

How to Conquer Four Big Customer Service Expectations

A Guide for Field Service Trailblazers



Faced with heightened customer expectations, service teams are going mobile to keep pace with the anytime, anywhere mindset. Here, we take a look at what research says about four growing customer expectations, and how field service is transforming in response.

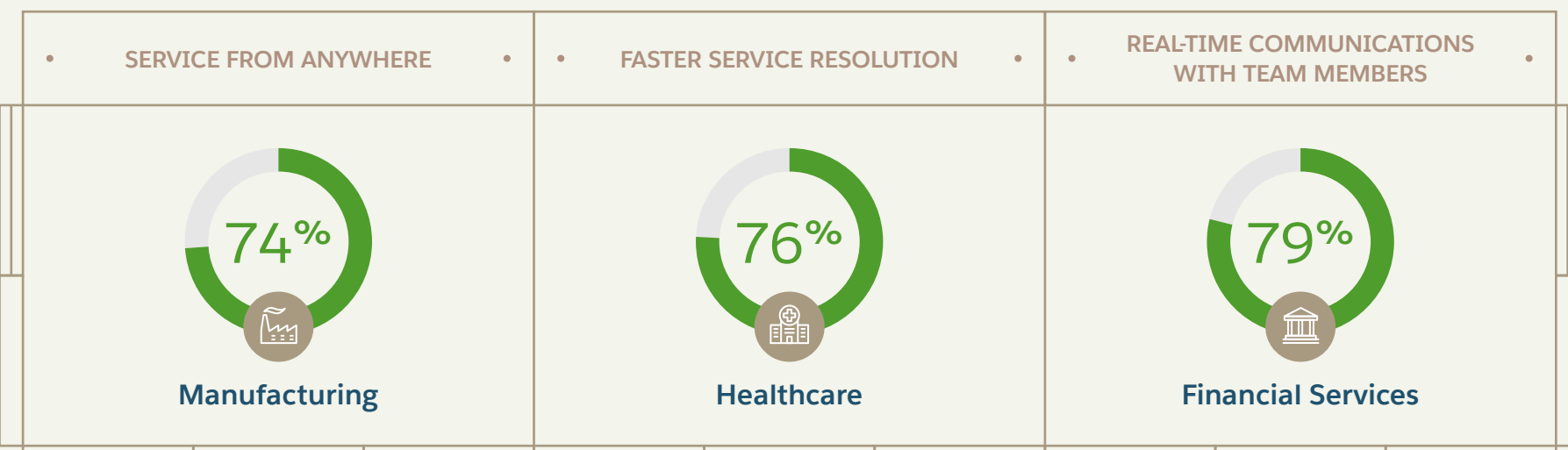


The Impact of Providing Mobile Apps to Service Agents

A Closer Look by Industry*

* This data represents service pros in each industry, not specific to field service, that currently provide mobile apps to their agents.

Share of Service Teams That Say Mobile Apps for Agents Are Very Beneficial for...



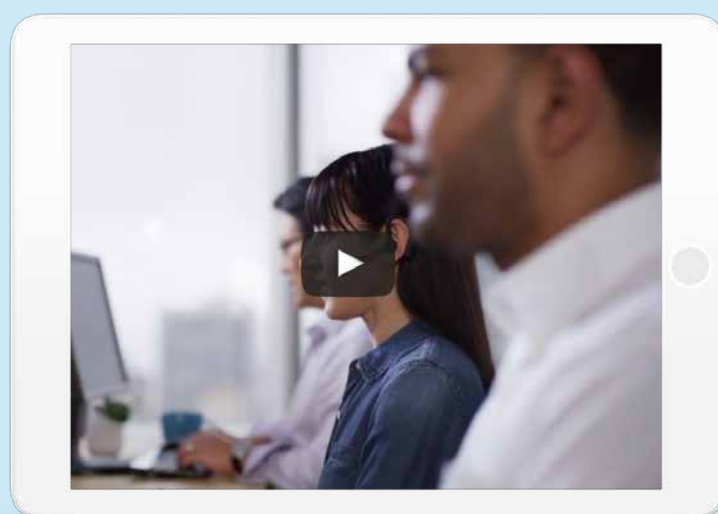
Your Path Doesn't End Here

Check out these resources to learn more.



Download the "State of Service" report for more insights and trends from global service Trailblazers.

GET THE REPORT



Learn how Field Service Lightning connects your entire workforce on one platform to deliver smarter, faster, more personalized on-site service.

WATCH THE DEMO