



On My Way

The CX solution to send somebody somewhere to meet someone

On My Way provides a quick and easy way for businesses to deliver excellent customer service at a low monthly cost, by putting their customers in the driving seat.



What is On My Way?

On My Way is a web-based add-on for any modern field service management software that improves customer experience and reduces cost to serve.



The Next Step in Service

It allows your customers to see all the essential information about their appointment, including the location of their service technician in real-time via their desktop or mobile device.

Location and technician data is received directly and presented to the customer in a user friendly display with a single click.



Benefits

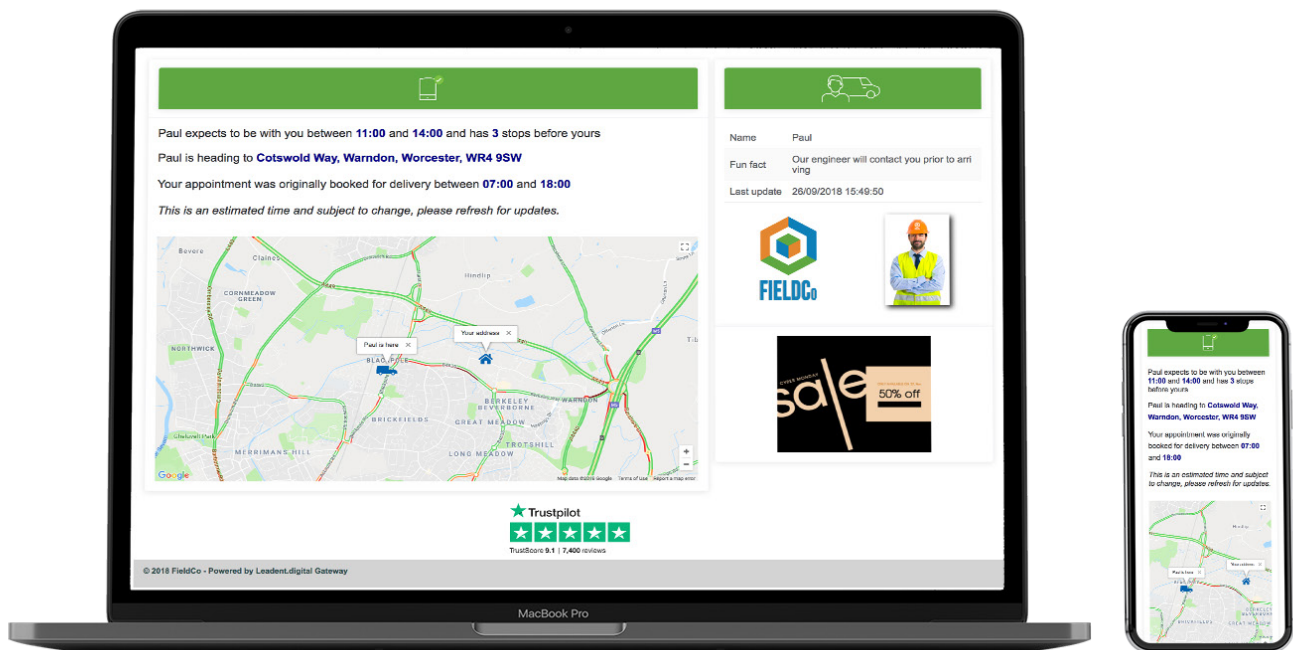
- Reduce the number of inbound contact centre enquiries
- Improve customer experience
- Lower costs from customer no-shows



Key Features



- Fully interactive Google Map view of the technician location relative to your customer's home location
- Displays confirmation of appointment address, time and / or delivery window, technician name and badge ID
- Updated in real-time from your data
- Provides an interactive map marker that can display technician information such as a photo or badge ID number
- Option to provide the exact or approximate technician location
- Option to display real-time traffic to proactively inform the customer of reasons for delayed appointments
- Show the time that the technician's location was last updated
- Choose your own map icons
- Configure your own 'Contact Us' message
- Simple re-branding using your company stylesheets
- Tokenisation to ensure technicians cannot be tracked once a job is complete
- Send the link via a configurable message using the Leadent Gateway SMS, email or your own SMS / email gateway
- Responsive design for display on mobile devices or desktop browsers
- No customer data or location data is stored
- SSL is used for secure communication
- Can be hosted on Amazon Web Services or other cloud infrastructure



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