

# The field service technician's wish list

Most-requested features in a field service management solution

According to a survey conducted by ServiceNow of 989 technicians, these five features are the most attractive:



17%

## Schedule overview

See what's coming up next in the day and understand task prioritization



7%

## Smart suggestions

Leverage your Knowledge Base to provide intelligent recommendations to boost confidence and time to repair



13.5%

## Schedule optimization

Work more efficiently and satisfy more customers per day depending on task characteristics like priority or difficulty level



7.5%

## Inventory overview

Ensure necessary materials are in stock and available, along with where to find them



10%

## Customer feedback

Enable direct customer feedback to improve technician work and encourage better performance

Does your field service management solution give your technicians what they want? Learn how you can provide an intuitive mobile app with all the tools needed to successfully resolve issues in the field with ServiceNow. Visit [www.servicenow.com/fieldservice](http://www.servicenow.com/fieldservice) to learn more.