



Field Mobile Conversation Starter Samples

Unplanned Meeting

Sample 1:

Hello, George, my name is Joe SalesRep and I represent TopNotch Solutions. I help field service organizations use mobile computing technology to streamline customer service.

George, I was talking to a service manager last weekend. His team improved their work order completion rate 40% by using wireless handheld computers at the customer site. The field service rep can access inventory, schedules and service contract information, so they can complete tasks without back-and-forth calls to the home office. With a wireless printer, they can also print invoices and contract extensions on-site. His customers are happy because the reps always arrive on time and answer all their questions.

George, is your business looking for ways to complete more work orders per day?

Sample 2:

Hello, George, my name is Joe SalesRep and I represent TopNotch Solutions. I help service businesses improve productivity using mobile computing technology.

George, I recently read that a computer network service company increased its work order completion rate from 250 to 400 per day—without adding personnel. Their service reps use wireless handheld computers to exchange service information with the home office. Productivity improved because the reps can perform some back-office transactions themselves, and they automatically update the home office when they finish a job. Their idle time between jobs is down, and they are able to pinpoint their expected arrival time—which the customers love!

George, what are the critical metrics for your field service business?

Planned Meeting

Thanks for taking the time to have lunch with me today, Alice. My objective for our first meeting is to learn more about you and your business, and to address any questions you might have about me or my company. How does that sound to you?

What would you like to accomplish during our discussion today?

So, Alice, tell me what you enjoy most about your job.

Alice, what do you see as the top two or three challenges for your company this year?

I hear you! I've seen clients struggle with those same challenges...



Field Mobile Introductory Call Script Samples

Hello, Mr. Prospect, I'm Joan SalesRep from TopNotch Solutions in Peoria. The reason I'm calling you today is to schedule an appointment so that I can show you how field service managers like you can substantially increase the number of service calls completed per day using mobile computing technology.

I'm sure you, like the service manager at Xclusive Office Equipment, are interested in streamlining field service delivery.

Terrific! I've helped several service organizations use wireless handheld computers to improve productivity—and it's easy to do. One client revealed that his company had actually lost three key customers specifically because of what he called "customer disservice." One customer told him flat out that the repeated delays in getting a service rep to his site caused him to switch suppliers. He knew he had to take steps to put more control in the hands of his service reps.

Mr. Prospect, from experience, you know that inefficiencies between the field and the back office can really set back schedules, causing a domino effect as the day goes on.

I'm sure you recognize that mobile computing technology is a perfect match for field service operations. It provides reps with real-time access to inventory and account information, while enabling them to automatically update the home office upon job completion. Reps can manage their schedules, get directions, AND they can even print invoices and extend service contracts—at the customer site! The right wireless computing solution can help close the gap between the field and the back office, reducing idle, misspent technician time and expediting work order completion. Integrating mobile computing technology into your business is actually easy to do, and your work order completion rate should increase immediately.

Mr. Prospect, I'd like to meet with you to learn more about your field service operation and specific business goals. Is Thursday afternoon at 3:00 convenient for you?

Objection: We're satisfied with the way we do things now and we don't have money for new technology.

That's what several of my clients said—before they saw our demo and realized that they could close 30-50% more work orders per day. Just spend 30 minutes meeting with me. I'm sure I can show you how to differentiate your customer service from your competitors'.

Objection: We buy everything from one source.

Several of my clients told me they buy from the same source, but they found their source didn't specialize in wireless handheld technology. My customers appreciate the fact that we focus on mobility solutions. Let's get together for 30 minutes on Thursday. I'm sure I can give you creative ideas that can help you streamline your service delivery.

Objection: Why don't you just send me some information?

I'll overnight it to you today. Then let's get together. How about Thursday at 3:00?

OK.

Great, Thursday at 3:00 it is. Thank you, I look forward to meeting with you then.



Field Mobile Outbound Voicemail Samples

Sample 1:

Mrs. Prospect, my name is Joe SalesRep and I represent TopNotch Solutions, a mobility technology solution provider in Peoria. A local HVAC company was able to service more repair calls per day after deploying mobile handheld computers with wireless capabilities in the field. Field service reps can now access schedules, directions and customer information instantly, and can update the home office on each service call in real time. And by enabling each rep to print invoices at the customer site, the company improved its cash flow and reduced its Days Sales Outstanding by more than 50%!

I will call you today at 3:30 to set up a time when we can meet to discuss your business challenges and some strategies to address them. Or, you can reach me at 999-999-9999. I look forward to speaking with you!

Sample 2:

Mrs. Prospect, my name is Joe SalesRep and I represent TopNotch Solutions, a mobility technology solution provider in Peoria. Did you know that best-in-class field service organizations increased the number of work orders completed per day 66% by deploying mobility solutions?

I focus on helping mobile field organizations close the gap between the field and the back office, enhancing customer service and improving efficiencies. I will call you Tuesday morning to set up a time when we can meet to discuss your business challenges and some strategies to address them. Or, if you prefer, you may call me at your convenience at 999-999-9999. Thank you for your time.



Field Mobile Inbound Voicemail Samples

Sample 1:

This is Joe SalesRep of TopNotch Solutions. Thank you for calling me today. I am interested in understanding your business challenges and helping you complete more work orders per day. Please leave your name, number and the best time for me to contact you. I'm eager to speak with you!

Sample 2:

This is Joe SalesRep of TopNotch Solutions. Thank you for calling me today. I am interested in learning about your specific business goals and demonstrating how our solutions can help you close the gap between the field and the back office. Please leave your name, number and the best time for me to contact you. I'm eager to speak with you!



Field Mobile Follow-Up Letter Sample

December 5, 2005

Mr. Ernest Prospect
Vice President, Sales and Service
XYZ Office Equipment Company
2468 Main Street
Yourtown, ST 02468

Dear Mr. Prospect:

I enjoyed our discussion last week about the challenges involved in optimizing service delivery in order to meet customer demand for faster problem resolution. I've worked with several pro-active field service organizations that are improving first-time resolution rate and speed-to-resolution by equipping their field service personnel with wireless mobile computing technology. ***Here's why you should consider a TopNotch solution:***

For field service reps, there's ***nothing worse*** than being greeted by ***an irate customer*** who was expecting you minutes—or *hours*—earlier. With the competition breathing down their backs, your customers are struggling to improve efficiencies and reduce downtime—and won't tolerate excuses for missed commitments. If you cannot deliver service when your customers need it, you ***risk losing business*** to more customer-focused competitors. What's more, dissatisfied customers are likely to spread the word about your lackluster responsiveness—***impairing your reputation*** and ***costing you more business***.

With **wireless mobile computing systems** from TopNotch Solutions, your field service reps can exchange information in real-time with the home office, so schedules and work orders can be dynamically adjusted. Easy-to-use TopNotch solutions consist of a wireless-capable handheld computer running application software and an optional mobile printer can be used to deliver invoices, receipts and estimates on-site.

Here are three significant business improvements you can expect with a TopNotch solution:

- ***Improve productivity:*** Field service reps can instantly update work order information, access schedules, directions, inventory and account information, and print paperwork on-site. Mobile solutions close the gap between the field and back office, eliminating the inefficiencies associated with remote service delivery.
- ***Enhance the customer experience:*** Productivity improvements translate into more work orders completed per day—and more satisfied customers. If one field rep is delayed in servicing a customer, another rep can be automatically reassigned to cover the call—transparent to the customer.
- ***Increase revenues and cash flow:*** By servicing more customers per day, and using a mobile printer to deliver invoices upon work order completion, you will increase daily revenues—and receive payments sooner.

As a seasoned service professional, you understand the delicate balance between delivering top-notch service and effectively managing resources. Progressive field service organizations are using mobility solutions to shave costs and increase their reach—effectively **doing more with the same resources**. *Organizations that underestimate the power of real-time field-to-office communications risk disappointing customers and sacrificing competitiveness.*

I will call you next week to set up an appointment, so you can see first-hand how TopNotch mobility solutions can help you streamline field service delivery. Or you can reach me at 999-999-9999. I look forward to meeting with you personally.

Sincerely,

Joan SalesRep
Mid-Atlantic Sales Manager
TopNotch Solutions, Inc.

P.S. You'll enjoy working with TopNotch Solutions. We offer financing options and a personal point-of-contact for service. We're easy to do business with!

P.P.S. Let's meet soon—*our current promotion will help reduce your total cost of ownership!*



Field Mobile Email Sample

Subject line:

Service provider increases work order rate by 60%

Body:

It's true. A service provider for computer networks reported a 60% increase in its daily work order completion rate—without adding field personnel.

You can, too.

Do you track how much time your field service technicians spend waiting for information or instructions from your home office?

Idle or misspent technician time erodes profitability. Unpredictable obstacles, such as traffic jams and work order changes, delay service delivery and infuriate customers.

What is your business doing to proactively eliminate costly inefficiencies and expedite service to your customers?

[Click here](#) to learn more about how mobile computing solutions can enable superior customer service.

Customer-focused service organizations are investing in mobility solutions to streamline service delivery processes and improve productivity. Using wireless handheld computers and mobile printers, companies have been able to complete more work orders per day—*increasing revenues and reducing costs.*

TopNotch Solutions offers a range of wireless mobile computing solutions designed to empower field personnel to perform transactions traditionally executed in the back office, reducing paperwork and improving productivity. And now through January 31, we are offering a [free handheld computer](#) for every 20 units purchased.

Our wireless handheld solutions can provide **many benefits** to field personnel:

- Instantly access schedules, directions, inventory, and customer records
- Automatically update the home office after every service call
- Print invoices, estimates, signed work orders and contract extensions on-site
- Manage workload and inventory more effectively

Don't wait for your competitors to optimize service delivery. Respond today—and watch your work order rate and revenues rise.

Joe SalesRep
Mid-Atlantic Sales Manager

P.S. The free handheld computer is a limited-time offer, so call me today at 999-999-9999.