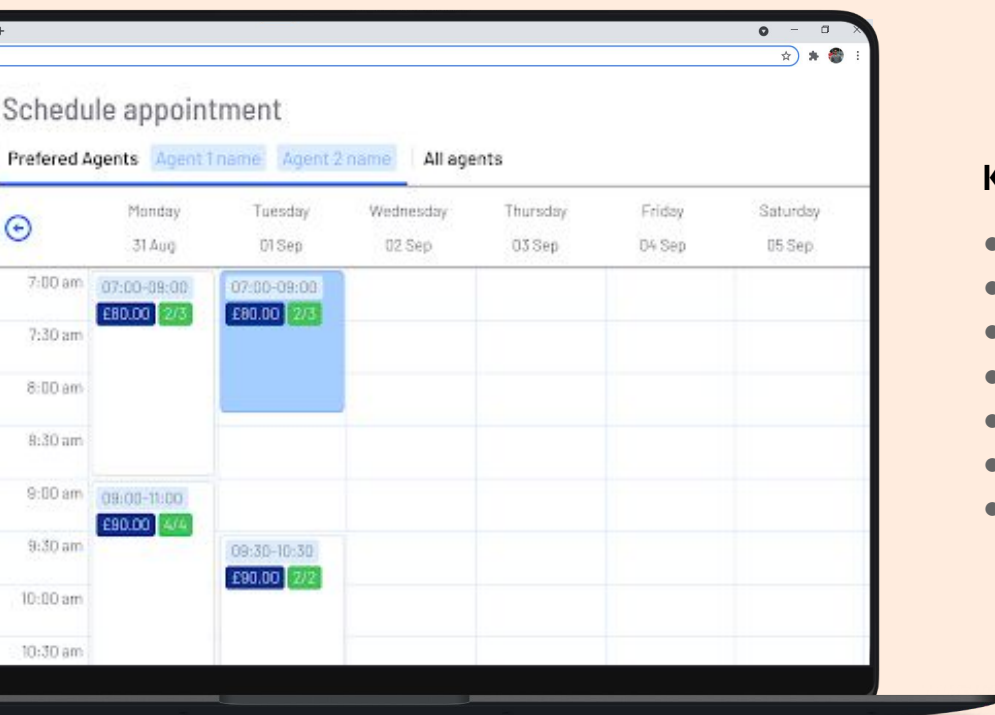
- Optimal resource planning
- Real-time scheduling
- Intelligent system suggestions
- Route optimization
- ETA details



03

Capacity and pricing management

Utilize your service technicians optimally and improve customer satisfaction. Improve resource planning.



Key features

- Resource planning
- Capacity auto-calculation
- Optimum utilization
- Demand and supply equilibrium
- Customer transparency
- Surge pricing
- Appointment overbooking engine

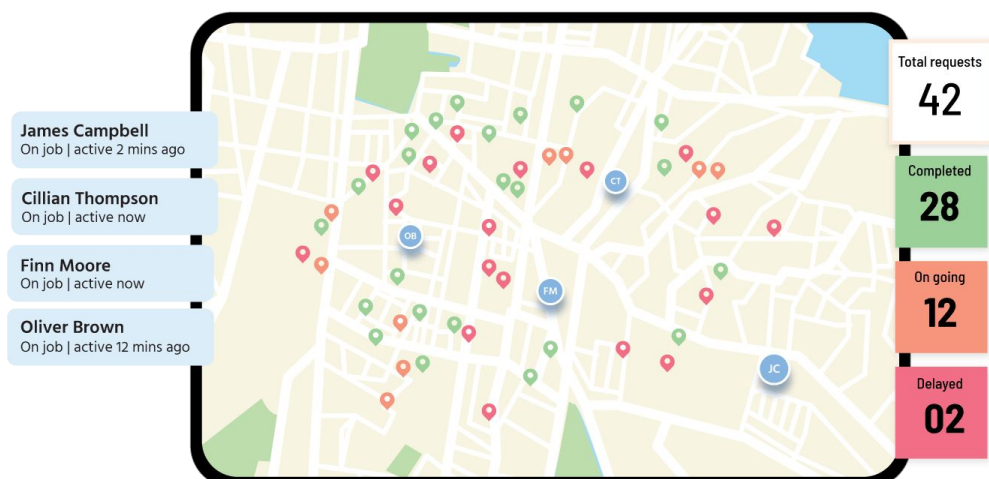
Real-time visibility into tasks and technicians.

Operations dashboard

04

Key features:

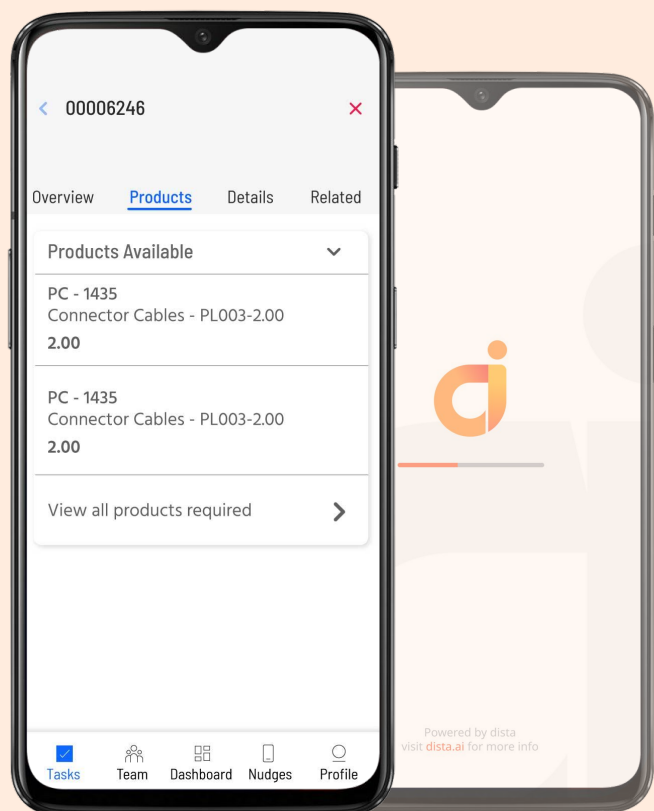
- Live status updates
- Predict delays, take actions
- Team visibility
- Field technician tracking



05

Inventory management

Keep track of all inventory your agents carry, make their jobs easier, and improve your NPS score.



Key features

- Product categories and sub-categories
- Technician inventory management
- Inventory classification
- Warehouse mapping
- Bill of materials
- Configure inventory requirements

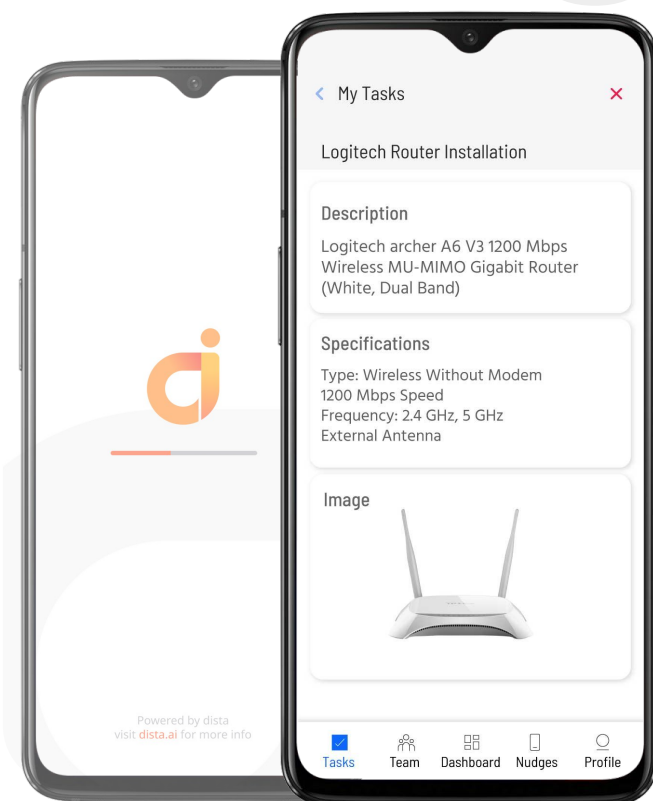
Develop and update an internal knowledge hub. Improve TAT.

Knowledge base

06

Key features:

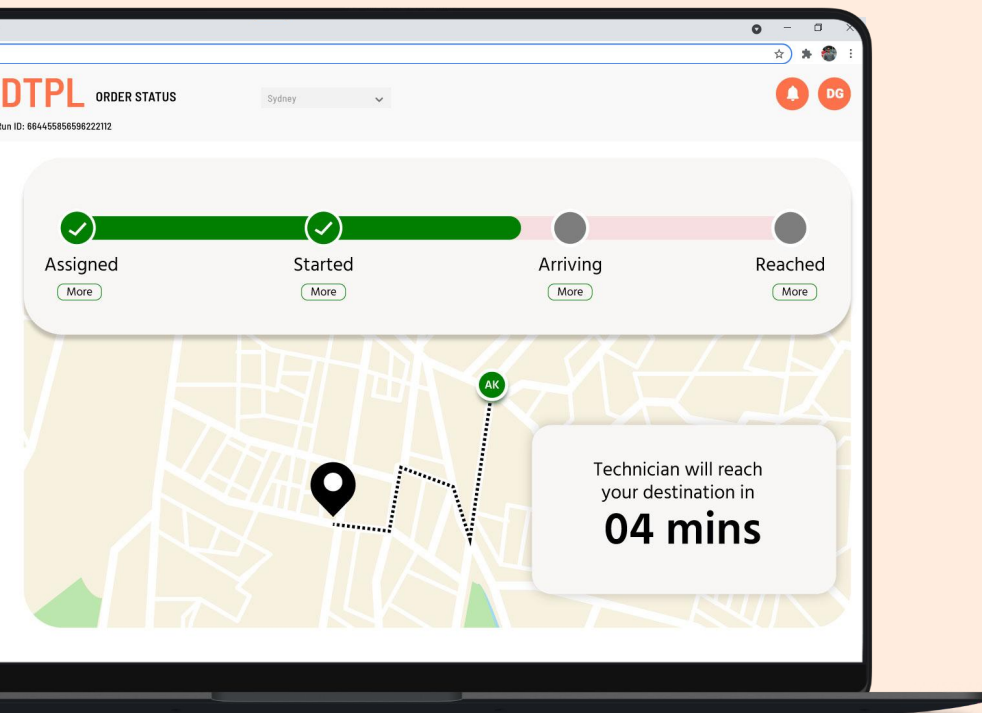
- Update articles
- Virtual team chat
- Link resources to work orders
- Rate knowledge articles
- Quick access
- Multiple media formats



07

Invoicing and customer engagement

Customer-centric notifications and features. Enrich customer experience.



Key features

- In-app service receipts
- Capture customer signatures
- Detailed receipts
- Appointment rescheduling
- Tracking links
- Chat facility

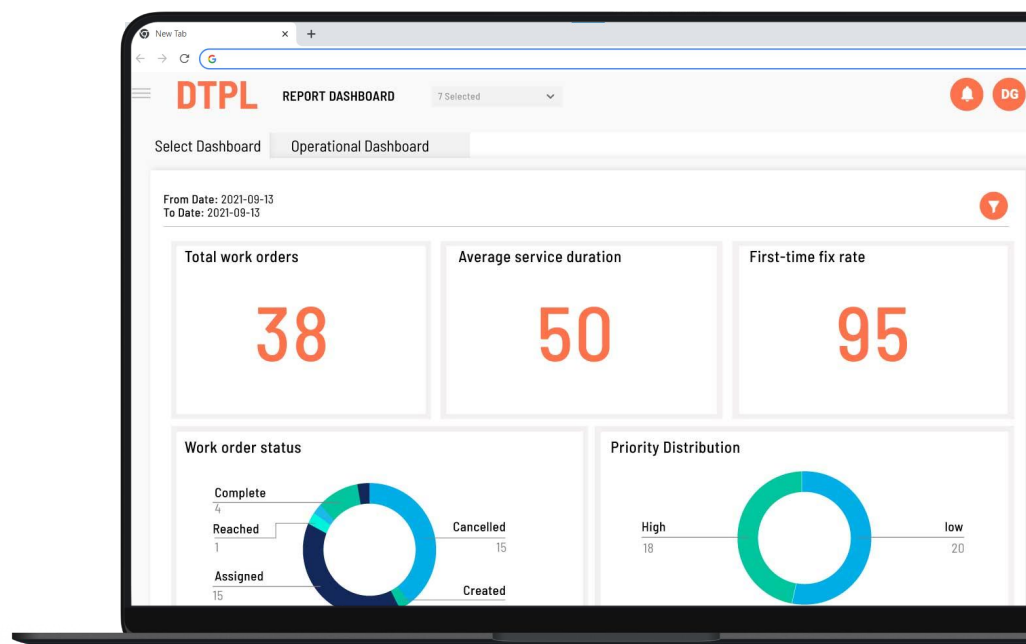
In-depth, contextual, and relevant insights for informed business decisions.

Reports and dashboards

08

Key features

- Customized reports
- Critical info snapshots
- Service area analysis
- Drill-down reports



09

Contract management

Maintain all account-related data. Comply with SLAs.



Key features

- 360-degree account view
- SLA compliance
- Track service contracts
- Renewal notifications

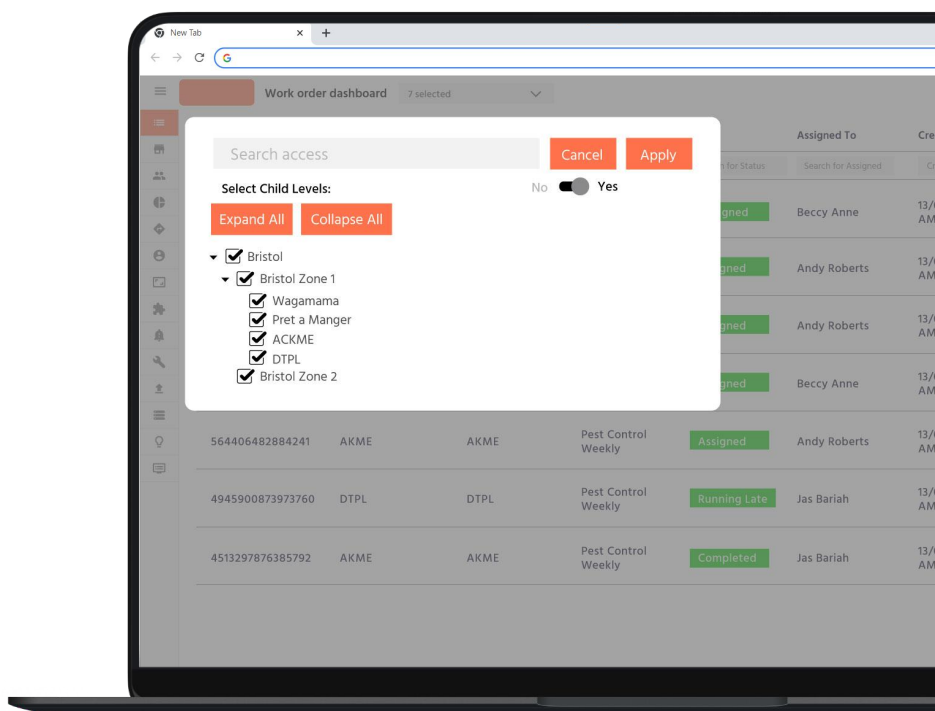
Define your service zones with accuracy. Use the hierarchy to highlight key information for relevant heads.

Geo-hierarchy management

10

Key features:

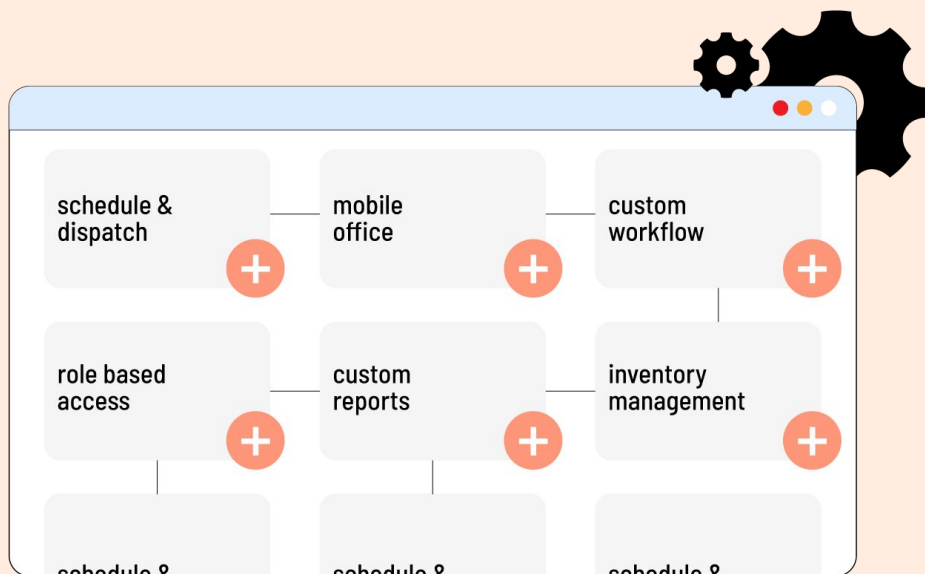
- Role-based access
- Zip-code mapping
- Map stores
- Compare performances



1

Customizable workspace

Maintain all account-related data. Comply with SLAs.



Key features

- Role-based access
- Serviceable areas
- Custom workflows
- Custom reports

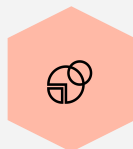
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