



# ACCRUENT SERVICE ASSIST MOBILE APP

## Service Requests, Simplified

Introducing Accruent Service Assist, the fastest and easiest way for your entire user community to submit and track facilities requests directly in FAMIS 360 via web or mobile. Designed for students, staff, employees, and other non-facilities users, Service Assist removes barriers to self-service by delivering an intuitive, mobile experience that anyone can use – no training or account setup required. Now, reporting an issue or requesting service is as easy as sending a text or scanning a QR code, keeping your facilities running smoothly and your users satisfied.



### Frictionless Request Entry

Submit new work requests in seconds from any mobile device. No need for prior training, account setup, or complicated forms – just a few taps and you're ready to go.



### Seamless Communication

Add comments, attachments, and even additional watchers to requests to keep everyone informed and engaged throughout the process.



### Real-Time Status Updates

Instantly view the status of your requests and receive notifications as work progresses, so you're always in the loop.



### Boosted Adoption, Reduced Workload

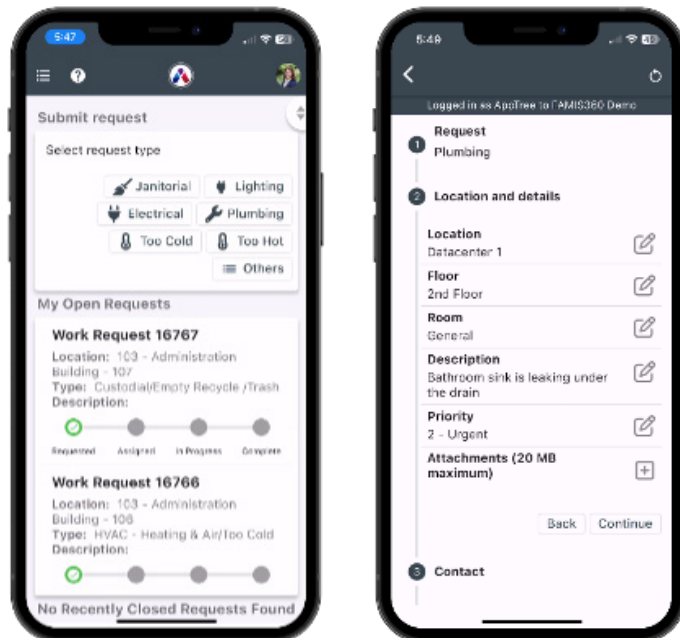
By making self-service simple and accessible, Service Assist increases direct request entry, reduces call center volume, and lowers operational costs.

# EFFORTLESS SELF-SERVICE FOR EVERY USER

The majority of service requests come from non-facilities users, including students, faculty, and staff who aren't familiar with complex maintenance systems. Service Assist is purpose-built for this audience, streamlining the process so anyone can report an issue the moment they notice it.

- **Visual cues:** Clear visual cues keep users informed about request status without requiring any extra effort.
- **Optimized for fast, minimal input:** The app is designed for speed. Users only need to provide the essentials, reducing the number of steps and clicks to submit a request.
- **Drives down call center volume:** By making it easy for users to submit and track their own requests, Service Assist reduces reliance on call centers and manual intake, freeing up staff for higher-value tasks

Service Assist is the mobile solution that meets your facility where it is, delivering the self-service experience today's users expect, while driving efficiency and control for your facilities team.



## SPEAK TO A SPECIALIST



**Accruent, LLC**

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