

# SIEBEL FIELD SERVICE



## KEY FEATURES

- Closed-loop service delivery
- Task-Based User Interface
- Multi-channel customer service
- Appointment booking and scheduling
- Dynamic assignments
- Contract and agreement management
- Inventory Management
- Parts Availability
- RMA processing
- Mobile, PDA and wireless options
- Service analytics

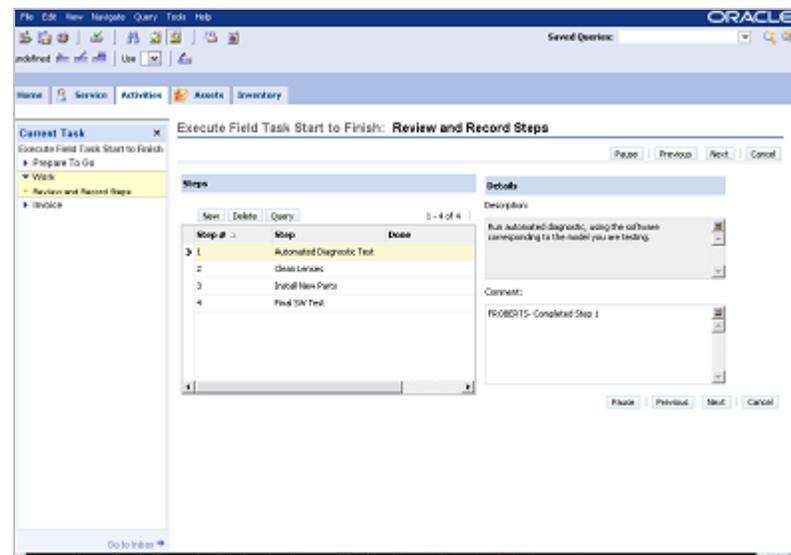
*The world's leading organizations have realized that operational efficiency combined with customer service can drive marketplace success. In light of this, the role of service delivery has changed dramatically. No longer simply cost centers, service organizations are today at the center of a company's success, profits, and customer loyalty.*

## Building Strategic Field Service Management

When customers have a problem, complaint, or question, they want answers quickly and they want their problem solved immediately. Oracle's Siebel Field Service solution supports closed-loop problem resolution with multi-channel customer service, mobile and wireless connectivity, schedule optimization for field resources, shipping, receiving, depot repair, parts logistics, inventory management, and invoicing functionality. Siebel Field Service is fully integrated with all Siebel applications and can be seamlessly integrated with existing Oracle, SAP, other third-party applications and legacy systems.

## Ensure Consistent Service with the Task Based User Interface

Adherence to rapidly changing processes is critically important to both business agility and compliance with an increasing number of regulations. The extensive business process automation capabilities of Siebel Workflow, the State Model, and iHelp are further improved with the use of a new task-based user interface.



The task-based user interface presents a view-by-view progression of common business processes.

Siebel's new task-based user interface extends business process automation to the level of user interaction. The task-based user interface provides tools for process re-engineering. It enables users to assemble work into tasks that reflect real-world challenges encountered in that user's environment. Tasks are managed on-site, by the customer, and are multi-step, interactive operations that can be created, configured or utilized out-of-the-box including branching and decision logic. A wizard-like user interface guides the end user through task execution, allows navigation both forward and backward within a task, and allows task execution to be paused and resumed as needed.

This combination of features helps to increase efficiency by guiding users through the execution of unfamiliar tasks. Assembling work into tasks can also increase the efficiency of busy veteran users, especially those working in environments that are prone to interruption, because it allows for easy switching between tasks throughout the day.

Offers time windows rather than discrete start times so customers do not need to wait at home all day for service

### **Enhance Productivity with Appointment Booking and Scheduling**

Most service businesses schedule some of their activities at a future date or time. In doing so, these businesses must balance the volume of work scheduled with anticipated available resources to ensure that commitments to customers are met.

Siebel Scheduler addresses the challenges associated with scheduling future activities by automating the appointment booking process. It includes an appointment booking system that determines resource availability based on skills, schedules, and user-defined business constraints and then returns valid appointment time windows based on these factors. Once selected, booked appointment times are removed from consideration when calculating future appointment availability.

Siebel Scheduler offers customers time windows rather than discrete start times so that customers do not need to wait at home all day for service and routes can be optimized for maximize efficiency and flexibility.

### **Increase Customer Loyalty While Reducing Costs with Self-Service**

With Siebel Self-Service and eBilling solutions, organizations can empower their customers to manage all billing and account-related activities online. As a result, organizations can improve the quality of customer care, reduce support costs, and deepen customer relationships. These solutions are highly scalable/available and consistently gain three to five times higher adoption and return on investment than competing custom-built and packaged solutions. Siebel Self-Service is used by some of the world's leading companies in financial services, energy, health care, manufacturing, and telecommunications.

### **Drive Profitability with Entitlement and Contract Management**

Siebel Contracts supports the creation and profitable management of complex service agreements from quote to contract. With Siebel Contracts, service organizations can define the terms of a contract using measures such as performance metrics, response time, equipment maintenance responsibilities, service pricing, discounts, and service entitlements. Additionally, Siebel Contracts allows

organizations to manage complex pricing terms, including installment payments, renting, leasing, financing, and use-based pricing. Recurring, nonrecurring, and usage-based charges can be automatically invoiced to improve the contract-to-cash process and deliver timely, convenient billing to customers. Service organizations can track and forecast revenue information for service offerings and individual service contracts.

Supports laptop, tablet/slate, ultra-mobile, handhelds, smart phones and numerous other wireless devices

### **Equip Your Workforce with Mobile and Wireless Field Service**

Siebel Mobile Solutions support a wide variety of mobile devices in both connected and disconnected modes in order to get the right information to the right place at the right time. Using Siebel Store-and-Forward Messaging, Siebel Field Service can dispatch information such as an activity and its associated data to a mobile user with Oracle's Siebel Service for Handheld or Siebel Mobile Web Client application. The changes made by the mobile user in the application are delivered to the Siebel Server through Store-and-Forward Messaging.

### **Optimize Logistics Management**

Siebel Field Service enables logistics and materials managers to track service inventory and optimize stocking of spare parts. It also allows field engineers to fully manage their trunk inventory while on the road, quickly performing parts lookups and allocating stock when necessary.

Siebel Field Service provides powerful and configurable engines that leverage inventory information to automate field service operations. The fulfillment engine analyzes orders and allocates parts for each line item. It then automatically generates pick tickets and processes them, optimizing the movement of parts from supply depots to the customer site. The replenishment engine generates orders based on stock levels at each location. Overall, effective logistics management can reduce overstocking and parts-delayed service corrections.

Siebel Field Service optimizes pick, pack, ship, and receiving processes. It tracks and manages customer orders and internal stock transfer orders throughout the entire shipping process. Return material authorizations and orders are received within Siebel, closing the loop with each customer.

Ensure that parts are available for customers onsite while also reducing overstocking

### **Streamline Service Parts and Mobile Inventory Management**

With Siebel Field Service, organizations can manage the entire service parts process. Inventory is tracked in real time at any level of granularity—including trunk inventories; field offices; service warehouses; repair centers; third-party logistics providers; repair providers; or in any location such as aisle, shelf, or bin.

Real-time part information is accessible to the customer service representative, field service engineer, or logistics manager using the part locator. Return material authorizations and service orders are processed within Siebel Field Service, enabling a service organization to react quickly to a customer's requirements.

### **Automate Repair Management**

Siebel Field Service also offers comprehensive repair management functionality.

Users can associate a defective material number with a defective part and track activities associated with its repair, whether the repair is performed in-house or outsourced to a third party, using repair orders and repair pick tickets. It allows users to associate a repair with a service request or return material authorization. It automates the generation of repair plans and the assignment of commonly performed activities. In addition, with Siebel Field Service, users can view the repair history of any asset.

### **Gain Insight with Service Analytics**

Siebel Field Service and Service Analytics is an end-to-end, next-generation analytics solution that provides prebuilt and ad hoc analytic reports that are personalized, relevant, and easy to use, and that deliver best-practice metrics. Reports are tailored to each user's role and deliver complete customer and business insight by spanning multiple real-time and historical data sources across the enterprise.

From a single, consolidated dashboard, managers can analyze critical field service metrics such as activity resolution times, reliability analyses by product lines, product failure rate and warranty expiration trends.

Key features include prebuilt interactive dashboards and reports, self-service access, out-of-the-box data warehousing, and a scalable intelligence and analytics platform.

### **Summary**

To remain competitive, a company's service organization must work flawlessly amid increasingly complex service contract offerings and entitlements to deliver a consistent and expected level of service performance. Furthermore, to maximize profitability, service providers must minimize customers' down time, field engineers' actual time on-site, and the number of actual on-site visits required to resolve a service issue. Siebel Field Service provides a holistic view of all customer interactions across all channels and is the most comprehensive service management solution available. Siebel Field Service covers all aspects of a service business. Using Siebel business applications, service organizations can significantly improve customer satisfaction, increase profitability, maximize productivity, and gain a sustainable competitive advantage.

Copyright 2007, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.