

# Customer experience excellence hinges on service management mastery



In service, you've got one chance to deliver exceptional service. Yet engaging the field service customer has never been more complex. Whether it's specifying parts, managing appointments slots, investigating warranty and contract terms, checking asset history or booking a technician, your customer service agents are burdened with multiple disparate systems. How do you bring these together to deliver visibility and a single moment of truth? And how do you deliver integrated self-service options to empower and delight?

IFS is ready to support that, with some of the most powerful tools, helping you unify the many places that impact the customer experience. Click any of the green buttons below to learn more!



## Unified customer service desktop

With IFS, your back-of-house and front-of-house speak the same language. That means that everyone understands the customer's service interactions, their assets, and how to assist them in the most efficient way possible. This also means automation from ticket to invoice is all tied together, and is ready for whatever the future might bring.

[See what we mean](#)



## Remote asset triage and repair

Our tools connect your call center operators to your field technicians, enabling both to deliver joined-up service to maximize utilization and customer satisfaction. IFS is uniquely positioned with both industry-leading asset and field service management, meaning that you have the operational insight and complete information necessary to deliver outstanding service and customer experience.

[How it's being used today](#)



## Improved visibility into field operations

With AI-powered self-service options as part of your operations, you can eliminate hundreds of calls to your support centers while delivering your customers immediate service. From virtual assistants, and chatbots to portals, knowledge bases and smart phone solutions, customer can book or amend visits, track job status or locate their tech on a map. Portals and dashboards help ensure the customer can manage their contract and see the positive impact of well-managed service in real-time.

[How one of our customers does it](#)

## Here are more tips on mastering service from IFS:



Cubic Transportation's Outcomes-based Service Success



For Telco Providers, IFS Helps You Create Service that Stands Out



Remote Services Drive High-Value, Low-Cost Service Models

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,500 employees and growing ecosystem of partners support more than 10,000 customers around the world.

Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com).

