

Dista Service

Effectively Manage your Field Force to Enhance Productivity and Customer Satisfaction



Success Metrics

▲ 35% Quicker Turnaround Time

▲ 73%
First-time Fix Rate

▼ 15%
Reduction in Fuel Expenses

▲ 99%
SLA Adherence

▲ 43%
Increase in Jobs Per Day

▼ 5%
Reduction in Travel Time

★ Resulting in
Operational Efficiency and Improved Customer Satisfaction



75 K+

Field Assets Managed

15 M+

Jobs Scheduled/Month

40+

Customers

Operations Dashboard

Auto Calculate Capacity

Contextual Nudges

Virtual Chat

Surge Pricing

Knowledge Articles

Configurable Workflows

Customer Feedback

Contract Management

Customer Mapping

Route Optimization

Inventory Management

Expense Management

Boost TAT and FTFR

Contractor Management

OTP-based Handshakes

Dispatcher Console

Skillset Management

Configurable Business Rules

Inventory Tracking

Real-time Visualizations

Field Technician Tracking

Mobile Office

Leave Management

Auto Calculate Capacity

Auto Scheduling

Self help Customer Portal

Report Drill Downs

Tasks Tracking

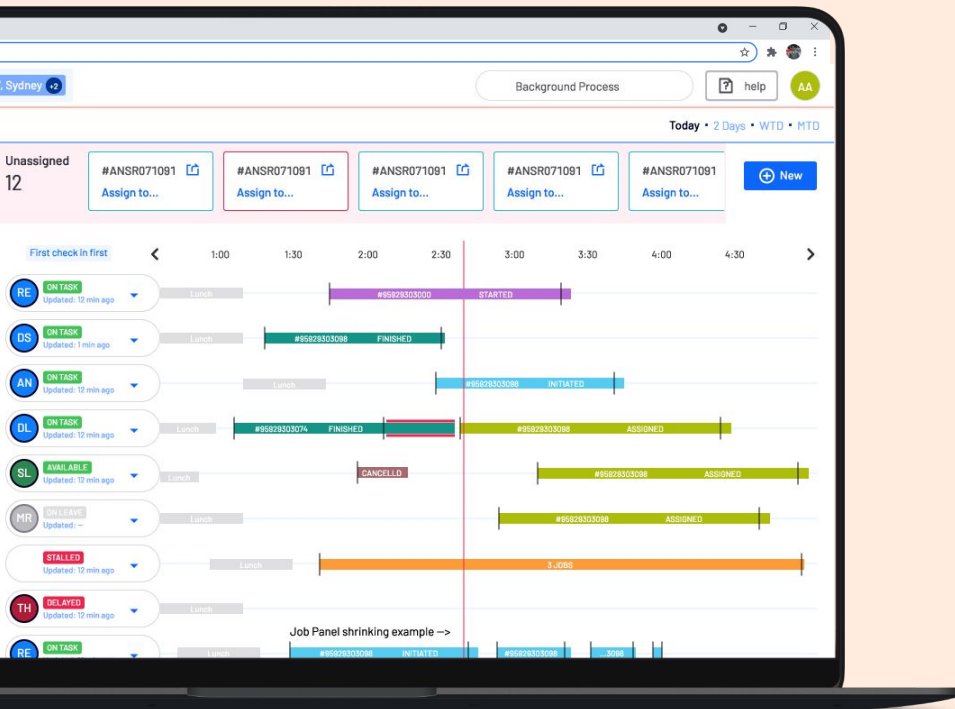
Service Area Mapping

SLA Management

01

Work Order Management

Digitize and manage work orders via a central web console. Improve TAT and FTFR.



Key features

- Dispatcher cockpit
- Timeline view
- Work order classification
- Customer self help
- Real-time visualization

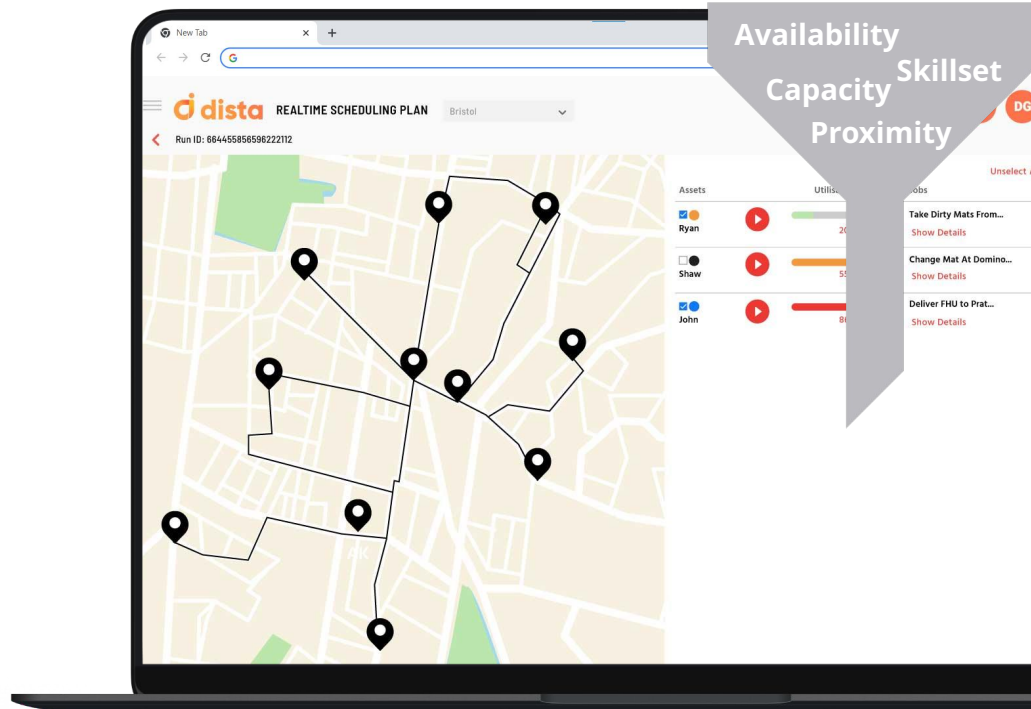
Dynamic scheduling with system-generated recommendations. Manage your scheduling woes.

Scheduling Engine

02

Key features

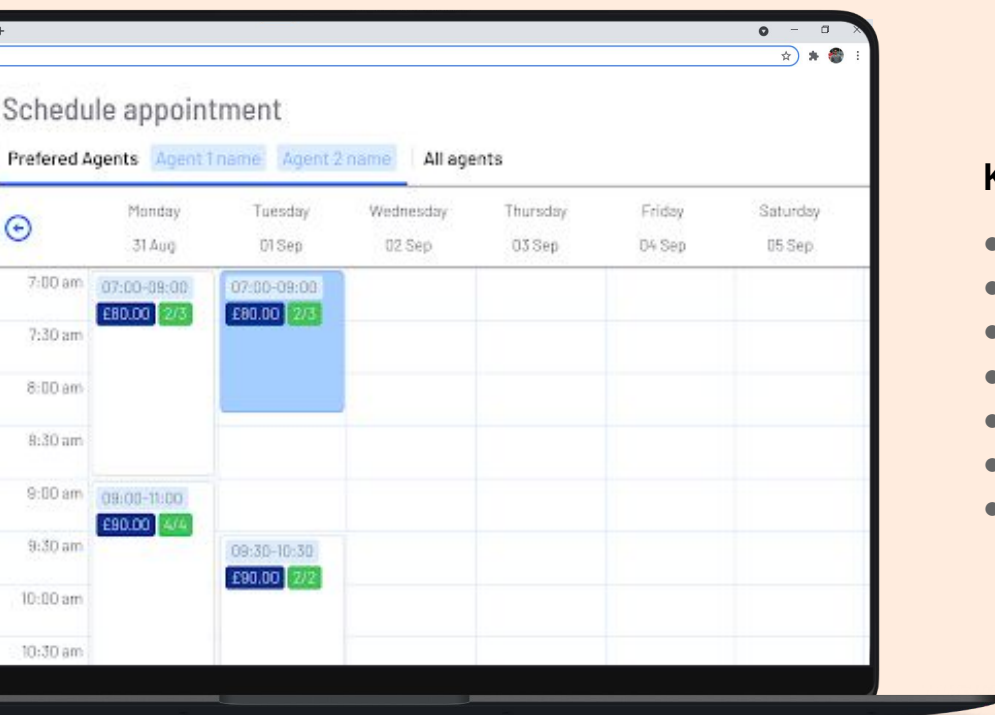
- Optimal resource planning
- Real-time scheduling
- Intelligent system suggestions
- Route optimization
- ETA details



03

Capacity and Pricing Management

Utilize your service technicians optimally and improve customer satisfaction. Improve resource planning.



Key features

- Resource planning
- Capacity auto-calculation
- Optimum utilization
- Demand and supply equilibrium
- Customer transparency
- Surge pricing
- Appointment overbooking engine

Real-time visibility into tasks and technicians.

Operations Dashboard

04

Key features:

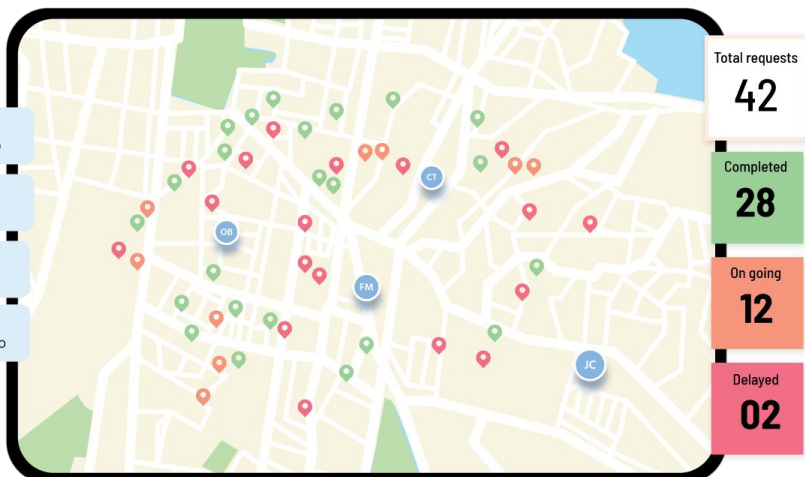
- Live status updates
- Predict delays, take actions
- Team visibility
- Field technician tracking

James Campbell
On job | active 2 mins ago

Cillian Thompson
On job | active now

Finn Moore
On job | active now

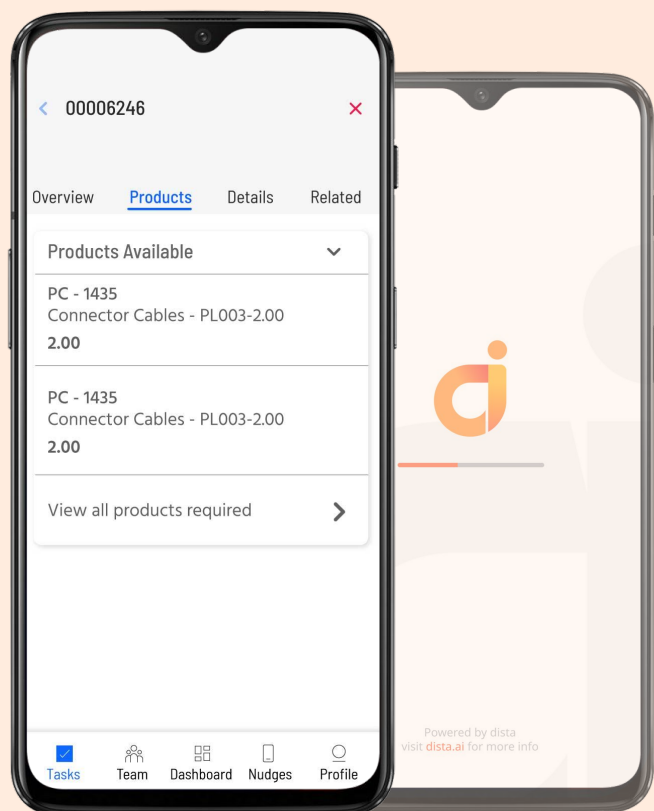
Oliver Brown
On job | active 12 mins ago



05

Inventory Management

Keep track of all inventory your agents carry, make their jobs easier, and improve your NPS score.



Key features

- Product categories and sub-categories
- Technician inventory management
- Inventory classification
- Warehouse mapping
- Bill of materials
- Configure inventory requirements

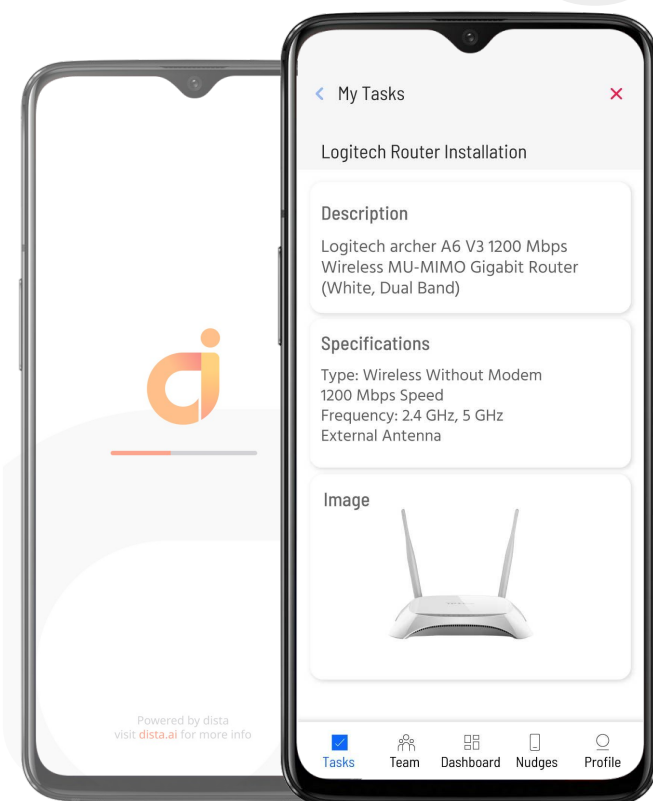
Develop and update an internal knowledge hub. Improve TAT.

Knowledge Base

06

Key features:

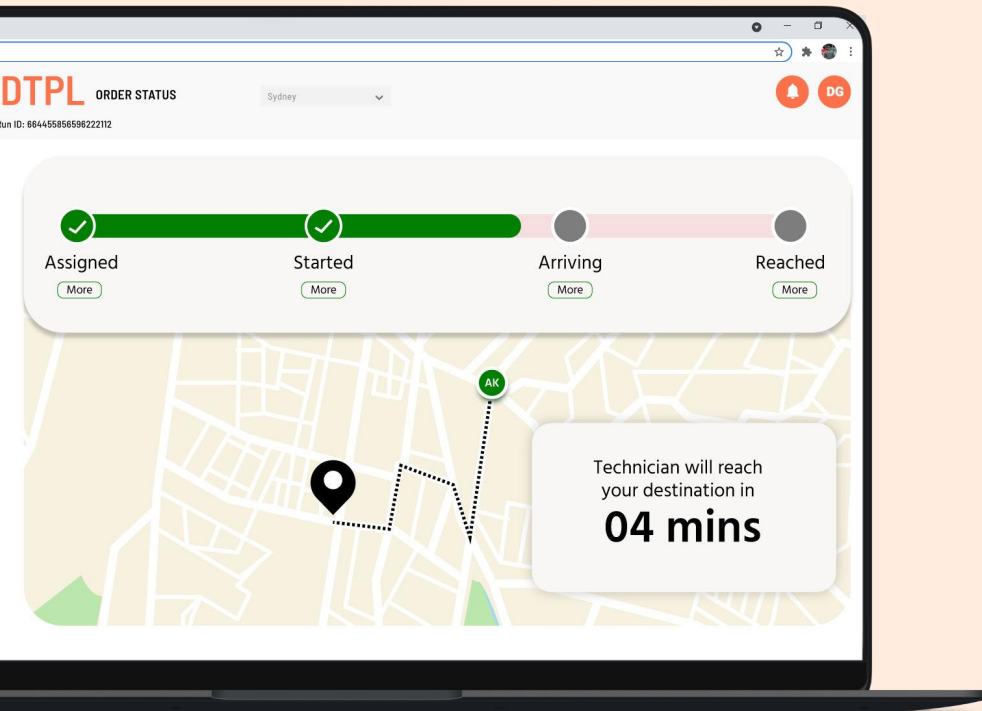
- Update articles
- Virtual team chat
- Link resources to work orders
- Rate knowledge articles
- Quick access
- Multiple media formats



07

Invoicing and Customer Engagement

Customer-centric notifications and features. Enrich customer experience.



Key features

- In-app service receipts
- Capture customer signatures
- Detailed receipts
- Appointment rescheduling
- Tracking links
- Chat facility

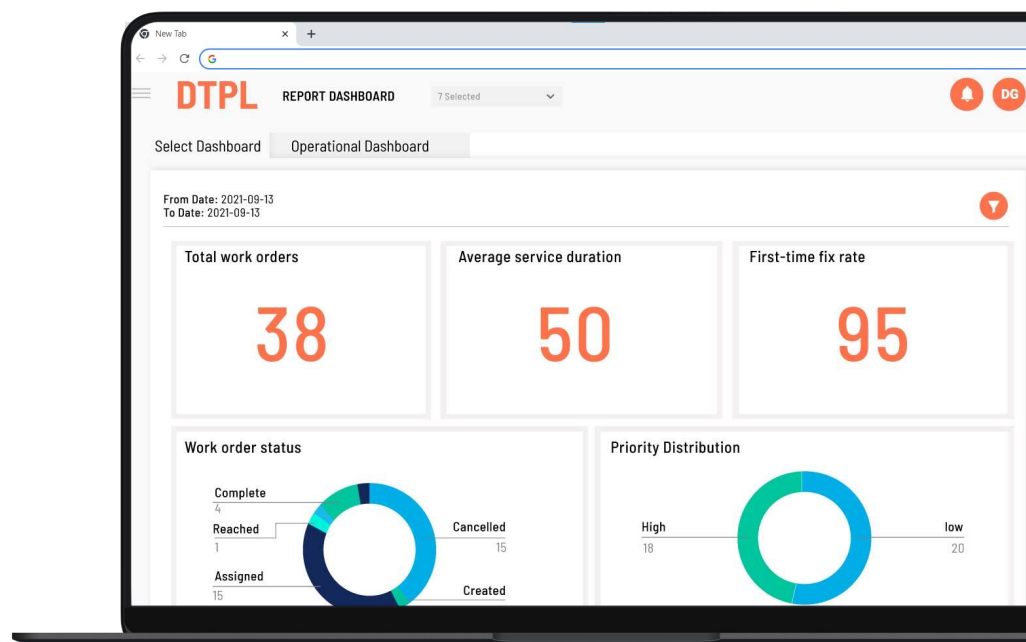
In-depth, contextual, and relevant insights for informed business decisions.

Reports and Dashboards

08

Key features

- Customized reports
- Critical info snapshots
- Service area analysis
- Drill-down reports



09

Contract Management

Maintain all account-related data. Comply with SLAs.



Key features

- 360-degree account view
- SLA compliance
- Track service contracts
- Renewal notifications

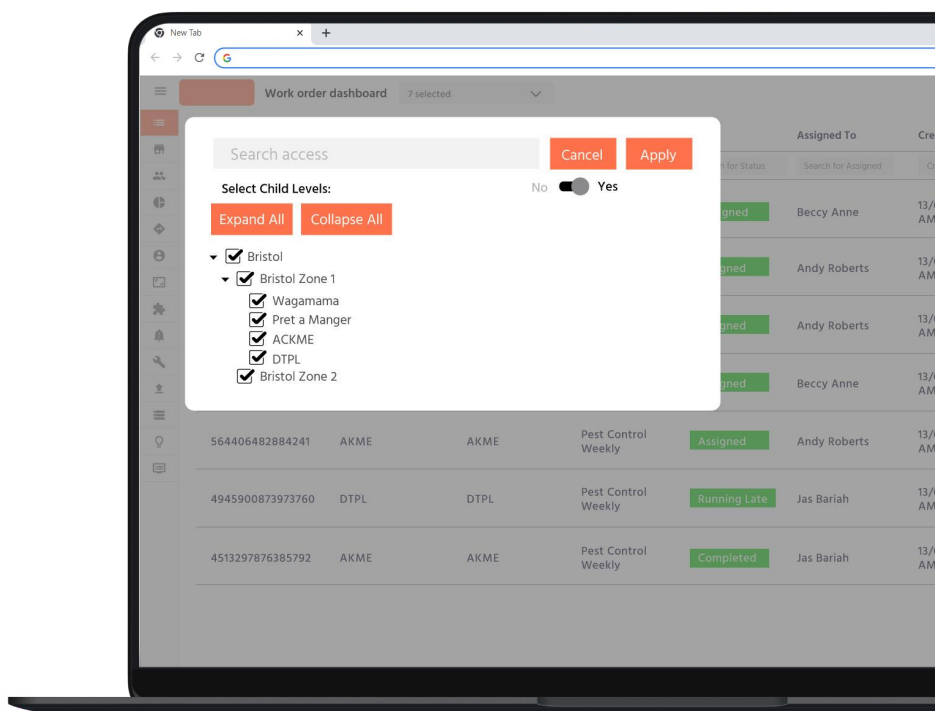
Define your service zones with accuracy. Use the hierarchy to highlight key information for relevant heads.

Geo-hierarchy Management

10

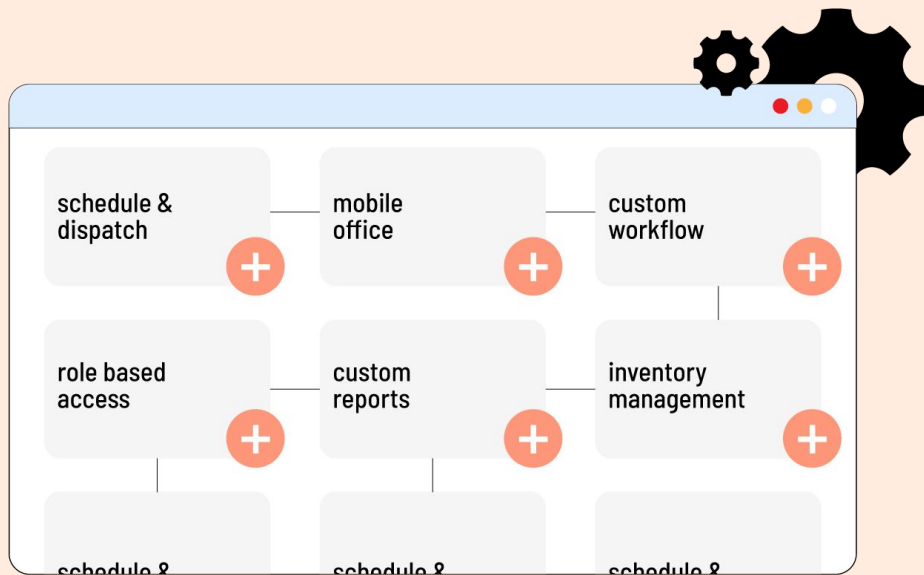
Key features:

- Role-based access
- Zip-code mapping
- Map stores
- Compare performances



1 Customizable Workspace

Maintain all account-related data. Comply with SLAs.



Key features

- Role-based access
- Serviceable areas
- Custom workflows
- Custom reports

More Products from Dista



Dista SALES



Dista DELIVER



Dista INSIGHT

Dista USA

16192 Coastal Highway,
Lewes, Delaware 19958,
USA

 +1 747-227-5342

Dista USA

103 Carnegie Center
Dr Suite 300,
Office Number: 303
Princeton, NJ 08540

 +1 732-391-7816

Dista India

601, Global Port,
Baner, Pashan – Sus Rd,
Pune – 411045
India

 +91-8799921588



www.dista.ai

contact@dista.ai