# Enhance your **field service efficiency** with DynaRent Mobile App

# What can **DynaRent Solutions Suite** do for you?

What would field service engineers need to get a certain machine up and running in the field? Typically, they would require various details, including directions from the planning department, information of repairs carried out in the past, checklist, guidance, tips, and approvals.

Now, what if the field service engineer has access to a mobile app in the field that could intuitively guide them through all the processes, provide all the relevant data, as well as address "what's next?" comprehensively? It would, no doubt, improve your field engineer's productivity and help you enhance customer satisfaction. DynaRent Mobile App, with its simple, yet highly productive, modern user interface, does just that!

# How DynaRent Mobile App **benefits field service engineers?**

### Boosts efficiency
Streamlines and manages workflow, which results in efficiency gain.

### Saves time
Allows syncing of company data with the app, reducing paperwork and thereby saving time.

### Improves customer satisfaction
Enables faster and better service, resulting in happy and satisfied customers.

# Product Features

All the features and tools available on the app have been tailored to meet the requirements of field service engineers. Field engineers can check data history, schedule tasks, record customer data, and connect with the team for additional support.
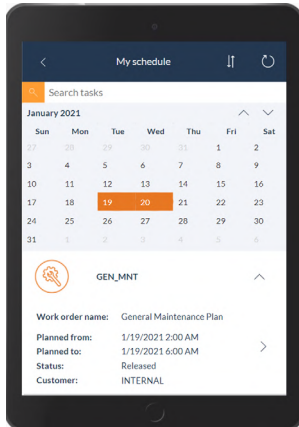


## Task Planning

- **Task Checklist —** Plan your work by tracking a list of necessary jobs to be done and check off what's done.

- **Change Status —** Change the status of the task, which is then automatically notified to the planning team and customers.

- **Task Notes —** Add and view internal, external notes and new observations related to the task.
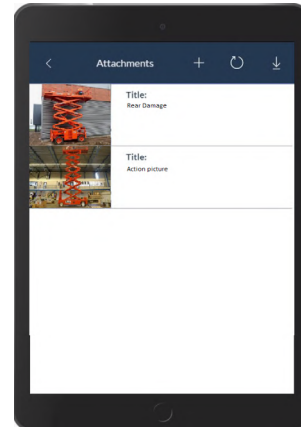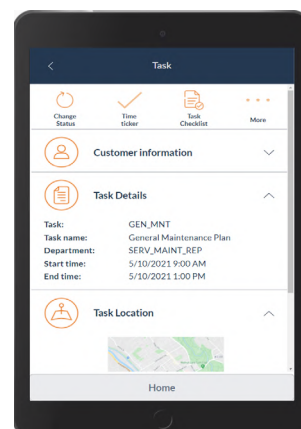


## Real-time access to information

- **Task Information —** Access data related to equipment and service history.

- **Pictures —** Browse existing equipment pictures or take new ones to record damages or issues.

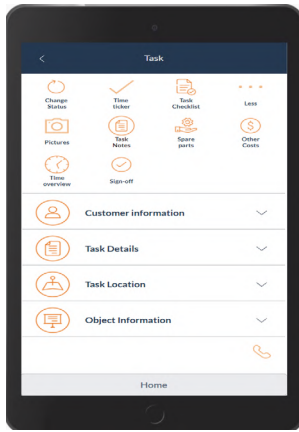- **Spare Parts —** Get an insight into the spare parts required to repair the equipment.
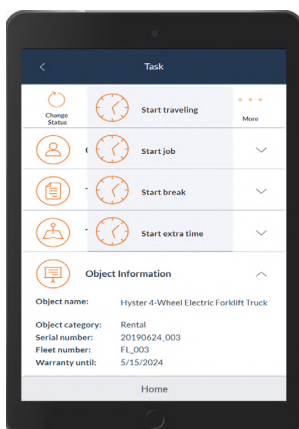


## Time management

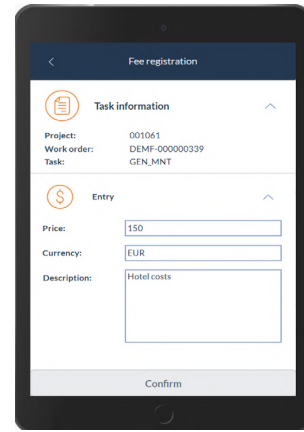- **Time Ticker —**  Clock in the travel, work, and overtime hours.



## Navigation

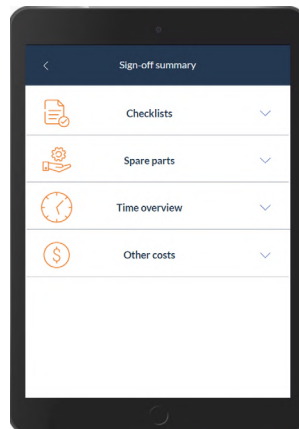Find the quickest route and get directions to the client's location.

## Remote Assist

Connect with your teammates if you need remote technical support when on the field.

## Other costs

Register additional costs, such as tollway charges, hotel expenses, and parking fees incurred during the task.

## Customer service

- **Sign-off —** Get immediate sign-off with the customer.

- **Confirmation —** Send e-mail notification to customers about the receipt of the complaint, details of the technician assigned for the task, and the closure of the ticket.

# Technical Overview

DynaRent Mobile App is future-facing with a carefully planned design to increase productivity and provide field engineers with greater mobility. Built on **Microsoft's Power Platform**, the app has been strategized to improve users' overall experience.

- ## Offline capabilities
  Works in far-away, remote locations where the internet is unavailable or not allowed.

- ## Device-independent and responsive
  Runs on all operating systems and devices, including personal computers, hand-held computers, and mobile phones.

- ## Built with own Customer Experience (CX) design
  Fast, intuitive, and user-friendly CX tailored specifically to the needs of field engineers.

- ## Security through Azure Active Directory
  Protects company data and users from cybersecurity attacks.

- ## The Design — Focus on efficiency

  The app has a simple and organized layout, which makes it handy and easy to use.

  - **Cockpit —** Provides direct insight into your tasks, customer objects, and notifications

  - **My Schedule —** Gives an advanced calendar view to your daily tasks

  - **My Task Map —** Helps find the nearest task location with the help of a graphical map

  - **My notifications —** Informs users about task changes and other information

  - **My Completed Work —** Enables access to user's past service requests

  - **Customer Objects —** Allows easy access to manuals, maintenance history

# Conclusion

DynaRent Mobile App provides a single platform for all the field service related processes. The app will empower your field services engineers and truck drivers to be more productive and drive business growth.



**Talk to our experts for a free demo!** ❯

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