Oracle Mobile Workforce Analytics offers pre-built dashboards that help you boost efficiency and improve customer satisfaction across your entire field service operation.

Analyzing workforce data improves decision-making and performance of all mobile resources. Using analytics:

- Mobile resource executives set the goals for the organization and then track performance against those goals.
- Operational staff closely monitors the performance metrics and look for areas to improve. Once they make operational changes, they use Oracle Mobile Workforce Analytics to observe the impact of the changes.
- Dispatchers examine how their decisions might affect performance and track the actual results.

Oracle Mobile Workforce Analytics

This first release of Oracle Mobile Workforce Analytics enhances mobile resource operations. Its out-of-the-box dashboards focus on three operational areas:

- Workforce productivity – how many jobs field and mobile workers perform every day in the field.
- Workforce efficiency – how the work is being done.
- Customer appointment management.

Oracle Mobile Workforce Analytics delivers six pre-built dashboards that provide users with more than 100 specific charts, graphs, maps, and tables.

### MOBILE WORKFORCE ANALYTICS: SAMPLE PRE-BUILT DASHBOARDS

<table>
<thead>
<tr>
<th>Key Performance Indicators</th>
<th>Travel</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilization Rate</td>
<td>Average Distance Driven per Vehicle</td>
<td>Activities Map</td>
</tr>
<tr>
<td>First Pass Completion Rate</td>
<td>Travel Duration Deviation</td>
<td>Scheduled vs. Completed</td>
</tr>
<tr>
<td>Task Completion Rate</td>
<td>Travel Deviation</td>
<td>Multi-Attempt Activities</td>
</tr>
<tr>
<td>Rate at Meeting</td>
<td>Distance Traveled Deviation Comparison (Mobile workers)</td>
<td>Duration Deviation Distribution</td>
</tr>
<tr>
<td>Appointments</td>
<td>Travel Time Estimate vs. Actual</td>
<td>Activities Distribution</td>
</tr>
<tr>
<td></td>
<td>Travel Details</td>
<td>Incomplete Activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Activities Details</td>
</tr>
</tbody>
</table>
KEY BENEFITS
Improves mobile resource efficiency by helping managers:

- Identify and correct deviations from key performance indicators and goals
- Identify and minimize the causes of overtime
- Improves customer satisfaction by helping managers:
  - Hone business processes to maximize the number of appointments kept, kept on time, and closed
  - Improve emergency or exception response times
  - Provides deployment options to reduce IT complexity, cost, and risk
- Embedded industry proven best practices enhance operational efficiency and reduce costs

MOBILE WORKFORCE ANALYTICS: SAMPLE PRE-BUILT DASHBOARD (Cont.)

<table>
<thead>
<tr>
<th>Workforce</th>
<th>Emergencies</th>
<th>Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity vs.</td>
<td>Emergencies Map</td>
<td>Appointments Scheduled</td>
</tr>
<tr>
<td>Non-Productive Time</td>
<td>Emergencies Trend</td>
<td>and Closed</td>
</tr>
<tr>
<td>Productivity Analysis</td>
<td>Emergency Response Time</td>
<td>Appointments by Day of Week</td>
</tr>
<tr>
<td>Late Shift Start</td>
<td>Analysis</td>
<td>Missed Appointments</td>
</tr>
<tr>
<td>Early Shift Finish</td>
<td>Emergency Details</td>
<td>- Mobile workers and postal</td>
</tr>
<tr>
<td>Idle Time</td>
<td></td>
<td>codes with most missed</td>
</tr>
<tr>
<td>Overtime</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift Details</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Staff can build additional scorecards, standard reports, and ad hoc analyses onto Oracle Mobile Workforce Analytics by using the robust business intelligence toolset provided with Oracle Business Intelligence. This toolset also enables delivery of analytics on mobile devices.

Business Processes

Used together, Oracle Mobile Workforce Analytics’ six dashboards and 100+ graphic displays enable organizations to analyze and improve an almost limitless array of mobile resources business processes and metrics. Below are a few examples:

Workforce Productivity Analysis

What percentage of the day do mobile workers spend performing actual tasks? And how can we increase that percentage? Oracle Mobile Workforce Analytics helps you answer that question by:

- Comparing scheduled versus completed activities.
- Identifying differences between actual and estimated activity duration, including differences in on-site time, travel routes, drive time, etc.
- Identifying the geographic areas, types of activities, and workers involved in deviations.

Armed with these analyses, organizations adjust estimates of time needed to perform specific tasks and make other corrections that reduce deviations.

In this example, Oracle Mobile Workforce Analytics shows that the organization is regularly scheduling more time for specific tasks than mobile personnel actually need. By shortening the time allotted, managers increase the number of daily tasks scheduled for each worker, thus increasing productivity.

Workforce Efficiency Analysis

Are workers generally completing tasks in one trip? How many tasks require multiple trips? Why?

To answer these questions, Oracle Mobile Workforce Analytics clearly identifies incomplete activities and lets managers drill down into the reasons behind multiple trips to the same task. Once those reasons are identified and changed, managers examine the effectiveness of their changes by checking to make sure that the number of multiple trips to the same task actually decreases.

In this example, Oracle Mobile Workforce Analytics identifies customer-related reasons as a primary cause of incomplete activities.
Missed Appointment Analysis

Are workers missing multiple appointments? Are problems linked to specific areas or workers? Does poor training or poor scheduling lie at the root of the issue?

To reduce the number of missed appointments, staff views the missed appointments dashboard page, which includes the trends and the activity types of missed appointments. They then identify the mobile workers and postal codes with the most missed appointments. Patterns begin to emerge, permitting the application of remedies, an increase in efficiency, and improved customer satisfaction.

In this example, Oracle Mobile Workforce Analytics tracks the source of missed appointments to specific geographic areas. This permits the organization to lengthen the time allotted for travel in and to those.

Results

Oracle Mobile Workforce Analytics is the fast, cost-effective way to:

- Track organizational performance against targets.
- Reduce mobile resource costs.
- Monitor deviations from plan and adjust rules and processes to minimize those deviations.
- Optimize processes to meet operational and customer-satisfaction goals

CONTACT US

For more information about Oracle Mobile Workforce Analytics, visit oracle.com or call +1.800.275.4775 to speak to an Oracle representative.

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