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**Cross Country Home Services Launches First Alexa Skill in the Home Warranty Market**

*Part of the company’s commitment to invest in a digital transformation, the Skill will streamline the customer experience when managing their home service plans*

**FORT LAUDERDALE, FL (November 16, 2017)** – [Cross Country Home Services](https://www.cchs.com/) (CCHS), a leader in home repair, maintenance and warranty services, today announced it has launched the first Amazon Alexa Skill in the home warranty market: Home Service Manager. Now, CCHS customers can manage their accounts by simply using their voice with any Amazon Echo device. As part of the company’s digital evolution and the uptick in their customers’ desire for smart homes, CCHS recognized the opportunity to make using plans and services even easier.

With just a few simple voice commands, customers can place a warranty claim, schedule a service, find their service providers’ contact information, receive coverage information, and find out their premium payment amount. The Amazon Alexa Skill is now available for customers with the following plans: [TotalProtect,](https://www.totalprotect.com/) [HMS Home Warranty](https://www.hmsnational.com/), [Residential MD](https://www.cchs.com/residentialmd) and [Sears Home Warranty](https://searshomewarranty.com/).

According to CCHS Chief Executive Officer, Steve Upshaw, adding the Amazon Alexa Skill is just one of the ways the company is working to improve the customer experience through digital transformation.

“We understand that our customers want smart solutions to their home services problems, which is why we are offering this innovative technology through Amazon Alexa, accelerating our strategy to digitize,” said Upshaw. “Alexa has become a full blown smart home platform so it makes sense that we offer customers our Home Service Manger Amazon Alexa Skill to take the added stress out of the already stressful situation of home systems and appliances breaking.”

The [Home Service Manager](https://www.cchs.com/alexa) Skill can be found in the Amazon Alexa Skills store. Once the user acquires the Skill for their device, it is as easy as saying “Alexa, open Home Service Manager” and then asking simple questions or giving commands, like “Is my washing machine covered?” or “Submit a claim for my broken air conditioner.”

For nearly 40 years, CCHS has been making home repairs easier and more affordable for homeowners with its well-known warranty products and maintenance plans. The company has grown considerably within the last three years, experiencing double-digit growth annually since 2014. Earlier this year, CCHS unveiled another key technological advancement as part of their long-term growth plan: [ServiceBench](https://www.cchs.com/press-article/-/press-release/CCHS-DIGITAL-TRANSFORMATION-WITH-LAUNCH-OF-SERVICEBENCH), a field service management platform designed to support a seamless end-to-end customer experience.

To learn more about CCHS, please visit [www.cchs.com](http://www.cchs.com), and you can find more information on the Home Service Manager Alexa Skill at [www.cchs.com/alexa](http://www.cchs.com/alexa).

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**About Cross Country Home Services**

Cross Country Home Services, Inc. (CCHS) is dedicated to making home repairs easier and more affordable with its warranty products and maintenance plans. Since 1978, the company has built a reputation for excellence, and today, is one of the nation’s leading providers of these products and services. Consumers can buy home warranties and home maintenance plans directly from CCHS or through select affinity groups, financial institutions, insurance, real estate and utility partners. The products include some of the industry’s best-known brands, including [TotalProtect Home Warranty](https://www.totalprotect.com/) and [HMS Home Warranty](https://www.hmsnational.com/). Headquartered in Fort Lauderdale, Fla., CCHS is a member of the Cross Country Group, one of the largest privately-held providers of customer service programs in the United States. To learn more about CCHS, please visit [www.cchs.com](https://www.cchs.com/).

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