



Understand exactly what happens at every stop with **VERIF-EYE CUSTOMER ASSOCIATION.**

Let drivers drive. We'll handle the rest.



The Solution

The Verif-Eye® module by 3rd Eye® digital uses automated service event detection to trigger and document positive service verification with time-stamped, geolocated video and photo. With optional manual and passive exception ID, Verif-Eye paints a more complete picture of your routes' performance. All this data is dramatically enhanced using 3rd Eye's integrated services package, which allows our system to accurately associate each service event and exception to a known customer.

Instead of viewing your service data as unassigned events, or "dots on a map", 3rd Eye's customer association organizes and presents your service history from a customer-by-customer perspective, allowing you to understand exactly what happened at each scheduled stop on your routes.

With reliable customer association, customer service reps can respond to calls and service inquiries quickly with confidence. Operations teams can identify trends in collection patterns, allowing them to adapt to unique customer needs. Sales and billing personnel can engage customers about service exceptions like overloaded containers and contaminated recycling without hesitation knowing that documented events are matched with the appropriate customer. Take the guess work and extra effort out of your service verification with advanced customer association by 3rd Eye.

3rd Eye complete fleet management solutions.
Let Your Drivers Drive, We'll Handle The Rest.

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Verif-Eye - Customer Association

Understand exactly what happens at each scheduled stop on your collection routes.

The Challenges

There are many ways to automatically identify service events and exceptions in refuse collection. The data achieved from these methods is useless without the ability to accurately and reliably associate specific events with corresponding customers on your route schedule. Each collection type presents unique challenges. Residential routes are high volume and often inconsistent as far as participation and curbside cart placement. Commercial service may include multiple customers on a single large property. Roll-Off service often takes place in new and undocumented locations. Taking each of these challenges and more into consideration, 3rd Eye translates your service verification data into actionable information for your billing, customer service, and operations teams.

Value Overview

- Improved Customer Service
- Capture Previously Unbilled Events
- Complete and Actionable Data
- Documented Customer Collection History
- Reduced Operational Overhead

Designed For



Learn More or Request a Demo
1-866-804-2984 | info@3rdeyecam.com
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