

What is ServiceDock?

ServiceDock helps multi-location businesses capture and respond to outlet specific feedback via the messaging apps consumers love using (e.g. Facebook Messenger) and our own web messenger. The objectives of using ServiceDock are to hear the voice of the customer, follow up with unhappy customers and learn how and where customer experience can be improved.

This document is intended to help you log in to the ServiceDock system for the first time.

ServiceDock Log In Procedure

Step 1.

One of the administrators of your account will create your “agent profile” within ServiceDock. This will result in an email being sent to your inbox. The email will be from noreply@servicedock.com and the subject line will be “Welcome to ServiceDock!”. If you do not receive this email, please check your spam folder before contacting us.

Step 2.

The “Welcome to ServiceDock” email will contain a link that will direct you to a password creation page. Passwords are required to be a minimum of 8 characters long and must include at least one upper case letter, one lower case letter and one number.

If you get a message that the “Token has expired” or if you cannot log in after previously being able to log in, please try the “forgot password” link on the log in page before contacting us: <https://app.servicedock.com/account/forgotpassword>

Step 3.

Once you’re logged in and depending on the permissions you have been granted, you will see different icons in the sidebar on the left hand side of the screen. These are the key ones.



Messages - Feedback answers show in the Feedback Q. When opened chats move to the Open Chats tab. Service related messages appear in the Service Q.



Dashboard - All data is analysed and compiled in charts here. Use the filters to view feedback from different locations or periods. Click on charts to filter messages.



Personal - Here you can change settings like passwords and your display name. You can also create email notifications that include feedback summaries for example.



Support - Here you will find contact details for support along with video tutorials. We recommend that everyones watch the main tutorial videos on their first log in.

Step 4.

If you need any assistance, please email us at support@servicedock.com.