



RealGreen
by WORKWAVE

Service Assistant® 5

The original software created just for the green industry, RealGreen has been innovating for almost 40 years. We handle it all – from marketing to estimating to payments and everything in between. Our industry-leading solutions automate your day-to-day tasks and back-office processes so that you can save time, labor and money. RealGreen is the real deal in lawn software.

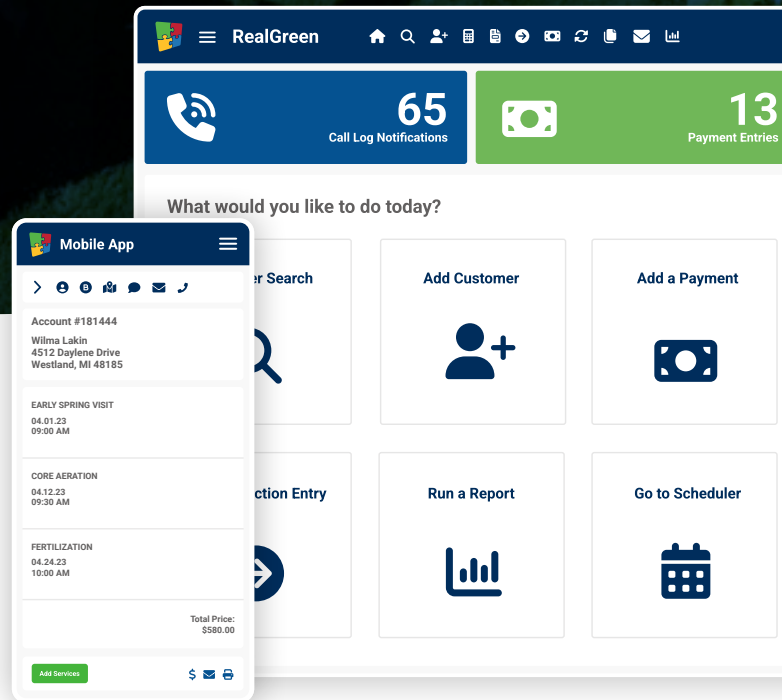
How It Works

As a customer relationship management (CRM) software, Service Assistant® not only maintains customer records but also automates daily operations and even assists with your marketing campaigns. Available on any device at any time.



Integrated Solutions

- Automated Email Marketing
- Dynamic Routing
- Customer Self-Service Portal
- Email/SMS Service Notifications
- Online Measuring & Estimating
- Mobile App
- Payment Processing
- Sales Chatbot
- Digital & Print Marketing



Key Features

- Remote access on any mobile device or desktop
- Detailed customer information
- Schedule unlimited programs and services
- Full permanent account histories
- Detailed contact log (tracks all communications)
- Customised note fields
- User-defined call aheads
- Detailed property inventory (grass type, common pests, etc.)
- Specific service hold and cancel reasons
- Customer flag codes
- Account balance information
- Enhanced search engine
- Easy customer entry using Google APIs
- Automatic software updates without service interruptions

Why Choose Service Assistant

Detailed Customer Information

Quickly view customer information anytime, anywhere. Whether you want to access something as granular as the weather during the last time of service, or something general like how long they have been your customer, Service Assistant has the answer. With the call log feature, reference notes from previous calls or set follow-up reminders for a future date.

Document Management

Link all communications with the appropriate customer. Archive documents giving you added security. Easily track and retrieve data. Simply scan documents and link to the right account.

Payment Processing

Payment processing makes it easy to manage one-time payments, auto-pay agreements and installment payments directly from Service Assistant. Safely, securely accept payments via credit card, bank transfer or check; take payments in-field or online; and virtually eliminate late payments with automatic payment reminders.

Customer Notifications

Save time – enter production data in the field. Can't get to the office? No worries...if you have our CRM software. Use Service Assistant to enter production while in the field. With our app, Mobile Live, technicians can access work orders and enter production directly from an Apple or Android device. You can adjust customer accounts or even enter payments right from your vehicle using a mobile device.

Easy Scheduling and Routing

Schedule same-day service. Service Assistant is the field service business software that allows technicians to provide customers with "same day" service plus the ability to add additional services – on the spot! Also add new customers to an existing route – instantly. With turn-by-turn voice navigation, technicians will stay on route and on time.

Customer Entry Wizard

Lightning-fast customer entry – Google automatically populates Service Assistant with the customer's standardized address information, greatly reducing the chance of manual input errors.

Partners and Additional Integrations

- American Profit Recovery
- Applause
- BioGreen
- Captivated
- Linxup
- TCN/Global Connect
- Voice for Pest & Voice for Turf
- Waypoint Soil Testing
- and more

