

Geo-Tagged Service Completion Workflow

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The Call (Narrative Introduction)

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.

Purpose

Demonstrate how Skyesoft streamlines on-site service close-out using geo-tagging, photo verification, and alerting—delivering exceptional service while embodying Covey's Habit 7: Sharpen the Saw.

Actors & Roles

- Receptionist
- Install Crew
- Install Manager
- Account Rep

Preconditions

- Order created and tagged 'Completion Photos Required'

- Geo-fence set (e.g., 10411 N 35th Ave)
- Crew equipped with Skyesoft mobile app

Main Flow

1. Crew Arrival & Geo-Check
2. Perform Work
3. Request to Leave Protocol
4. Photo Verification
5. Automated Alerts
6. Manager & Rep Review
7. Close-Out & Customer Notification

Problem-Solving Framework

1. What is the Problem?
 - Crews leave jobs incomplete.
2. Cause?
 - No real-time tracking, paper-based workflows.
3. Solutions?
 - Manual follow-ups, third-party apps, or Skyesoft's native protocol.
4. Best Solution?
 - Skyesoft geo-exit workflow with alerts and media tracking.

Features Highlighted

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

- Automated Customer Notifications

Key Benefits

- Reduces rework 30%
- Builds trust
- Enforces complete close-out
- Empowers field teams
- Logs all interactions

Sharpening the Saw - Covey Habit 7

This use case shows continuous improvement via:

- Streamlining Processes
- Enhancing Accountability
- Empowering Teams
- Renewing Workflows