



Product Guide

Timing is Everything

Riyo is a scalable, cloud-based service management platform that helps you drive phenomenal customer experiences throughout the entire service delivery process. It allows you to seamlessly manage essential service business functions with a single unified system, giving you complete visibility and control over every interaction.

● ● ● Features



Booking

Booking is flexible and available 24/7, providing immediate confirmation to assure customers that the correct service agents have been allocated promptly for the job request. Get a real-time, birds-eye view of your entire operations, and assign the right people at the right time for the right job.



Allocation

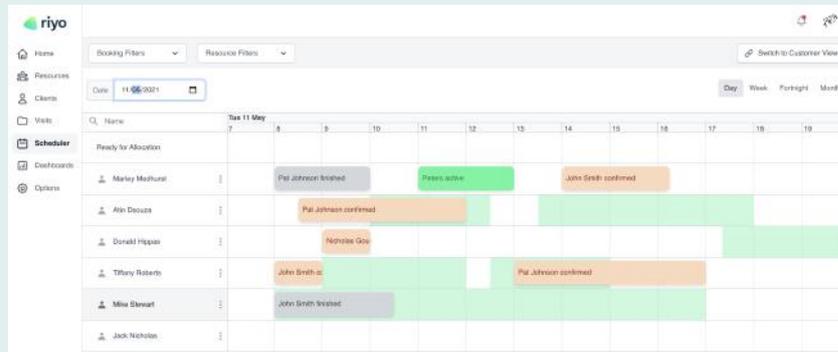
Both auto and manual allocation are available within Riyo, ensuring resources are maximised and job requests get the necessary attention. Staff can utilise the automated allocation feature of Riyo or use the platform to identify available resources based on location and skill.



Resource View

Knowing your available service resources gives you the ability to re-arrange bookings if necessary. Service agents have specialisations, and some jobs will demand a specific set of skills. Riyo's Resource View feature makes resource and booking management significantly easier for the scheduler.

Resource View



Customer View

Customers that need recurring services require more attention compared to one-time job requests. Riyo's Customer View feature provides quick and straightforward access to allocated resources enabling schedulers to re-arrange bookings when necessary and identify the right service resources for that job.



Route Optimisation

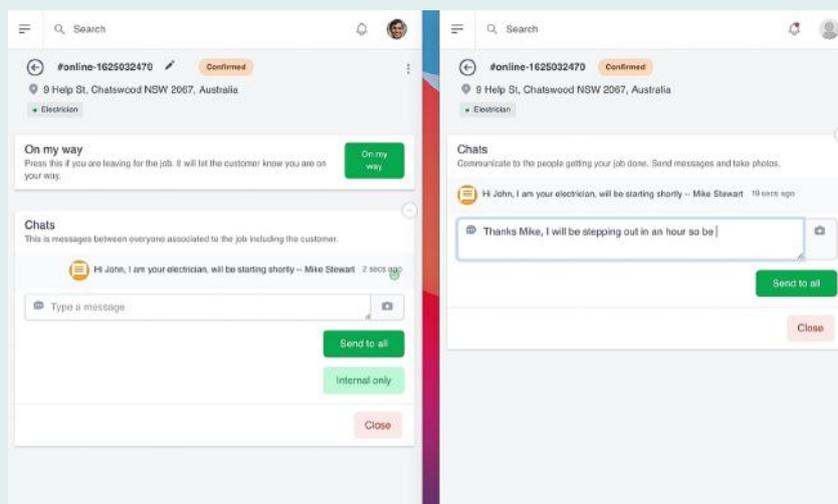
Inefficient routing adds to the service agent's travel period. Riyo's route optimisation feature arranges and re-arranges bookings based on the most optimal route enabling faster service delivery and greater customer satisfaction.



Chat & Notification

The scheduler, resource, and customer are all notified about job status and progress on the platform in real-time – from booking to completion. End-users can also chat within Riyo, ensuring clear communication across the service delivery process. Chat history and audit trails are also available.

Chat Feature





Multi-lingual Support

Riyo allows modification of text and content within the platform to suit a specific industry or language with multi-lingual support. Riyo can be utilised in many different countries across several industries.



Project Management

Manage multiple tasks more efficiently. The platform allows for creating relationships between tasks and sub-tasks, simplifying job and resource allocation for the scheduler.



Sales Items

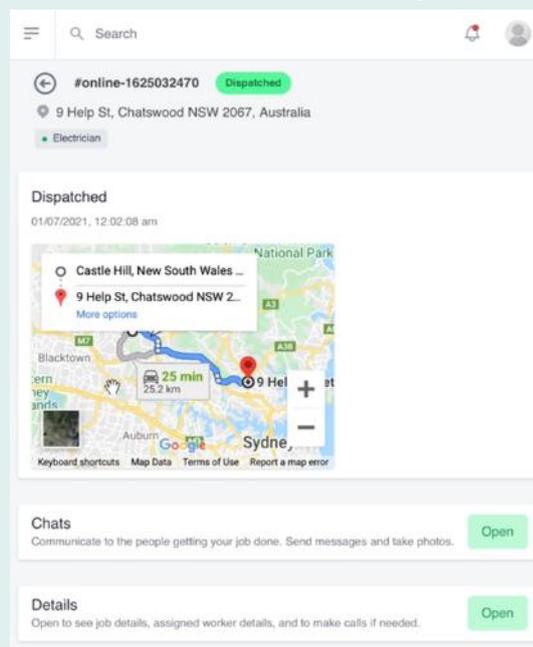
Riyo automatically calculates contractor fees. Percentages between the contractor and the business are defined and split while setting up sales items, eliminating manual calculations.



Live Location Tracking

Customers can get a real-time view of the service resource's location – they do not need to contact the service provider to know the resource's whereabouts. Riyo informs the customer when they can expect the resource to arrive, allowing them to prepare for the service.

Live Location Tracking





Forms & Documentation

Documentation is simplified through customisable, mandatory forms. Customised digital forms can be set up and filled out by resources at any stage of the service delivery, eliminating manual administrative work and ensuring compliance.

Forms

Search

#online-1625032101 Confirmed

9 Help St, Chatswood NSW 2067, Australia

Personal Care

On my way
Press this if you are leaving for the job. It will let the customer know you are on your way. On my way

Forms

01 Your Details

First Name:

Last Name:

Email:

Mobile:

Approved Provider:

I acknowledge that I have read and understood the Notice of Collection

save Signature



Quotes & Invoice

Quotes and invoices can be generated onsite, saving time and creating a phenomenal customer experience. You no longer need to put these together manually offsite.

Invoice and Quote

Search

#online-1625032101 Confirmed

9 Help St, Chatswood NSW 2067, Australia

Personal Care

On my way
Press this if you are leaving for the job. It will let the customer know you are on your way. On my way

Invoice And Quote Create New
Add line items, get approvals, add discounts, take payments and send pdf.

Options View saved invoices

Pay

Invoice

General enquiries

Website

Email

Address

Company Name	ABN
Riyo dev	
Bill to	Billing Address
Pat Johnson	9 Help St, Chatswood NSW 2067, Australia
Booking #	Invoice #
online-1625032101	1626234862
Date	Due
14/07/2021	see terms

Add Item

Line item	Sales Item 1
Unit price	\$ 200.00 Qty 1

Subtotal	\$ 200.00
GST	10%
Total with GST	\$ 220.00



Payment

Payments for completed job requests or services are collected immediately by Riyo. Onsite payments are now more secure, efficient, and convenient.



Service Rating

Get real-time customer feedback and ratings. Gain access to vital information on customers' preferences, service delivery feedback, and other crucial comments regarding the service.

Feedback and Rating

The screenshot displays the Riyo mobile app interface for a job titled "#1616734934-riyo" with a status of "Finished". The job location is "9 Help St, Chatswood NSW 2067, Australia" and it is categorized as "Personal Care". The "Leave a Review" section features a five-star rating system with all five stars selected and a text input field containing "Great service". A green "Send" button is positioned below the text field. Below the review section, there are three expandable menu items: "Forms", "Chats" (described as "This is messages between everyone associated to the job including the customer."), "Details" (described as "Open to see job details, customer details, and to make calls if needed."), and "Invoice And Quote" (described as "Add line items, get approvals, add discounts, take payments and send pdf."). Each of these menu items has a green "Open" button to its right.

Why Riyo?

This cloud-based, mobile-optimised, and scalable service management platform allows you to run your business from anywhere, anytime. Riyo simplifies the entire service delivery process by integrating your core business functions into a single platform.

Learn how you can modernise your service delivery and maximise your revenue.

[Schedule a discovery session](#) at [Riyo.io](#) today!

