

# Zinc - Intelligent Remote Service

Smart, Fast, Intuitive

## Customer Impact

**37%** reduction in time to service

**13%** reduction in repeat visits

**20%** increase in employee engagement

## Benefits:

- Keep communications transparent
- Eliminate routine collaboration tasks
- Share knowledge across teams
- Maintain accountability and improve operations

## Product Highlights:

- Workspaces allow service teams to collaborate in context and are linked to relevant service records
- Hotlines direct team members to connect with an expert and get help when they need it
- Automation routes users to the right subject matter experts and loops in relevant team members
- Analytics give visibility into what's happening in the field and between service teams
- Integrations with Go, Engage, ServiceBoard, and SFDC lets service team members collaborate in the tools they already use for service work

We know efficient service resolution is a key success indicator for both you and your customers. To power efficient service resolution, your technicians need to be connected with the people and information that can help them solve issues quickly. This includes having a way to receive the right knowledge at the right time, right away.

Zinc connects the entire service team, enabling everyone to do their best work by adding structure, automation, and oversight to communication and collaboration. Integrated with the tools service teams already use, service teams can collaborate in context and get the information they need at the right time.

Analyze usage and collaboration trends to improve processes

Collaborate in context of related service records

Hotlines allow teams to connect with experts instantly

Leverage automation to track and route requests

Broadcasts alert teams to new processes and procedures

## FEATURES

- Hotlines allow technicians to quickly connect with service experts for live troubleshooting
- Workspaces enable collaboration in context and are linked to relevant service records
- Video annotations help technicians appropriately diagnose issues
- Chatbots intelligently route inbound Hotline requests to the right experts
- Analytics give insight into technician performance, staffing requirements, and support requests
- Broadcasts alert teams to new processes and procedures, ensuring safety and compliance
- Conversations are tied to Salesforce and ServiceMax objects, giving technicians insight into service history
- Integrations with key business applications including Box, Google Drive, Dropbox, SharePoint, and Salesforce ensure seamless knowledge sharing
- Integrations with ServiceMax Go, Engage, ServiceBoard, and SFDC allow teams to collaborate within the tools they already use for service
- Messaging, voice/video calling, content sharing, and location sharing allow technicians to easily convey information in the appropriate medium
- Accessible via Windows and Mac desktop apps, Android and iOS mobile apps, and on the Web
- Enterprise-grade data center security, customer data security, and data encryption in transit and at rest
- Administrative oversight into usage trends and collaboration analytics



### Zinc connects the entire service team to enable everyone's best work

**Stay Connected.** All-mode team collaboration and communication across platforms and devices.

**Collaborate in Context.** Designed for service teams in context of service records, workflows, and tools service teams already use.

**Get Help when You Need It.** Connect to experts instantly and route requests with automation.

**Administrative Oversight Into Collaboration.** Analyze usage trends and improve processes.

**Enterprise-Scale Security.** Satisfy compliance requirements with military-grade encryption and security fit for enterprise.

**Integrations with Go, Engage, ServiceBoard, and SFDC.** Designed for service teams, Zinc powers communications across ServiceMax applications so teams can collaborate in context.

## About ServiceMax

ServiceMax's mission is to help customers keep the world running with asset-centric field service management software. As the recognized leader in this space, ServiceMax's mobile apps and cloud-based software provides a complete view of assets to field service teams. By optimizing field service operations, industries with high value, complex, mission-critical equipment can support faster growth and run more profitable, outcome-centric businesses. For more information, visit [www.servicemax.com](http://www.servicemax.com).

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