

# automated field communication

## An automated solution using phone, text or web to report status of service or installation 24/7.

*(Can also call customers to determine service quality)*

Would you like to have better communication with your field technicians? Would your customers like to be better informed of installation status? Are there pending issues, parts to be ordered or a return visit required? Are your customers satisfied?

### Automated Solution

Wessan Interactive has a fully automated solution using phone, text and/or web for your people to report and document their latest service and to communicate with your customers. Also, the info can be sent to anyone via phone, text or web in case an emergency service is needed.

This solution is available 24 hours a day, 7 days a week and gathers information that is automatically posted in real-time to a secure internet portal.

### The Benefits

- Costs pennies per contact - much less than a "live" operator call
- Confirm appointments
- Immediate survey to follow-up on service call
- Provide real-time status updates to the right people, at the right time

### Solutions Designed For

- Field Technicians
- Installers / Repair & Service Personnel
- Independent Contractors & Sales Reps
- Contract Employees: Nurses, Auditors, Inventory, etc..
- In-store Display and POS Professionals
- Corporate Customer Satisfaction

*and many more..*

Call 800-468-7800 or visit [wessan.com](http://wessan.com)  
for more information.

