

Oracle Field Service Cloud



Is delivering efficient field service critical to your business? Are you constantly challenged to reduce costs while increasing efficiency? Do you need to meet service-level agreements (SLAs), service customers waiting at homes and businesses, or respond to machine-generated service alerts? Oracle Field Service Cloud is built on time-based, self-learning, and predictive technology, empowering you to solve business problems while evolving your field service organization. This foundational technology empowers users with accuracy, context, and intelligence through seven powerful modules.

KEY FEATURES

- Measures every activity for every field employee in real time—including the time it takes to complete jobs and travel between sites
- Learns the historical performance of every field employee, and creates a unique performance pattern profile, or work fingerprint, for each one
- Continues to learn as employee work patterns change over time
- Leverages performance pattern profiles to create optimal daily routes and schedules

KEY BENEFITS

- Predict when a job will start, and how long it will take, with 98 percent accuracy
- Leverage accurate predictions to keep customers informed and improve satisfaction
- Drive higher productivity, greater efficiency, and cost savings thanks to optimized job assignment and intelligent routing

Beyond Automation to Optimization

Traditional systems rely on averages to assign work, resulting in static schedules unable to respond to change. Oracle Field Service Cloud collects time-based measurements about everything that happens in the field, and then uses these measurements to learn—and keep learning—how each individual does work. The solution predicts when a field event will happen and how long it will take, with 98 percent accuracy. When unexpected events occur—bad weather, flat tire, job complications, employee absence—Oracle Field Service Cloud predicts the resulting chain reaction, allowing you to address exceptions and take action to ensure customer satisfaction.

The Right Solution for Any Field Service Organization

Each module in the Oracle Field Service Cloud solution uses the time-based, self-learning, and predictive engine to automate and optimize field service operations. You can choose the modules you need to help meet your business objectives.

- **Forecasting:** Plan with confidence using accurate predictive tools.
- **Capacity:** Ensure maximum utilization of available resources.
- **Routing:** Get the right person to the right place at the right time by leveraging the fastest, most efficient automation engine to tailor the day for each field employee.
- **Core Manage:** Manage field operations centrally with a real-time view of the field, improving visibility, on-time arrival and efficiency.
- **Mobility:** Enable field employees with everything they need to succeed, delivered via a best-in-class, browser-based mobile app to any HTML5-compatible mobile device.
- **Smart Location:** Monitor the real-time location of all field resources by viewing and comparing actual routes against predicted routes.
- **Collaboration:** Contextually connect field employees for instant peer-to-peer communication, work independence, and knowledge sharing.
- **Customer Communication:** Proactively inform customers, teams, and coworkers about the status of appointments with predictive job alerts across channels.

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

Transformative Field Service Software

Oracle Field Service Cloud transforms customer experiences as well as the effectiveness and productivity of your field service operation. Customers no longer wait without knowing when service will occur and how long a job will take, because Oracle Field Service Cloud's patented approach eliminates guesswork and uncertainty. Users can plan, optimize, and manage fieldwork, scheduling and coordinating jobs for mid-to-large workforces in minutes. Then, field teams can communicate—with customers and each other—to ensure jobs are completed in a timely manner. This holistic field service loop allows you to create efficient daily job schedules, work assignments, and routes while maintaining a real-time view of the field. If something changes, you can make adjustments on the fly and still keep customers informed.



Oracle Field Service Cloud Service helps you manage the entire field service process.

End-to-End Customer Service

As 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. Oracle Service Cloud connects every interaction between businesses and customers, providing end-to-end service management functionality in the cloud through web customer service, cross-channel contact center, knowledge management, policy automation, and field service.

CONTACT US

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Hardware and Software, Engineered to Work Together

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