

Day in the Life of Your Customer

Customers expect a highly personalized, convenient, and satisfying experience at every step. This means quality communication to keep them informed, visibility to see the project status, and the ability to get answers whenever they want. Here's a preview of their experience when you're using Cilio's CiO app.



Bing!

They receive a text or email just after you request a Detail or Quote. Introduces your company and sets expectations.

You've got mail!

Customer receives an automated appointment confirmation with a photo of their scheduled technician for peace of mind.



What's the status?

Waiting for product after the purchase can be brutal. Your customer is sent a weblink, giving them 24/7 visibility of where their project stands and a record of all appointments. They can even ask questions thru your own app!

On the way!

Install day starts with a text message that your tech is en route, and ends with a job sign-off right from the tech's mobile device.



Bing!

A heartfelt thank-you text wraps up the project with a request to leave you a great online review.

Learn more about Cilio CiO for your team.