

CUSTOMER PORTAL

ADD-ON FEATURE FOR THE SERVICE PRO BY MSI DATA PLATFORM

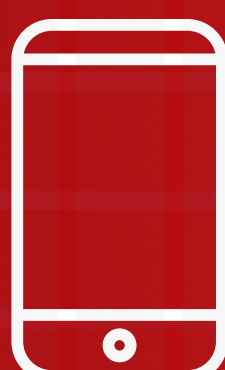
The Service Pro Customer Portal allows customers to access important information about their work orders through a convenient web portal managed directly by the service company. Customers can review information about their work orders, print an order summary, review order notes, download inspection reports, and submit service requests online.

BENEFITS

- Create a new call or order with one click
- Track orders, equipment, and appointments all in one place
- Level up customer experience
- Advanced search capability
- Complete oversight of scheduled appointments

CAPABILITIES

- Submit a request for service that automatically populates in the Service Pro Visual Scheduler, ready for assignment by your dispatch team
- View comprehensive service history and documentation, including order details, summaries, and notes
- View upcoming orders and appointments
- View and download inspection results and reports immediately after the inspection is performed



MOBILIZE

Your workforce, your work orders, and your inspections through one easy-to-use app.



TRACK

Technicians, components and parts, and serialized equipment through Tech Tracker.



IMPROVE

Customer satisfaction, service-to-cash cycle, and scheduling visibility and efficiency.