

# Skypesoft Use Case: Geo-Tagged Service Completion Workflow

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## Purpose

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Demonstrate how Skypesoft streamlines on-site service close-out using geo-tagging, photo verification, and alerting—delivering exceptional service while embodying Covey's Habit 2: **Begin With the End in Mind**.

## The Call (Narrative Introduction)

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It's late afternoon when the phone rings at Christy Signs' front desk. Coast Signs explains that a patch and paint job hasn't been completed, though the customer expects it closed out immediately.

Without leadership present, the crew risks leaving the job unfinished — triggering callbacks, reputational damage, and lost time.

Skypesoft ensures we **complete with confidence**, not assumption.

## Actors & Roles

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- **Receptionist** – Fielding the incoming call and verifying ticket status
- **Install Crew** – Responsible for physical work and close-out
- **Install Manager** – Monitoring job completion and responding to alerts
- **Account Rep** – Liaison with customer; confirms expectations and status



## Preconditions

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- Order is created and tagged: Completion Photos Required
- Geo-fence is set (e.g., 10411 N 35th Ave )
- Crew is equipped with the **Skyesoft Mobile App**



## Main Flow

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### 1. Crew Arrival & Geo-Check

Skyesoft detects arrival inside designated geo-fence.

### 2. Perform Work

Job steps completed per scope.

### 3. Request to Leave Protocol

Technician presses “Ready to Leave” — triggers validation workflow.

### 4. Photo Verification Required

Skyesoft blocks exit until completion photos are submitted.

### 5. Automated Alerts

System notifies Install Manager and Account Rep of close-out request.

### 6. Manager & Rep Review

Photos and time log are verified inside Skyesoft.

### 7. Close-Out & Customer Notification

System generates automated close-out email with images attached.



## Problem-Solving Framework

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**What is the problem?**

Crews leave jobs incomplete, assuming no one will check.

### Why does it happen?

No real-time tracking, lack of structured workflow, dependence on memory or paper.

### What are the solutions?






- Manual follow-ups
- Third-party tracking apps
-  Skyesoft's native geo-exit protocol with alerts and media

### Best Solution?

Skyesoft's built-in close-out flow—location-verified, photo-validated, and escalation-backed.






## Features Highlighted

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-  Real-Time Location Tracking
-  Controlled Exit Protocol
-  Photo-Verified Close-Out
-  In-App Chat & Alerting
-  Automated Customer Notifications

## Key Benefits






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-  Reduces rework by 30%
-  Builds trust through documentation
-  Enforces complete close-out
-  Empowers mobile field teams
-  Logs all interactions & status changes for compliance

## Habit 2: Begin With the End in Mind

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This use case showcases Covey's second habit — by enforcing **defined outcomes before crews leave**, we:

-  Streamline close-out workflows
-  Increase accountability
-  Reduce errors and assumptions
-  Instill proactive thinking
-  Build a repeatable, scalable system for job completion

Skyesoft ensures every service ticket **ends how it's supposed to** — **verified, complete, and communicated**.