

# Oracle Field Service Cloud February 2016 Release: Capabilities & Benefits



With the February 2016 release of Oracle Field Service Cloud, you'll find an end-to-end upgrade of the entire product, featuring powerful enhancements for field technicians and supervisors, adjustments to routing and scheduling that support new use cases, features that improve the overall usability of the product, and integrations that enable Oracle Field Service Cloud to seamlessly align with business processes.

## KEY FEATURES

- Field Resource Manager allows managers to respond to changes instantly, from their mobile device
- Expanded mapping capabilities with Oracle Maps
- Ability to automatically schedule and dispatch a resource for immediate work
- Redesigned configuration screens and configuration log
- Offline plug-ins for custom code or applications
- Expanded system integration capabilities

## KEY BENEFITS

- Avoid missed appointments or compromised SLAs
- More precise geo-coding for accuracy even in rural locations and custom map layering
- Respond immediately to critical issues such as safety hazards with no human intervention
- More intuitive navigation for simple configuration with all changes tracked in the system
- Added functionality within the Mobility application, even while offline
- Simplified integrations for E-Business Suite customers or users requiring integration with other Oracle or non-Oracle products

## Field Resource Manager

Now, supervisors and resources can manage field teams right from their mobile devices. With the ability to track progress in the field throughout the day, managers can respond to issues before any appointments become jeopardized or risk missing a critical SLA. Managers are also empowered to act when field teams are already performing efficiently, and assign unscheduled work to resources with availability.

The February 2016 release adds a set of powerful tools to manage field resource schedules, including a consolidated view of an entire team's work week, the ability to adjust resource shifts or schedules, full access to team calendars, contact information, work skills and other critical information. These permissions-based features can be configured to suit any field service organization's requirements.

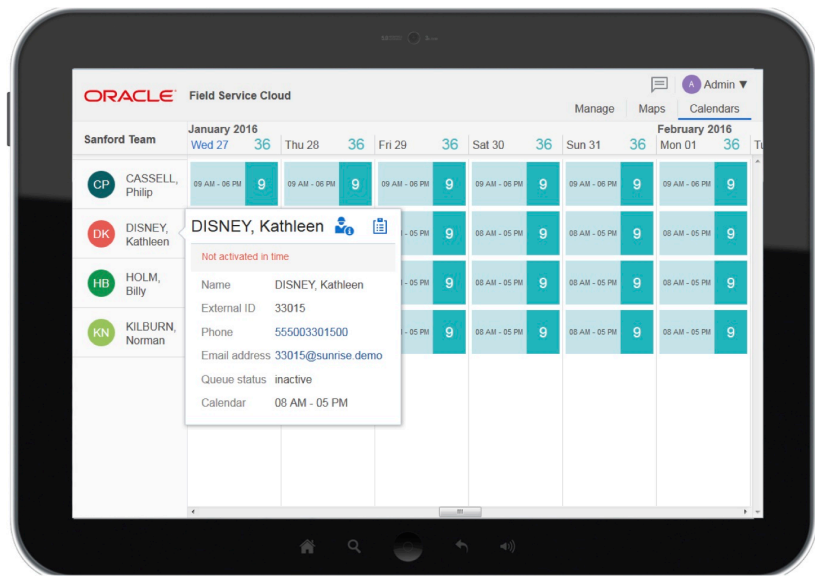


Figure 1. Supervisors can view schedules and access resource details with a single click.

## Enhanced Mapping Capabilities

This release introduces expanded mapping capabilities with the addition of Oracle Maps. Built on the Nokia/Navteq engine, Oracle Maps provides geo-coding services for more accuracy even in rural areas. Supervisors or managers can see exactly where field resources are, as well as the location of any potential work that is nearby. New custom map layers in Oracle Field Service Mobility allow users to upload custom map layers for display on Route and Activity Details maps. Custom layers can be turned off, and multiple layers can be displayed simultaneously. Map layering allows customers to display their assets and infrastructure, whether above- or below-ground, directly on Oracle Maps.

## Urgent Work Management

Oracle Field Service Cloud now offers the ability to immediately assign work in an urgent situation with no human intervention required, saving valuable response time. This feature allows users to determine what types of events warrant an urgent response. When such an event occurs, the system automatically locates the nearest field resource, suspends their current activity and immediately routes the resource to the event. This automated process guarantees the fastest possible response time.

## Redesigned Configuration Screens and Language Expansion

With the February 2016 release, users will experience completely redesigned configuration screens, allowing quick and intuitive navigation. The new exportable configuration log tracks any configuration changes to improve troubleshooting and giving users more control of the solution. In addition, Oracle Field Service Cloud is now available in 18 languages, improving the user experience for global customers with multi-national field workforces.

### ORACLE FIELD SERVICE CLOUD

Part of the Oracle Service Cloud family, Oracle Field Service Cloud transforms customer service operations, allowing you to achieve operational excellence and improve productivity while surpassing customer expectations. This extends the service experience beyond the four walls of the business to final service delivery and customer feedback.

### RELATED PRODUCTS

The Oracle Field Service Cloud product family includes the following modules:

- Oracle Field Service Capacity
- Oracle Field Service Collaboration
- Oracle Field Service Core Manage
- Oracle Field Service Customer Communication
- Oracle Field Service Forecasting
- Oracle Field Service Mobility
- Oracle Field Service Routing
- Oracle Field Service Smart Location

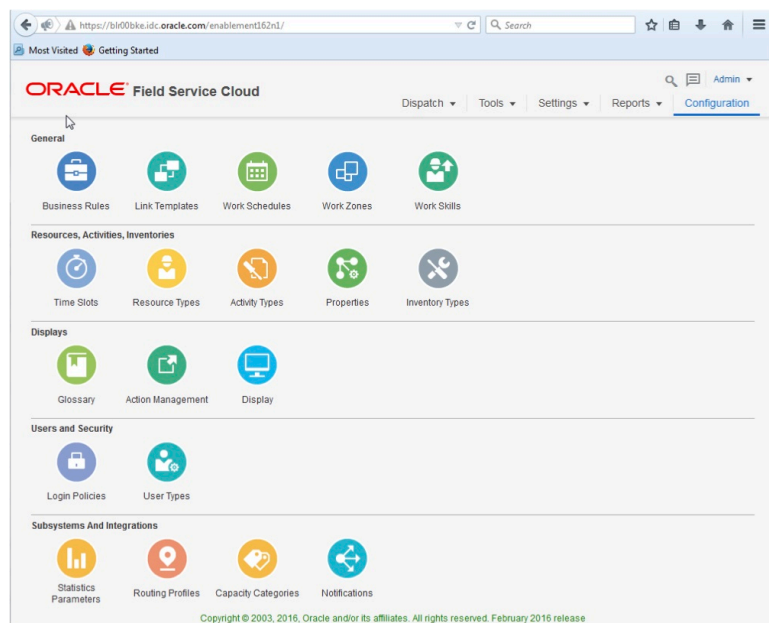


Figure 2. Redesigned configuration screens improve the user experience.

## Offline Plug-ins

Offline plug-ins now enable users to create their own code or HTML5 applications and run them within the Oracle Field Service Cloud mobile framework, enhancing functionality within the Oracle Field Service Cloud Mobility application. With this feature, users can develop additional functionality tailored to their own workflows and businesses processes, and access these capabilities offline.

## Oracle E-Business Suite (EBS) Accelerator

This release includes integration with Oracle E-Business Suite, providing EBS users with a simple way to add the advanced field service management capabilities of Oracle Field Service Cloud without a complex and lengthy integration. Based on best practices drawn from existing successful integrations, the accelerator offers complete sample code and documentation to quickly achieve point-to-point integrations leveraging Oracle Field Service Cloud's standard APIs. With this capability, EBS users can quickly connect to and leverage an end-to-end field service solution while maintaining EBS as the master system of record for all customer data, including information obtained in the field.

## Oracle Integrated Cloud Service (ICS) Integration

The ICS integration capability provides turnkey access to Oracle Integration Cloud Service for customers who want to integrate Oracle Field Service Cloud with other Oracle or non-Oracle products. Simple integrations and process adjustments are managed through an intuitive graphical display.



### CONTACT US

For more information about Oracle Field Service Cloud, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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### Hardware and Software, Engineered to Work Together

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