

## Introducing the Axsy Windows 10 App for Salesforce Field Service Lightning



Empower your field workers with an offline-first, easily customisable mobile app that works on any Windows 10 device

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The Axsy Windows 10 App for Salesforce Field Service Lightning allows your field service technicians to work better and work smarter thanks to an easy-to-use, field-optimized mobile app that provides anywhere-access to service appointments, work orders, product inventory, service history and other important field service data from the Salesforce platform. Technicians just log in with their Salesforce Field Service Lightning credentials and they are ready to go.

Mapping, navigation and geo-location capabilities ensure that technicians know where they are and where they need to go, while Chatter support allows for real-time collaboration with managers, dispatchers, knowledge experts and other technicians so work can be resolved properly without the need for return visits.

Time-consuming paperwork can be eliminated with the ability to capture touch-screen signatures, generate electronic service reports and accept payments from within the app, allowing for more efficient appointments and improved customer satisfaction.

## Features

- ✓ Easy-to-use access to your service appointments, work orders, asset history and other field service data
- ✓ Mapping, navigation and geo-location so you know where you are and where you need to be
- ✓ Offline-first so you can work in any network conditions
- ✓ Get help with your tasks with access to Knowledge Articles and real-time collaboration with Chatter
- ✓ Capture signatures and generate electronic service reports
- ✓ Quick Actions and Flows help guide you through your business processes
- ✓ Track your van stock inventory, parts required for a job and parts consumed after completing a job
- ✓ Scan barcodes and QR codes directly within the app
- ✓ Declare time-off and absences
- ✓ Accept secure card payments face-to-face or online
- ✓ Easily customise the app with tailored experiences by user profile
- ✓ Works on any Windows 10 device
- ✓ Backed by the Salesforce platform



### Ready for any network condition

The Axsy App for Windows 10 was designed to be offline-first, addressing one of the main challenges of working on the road. The app works fully offline, allowing you to view and edit your Field Service Lightning data even when without an internet connection, so you can complete your job even under spotty network conditions.

Connectivity is managed automatically by the Axsy App, so you don't have to remember to sync pending changes as your internet connection alternates between being online and offline.



### Ready for any Windows 10 device

Whether you have deployed mobile phones, tablets, laptops or a combination of devices to your field technicians, know with confidence that the Axsy App for Field Service Lightning will work on all of them.

The Axsy App is a Universal Windows Platform (UWP) app, meaning it runs seamlessly across all Windows 10 devices and form factors – phone, tablet or laptop – with an optimized experience based on the device screen size.



## Ready to accept secure payments

Get paid fast by empowering your service technicians to collect payment after a job is complete. With the Axsy App and a supported card reader, it's easy to accept secure face-to-face card payments – including chip, magnetic stripe and contactless methods.

For customers who prefer to pay later, the Axsy App also supports the ability to generate and send electronic invoices along with a link for them to pay online at their convenience.

In all cases, payments are easily reconciled on the Salesforce platform with the relevant service appointment, work order or work order line item, greatly reducing the overhead associated with manual payment processing.



## Ready for your business processes

The Axsy App is capable of dynamically delivering unique user experiences for different user profiles. This allows you to easily deploy a single app to all your field workers while still providing them each with tailored experiences based on their needs.

With the customisation of the app controlled through straightforward configuration, Axsy is able to deliver these customisations – such as access to custom Salesforce objects, company-specific business processes, or bespoke branding or UI – in a matter of days, not months.

