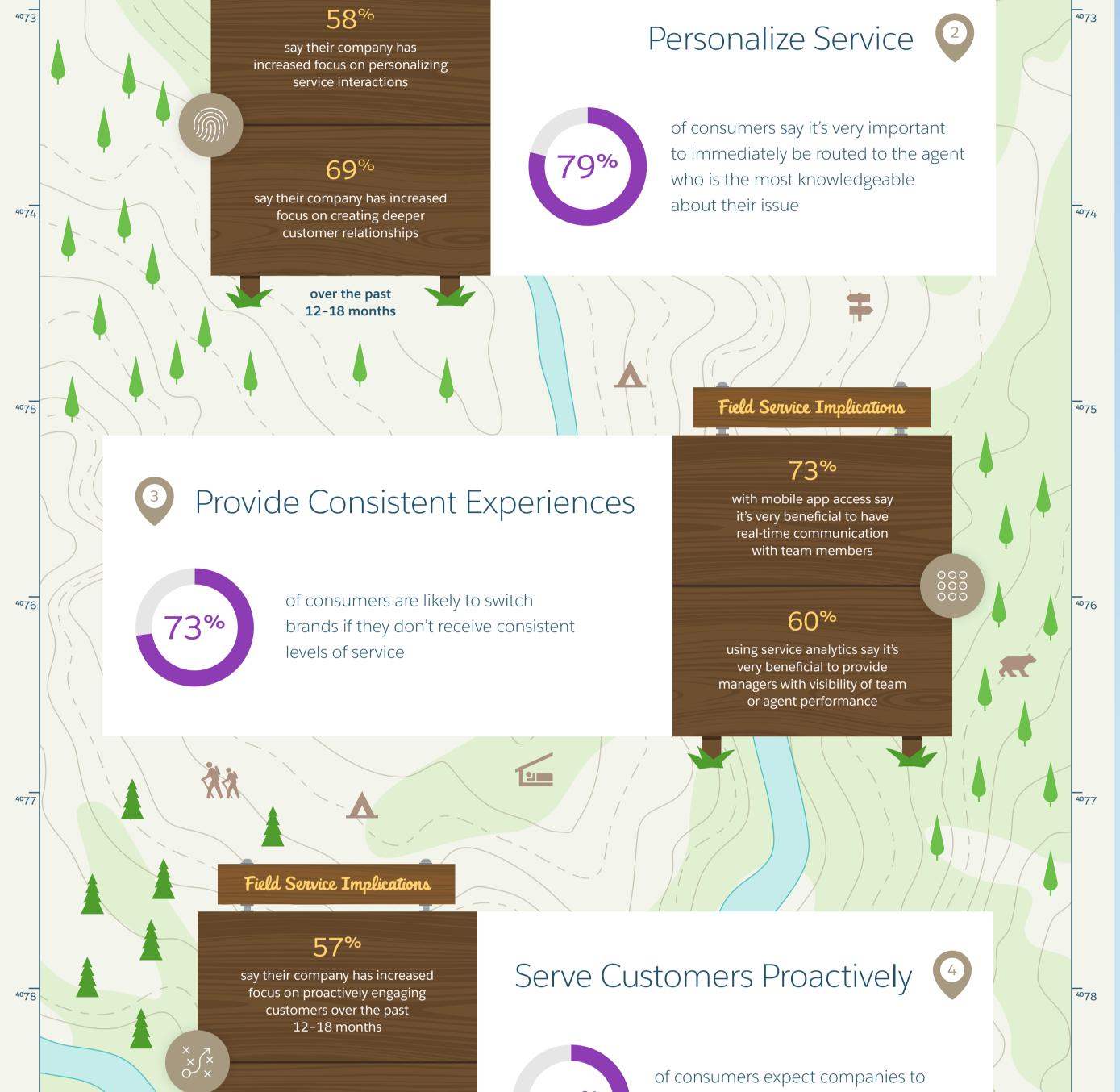
salesforce Service cloud

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.





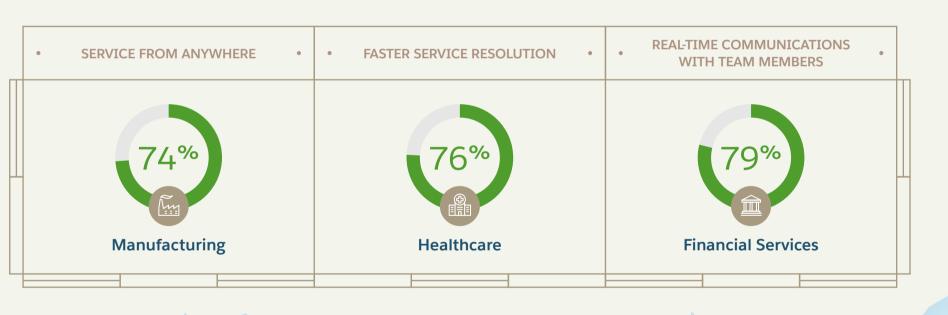


The Impact of Providing Mobile Apps to Service Agents

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...





Check out these resources to learn more.





Download the "State of Service" report for more insights and trends from global service Trailblazers. Learn how Field Service Lightning connects your entire workforce on one platform to deliver smarter, faster, more personalized on-site service.

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Salesforce Research provides data-driven insights to help businesses transform how they connect with customers.

Learn more at salesforce.com/research.

SOURCES:

State of Service survey, Salesforce Research, September 2016. Data may or may not be represented in the second annual "State of Service" report. State of Connected Customer survey, Salesforce Research, June 2016. Data may or may not be represented in the "State of Connected Customer" report.