

# Avayler Hub

## Transform the experience your customers have with your service operation.

Avayler Hub orchestrates your service delivery end-to-end with one platform, ensuring efficient, automated operations while keeping the customer at the heart of your business.



Service management should integrate with your eCommerce and supply chain so customers can have the same experience shopping for your services as they do products. Avayler Hub focuses on the customer journey starting from the point of looking for services, ensuring your business is at the forefront to delivery beyond expectations, effortlessly for your customer.

Customers can book services online for any of your static sites, whether that's a workshop, pop-up site, store, or other service center. Time slots online are dynamically priced to ensure business efficiency and booking density while catering to customer needs such as same day or next day service. Get a 360-degree view of service operations, managing every job, technician, part and customer in one platform. Streamline services with comprehensive technician workflows to ensure quality and consistency across the board. Seamless customer service and keep customers informed. All this while reducing your operating costs and increasing efficiencies.

### Deliver A Better Customer Experience

Customers often feel uncomfortable coming to a physical location for services. Will their level of care be up to standard? Will they be aggressively sold more than they asked for or needed? Will the technician be able to complete the job? Avayler Hub makes your customers feel at ease about their service experience by providing informative touchpoints throughout the process. From booking their appointment online and selecting their products and services through to service and invoicing, customers have digital communication at every step of the way.

### Drive Operational Efficiency

Make your sites more profitable by taking more appointments during the day. Dynamic scheduling automates appointment booking by technician skill set and industry standard job times, powered by machine learning. Integration to your eCommerce website and dynamic pricing ensures you can offer more choice to customers and more jobs per day. Technician workflows ensure compliance and efficient completion of jobs. End to end, central visibility improves resource planning and utilization, delivering transparency across your business to support the allocation of technicians.

### Reduce Operational Costs

Proprietary algorithms continually optimize your on-site calendar, managing white space and feeding back into an integrated customer booking website, increases availability and jobs per day. Data is captured throughout service delivery to reduce risk and increase operational compliance. Quality control is available across the platform to ensure work is always done to the right standard, increasing first time fix rate, and reducing human error.



Increase jobs per day



Increase technician productivity



Increase sales



Streamline processes



Integrate eCommerce offering



Ensure quality control

The Avayler Hub product is underpinned by Avayler Core which supports the entire work order management lifecycle, from customer order to resource management to planning and scheduling the work, through data collection to customer sign-off and invoicing.

Avayler Core provides businesses with the architecture necessary to deliver the best customer journeys, including pathways to purchase, customer order management, a configuration studio, schedule board, industry standard API integrations, reporting and business intelligence.

## Your customers demand better.

Isn't it time you delivered?

+1 (888) 298 9038

info@avayler.com

# The Power of Five

## Dynamic Scheduling Engine



Take the guesswork out of scheduling multiple technicians and balancing complex business needs with an automated scheduling, workforce optimization and routing solution that provides the most effective allocation of your technicians based on your business objectives. Built-in routing optimization reduces technician travel and increases jobs per day.

## Dynamic Pricing



Automatically generate time slots for your customers based on business objectives, availability, parts and location. Motivate your customer to pick slots that keep your schedule optimized by adjusting the price. Ensure you are maximizing your margin on every service delivery.

## Technician Portal



Our technician portal streamlines the customer experience. It offers detailed work order information through schedule optimization. Techs get on-time guidance with dynamic route adjustments and easy delay notifications. Integrated with the customer portal, clients can track tech locations. Checklists on arrival ensure compliance and a higher first-time fix rate. During service, techs access diagnostics, collaboration, asset data, and a knowledge base.

## Customer Portal



Deliver an Amazon-like customer experience. After checkout, customers receive portal login details for service info, parts, and pricing. They can modify or cancel appointments through the portal. On the service day, they get alerts about the technician's arrival, complete with details. Post-service, they access receipts and service specifics. The portal integrates with CRMs, finance systems, and survey providers for seamless operation.

## Dynamic Appointment Booking



Effortlessly book customers into various locations. The dynamic appointment module accommodates walk-ins and changes. See mobile and static locations for full visibility. Integrate customer info for optimized scheduling and a seamless customer experience.

