

# Oracle Mobile Workforce Analytics



## KEY FEATURES

- Tracks actual performance against key performance indicators, identifying gaps, and assessing the effectiveness of solutions
- Drills down into current and past performance
- Drills back into data details in Oracle Utilities Mobile Workforce Management or Oracle Real-Time Scheduler
- Displays operational measures as charts, maps, trend lines, and other graphics, right out of the box
- Builds on Oracle Business Intelligence (OBI), the industry-leading, comprehensive, enterprise platform that offers guided and ad hoc analytics, and advanced reporting and publishing
- Provides decision support for managers and executives dealing with multiple field operational issues
- Features easy configuration, extension, and upgrade
- Choice of cloud, on premise, or hybrid model

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

Key Performance Indicators	Travel	Activities
<ul style="list-style-type: none"> <li>• Utilization Rate</li> <li>• First Pass Completion Rate</li> <li>• Task Completion Rate</li> <li>• Rate at Meeting Appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Average Distance Driven per Vehicle</li> <li>• Travel Duration Deviation</li> <li>• Travel Deviation</li> <li>• Distance Traveled Deviation Comparison (Mobile workers)</li> <li>• Travel Time Estimate vs. Actual</li> <li>• Travel Details</li> </ul>	<ul style="list-style-type: none"> <li>• Activities Map</li> <li>• Scheduled vs. Completed</li> <li>• Multi-Attempt Activities</li> <li>• Duration Deviation Distribution</li> <li>• Activities Distribution</li> <li>• Incomplete Activities</li> <li>• Activities Details</li> </ul>

**KEY BENEFITS**

Improves mobile resource efficiency by helping managers:

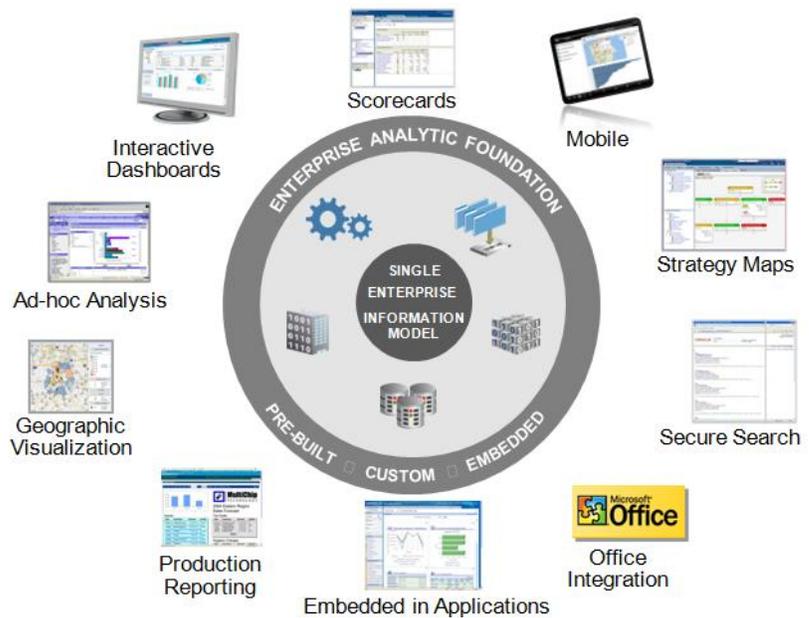
- Identify and correct deviations from key performance indicators and goals
- Identify and minimize the causes of overtime
- Improves customer satisfaction by helping managers:
- Hone business processes to maximize the number of appointments kept, kept on time, and closed
- Improve emergency or exception 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 DASHBOARDS (Cont.)**

Workforce	Emergencies	Appointments
<ul style="list-style-type: none"> <li>• <i>Productivity vs. Non-Productive Time</i></li> <li>• <i>Productivity Analysis</i></li> <li>• <i>Late Shift Start</i></li> <li>• <i>Early Shift Finish</i></li> <li>• <i>Idle Time</i></li> <li>• <i>Overtime</i></li> <li>• <i>Shift Details</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Emergencies Map</i></li> <li>• <i>Emergencies Trend</i></li> <li>• <i>Emergency Response Time Analysis</i></li> <li>• <i>Emergency Details</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Appointments Scheduled and Closed</i></li> <li>• <i>Appointments by Day of Week</i></li> <li>• <i>Missed Appointments - Mobile workers and postal codes with most missed</i></li> </ul>

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.



Oracle Mobile Workforce Analytics--with Oracle Business Intelligence--provides a complete set of tools for driving business intelligence across all field service processes.

**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:

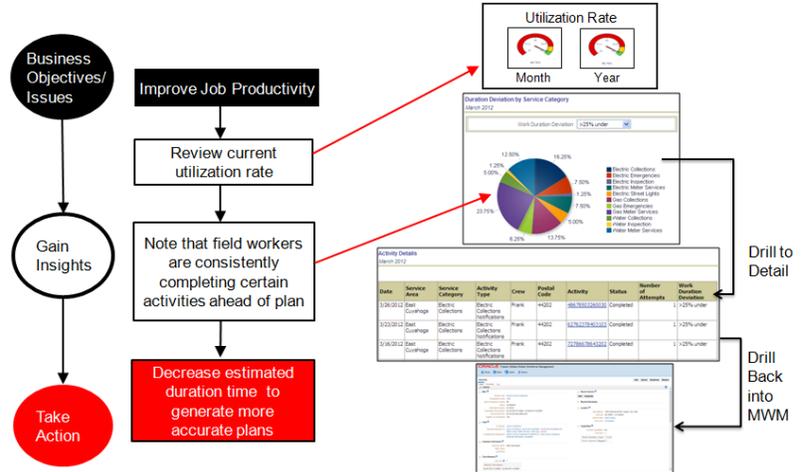
**Workforce Productivity Analysis**

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.



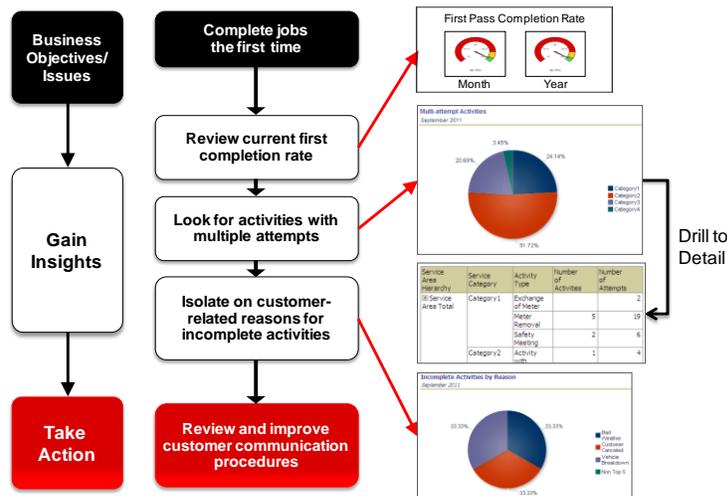
In this example, Oracle Mobile Workforce Analytics shows that the organization is regularly scheduling more time for specific tasks than mobile personnel actually need.

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.

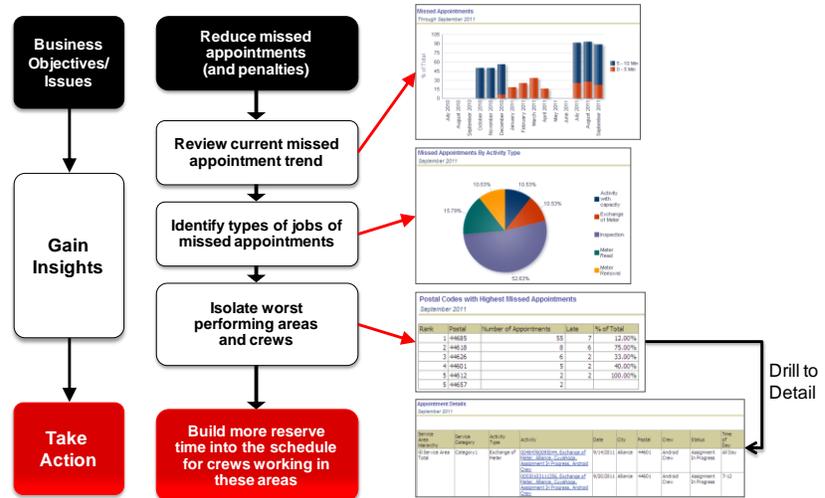


In this example, Oracle Mobile Workforce Analytics identifies customer-related reasons as a primary cause of incomplete activities.

### 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/industries/utilities](http://oracle.com/industries/utilities) or call +1.800.275.4775 to speak to an Oracle Utilities representative.



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