

goDeskless All-Mobile Field Workforce Automation Solution for ServiceNow

Scheduling your onsite service visit is now as easy as requesting a ride on Uber!

Mine The Gap

How do you empower your mobile workforce with a fully automated, mobile field service solution - without the big price-tag?

Move beyond manual processes

The field service nirvana is in ensuring the right skill at the right place at the right time. Large enterprises have invested millions trying to achieve this delicate balance.

Field workforce management at large remains a manual, or partly automated function due to prohibitive costs. This results into disconnected information flow that further causes delays, and leaves behind frustrated customers, misinformed field reps, and disengaged CSM advisors.

Leverage the smartphone

goDeskless transforms your smartphone into a fully automated mobile field service tool. goDeskless leverages native smartphone features to deliver services right to your customers, while integrating with ServiceNow for advanced scheduling.

Solution highlights

Turn smartphone into powerful field service tool

goDeskless leverages native smartphones feature experience to deliver field service functions. This significantly reduces the training time, and saves the need to invest into costly devices.

In-App Service: Enhance your own app

goDeskless embeds field service features in your existing app this leverage your existing investments.

Closed-loop process delivers rich experience

Out of the box integration with ServiceNow CSM brings.

Superior workforce engagement

In-app chat, alerts, notifications increases the workforce efficiency multi-fold.

Maximize productivity with offline support

No loss of information as goDeskless offline module captures, stores, and synchronizes information based on the network availability. This means accuracy and precision the first time, and every time.



goDeskless

Features

Integrated with ServiceNow

Out of the box integration with ServiceNow Field Service and CSM for closed loop experience

Field Rep & Field Manager Calendar

View daily/weekly schedule. View "My Schedule" as well as "My Team's schedule"

Realtime Field Rep Tracker & Route Monitor

Track the field reps, and monitor the routes. Full Geosynchronization with geo-tagging, -tracking, and -fencing

Built-in Incident Reporting

Capture media and report incident

Instant Chat/Video Chat

Visual collaboration for faster service and resolution

Built-in KB Support

Knowledgebase integration with ServiceNow

Task Logs & Time Tracking

Create visit logs, take notes, track time

Offline Support

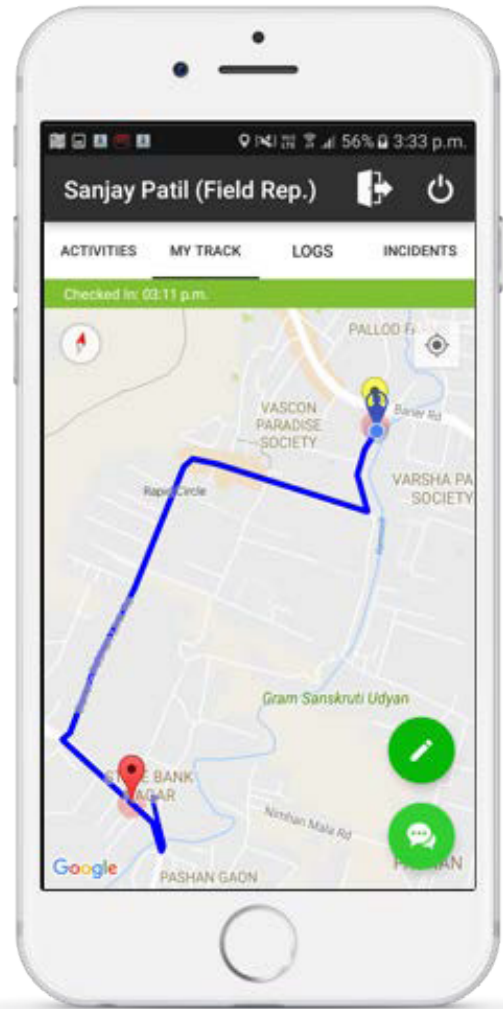
Offline operation. Remote data capture & sync

Barcode Scanner, Alerts & Push Notifications

Receive event notifications & push messages

Flexible Availability - iOS, Android, Hybrid, JS]

Deployment flexibility with full support



'With CSM and Field Service capabilities, goDeskless truly provides a complete service solution on mobile ..'

CIO, World-Class Auto Manufacturer

Give us a call, and we'll gladly help.

Start Your goDeskless Cloud Trial Here

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