Signature Integration for B⊙B™

Delight Customers and Technicians with Automated Service Work Orders

Buildings have plenty of data hidden away just waiting to be unlocked. Get work orders into the technician's hand with exclusive BOB insights on the equipment fault, system effect and recommended fix to:

- Achieve the lowest cost and shortest time to service resolution
- Improve customer satisfaction scores and contract retention rates
- Mobilize technicians before they arrive on-site with advanced troubleshooting insights

Signature Integration for BOB delivers unparralled service work order insights and automation for happy customers and techs.

MobileTech | Schedule | Service Management with Map2B⊙B | Signature Agent

MobileTech Integration

Building Data Where it Belongs:
In the Technician's Hand

With MobileTech, building data, which was once only visible in the back office, is now at the technician's fingertips to quickly resolve building issues

- Real-time mobile dashboard visibility into BOB equipment faults by priority
- Investigate building health data before you even step foot on-site to know before you go
- See a new issue? Technicians can immediately initiate a service call or service request with diagnostic fault data included

All of this new visibility into building data keeps the back office aligned with what's happening in the field and most importantly puts the power of building data into the hands of your most important customer facing resource – your Technician.
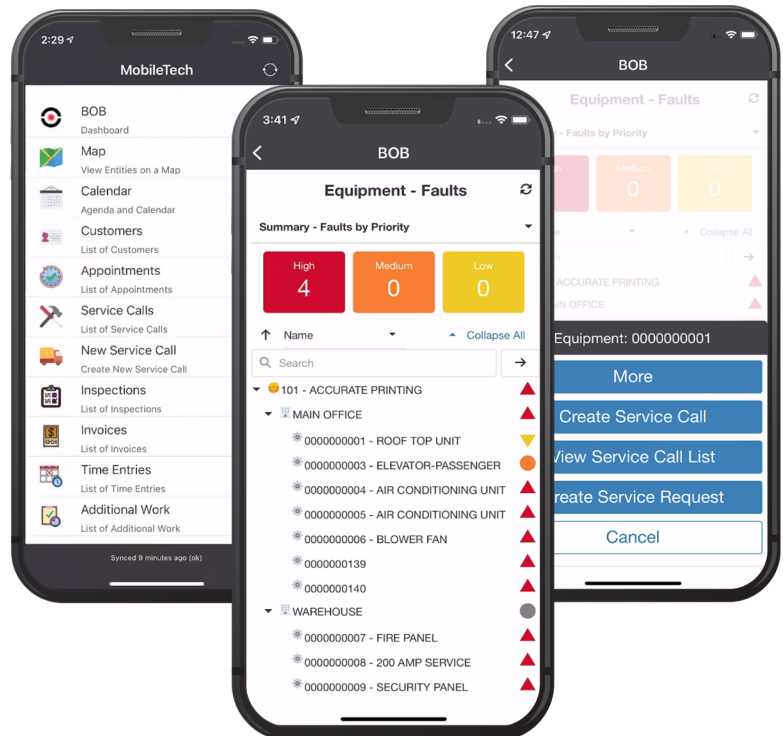
MobileTech is available for iOS, Android™ and Windows™ operating systems.

📅 Schedule Integration

Quickly Route Service Calls with Rich Building Fault Data for a Speedy Resolution

When a service request is initiated from BOB, Schedule orchestrates the service process to keep the service manager, technician and BOB facility professional all on the same page.

- BOB initiated service requests contain rich fault data which transitions into service calls to route to the right technician

- BOB makes service requests easy for cusomers to initiate a service call via an email or web form on your site.

- Schedule sets the *Managed By* setting in BOB, so BOB users know this service request is managed by Signature Service Management

- And with proactive communications every customer and technician is kept up-to-date on service call and appointment status updates

Finally, the back office, the building facility professional and the field technician are all working in unison.
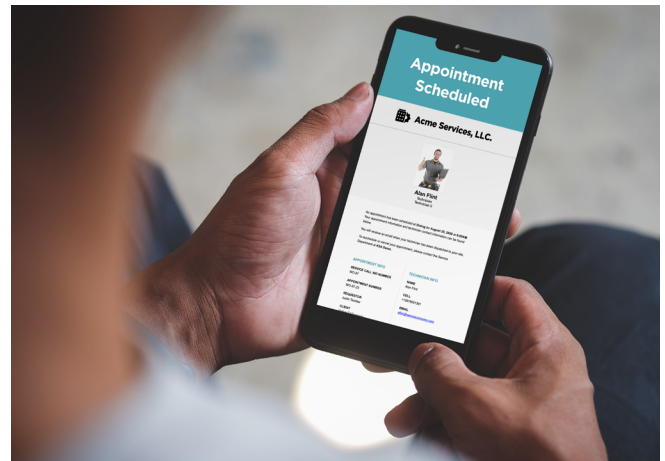
Signature Agent

Streamline Service Work Orders from Scheduling to Customer and Technician Communications

Connect securely with Signature's Advanced Communications feature to automate status communications and keep your customers informed and your technicians on time and on schedule.

- Status updates from request through completion just got easier with automated and tailored customer email communications

- Schedule changes (cancelled, rescheduled, new) can lead to lost technician productivity. Immediate technician reminders of newly scheduled changes keep everything running smoothly

Keep everything running on-schedule with automated service and technician communications to delight customers and greatly cuts costs from your service work order process.

Service Management with Map2BOB

Keep Signature and BOB Service Records Forever Linked

Signature Service Management shouldn't be an island from BOB's client and site information. With Map2BOB, you can easily associate to Signature customers and locations.

- Quickly create entities in BOB from Signature for clients, sites, equipment and contacts

- Ensure BOB entity data is linked to a Signature counterpart with Map2BOB tool

- Map2BOB visual indicators confirm linked entities
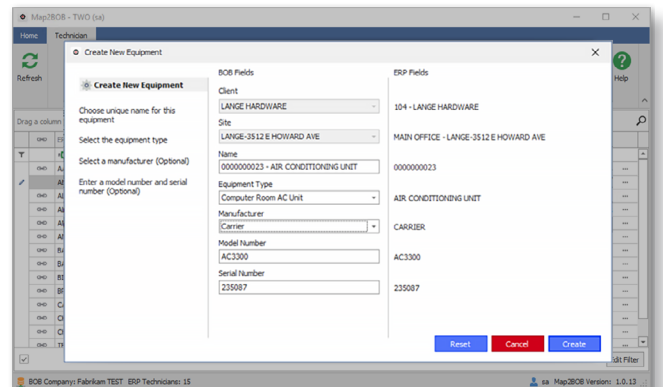
Learn more about MobileTech OR Schedule a demo today and evolve your service work order process