

# Oracle Field Service Cloud Routing



Does your field service operation need precise routing to provide outstanding customer satisfaction while reducing costs? Leverage Oracle Field Service Cloud Routing—the industry’s only time-based, predictive routing engine—to get the right mobile employee to the right job at the right time, every time.

## KEY FEATURES

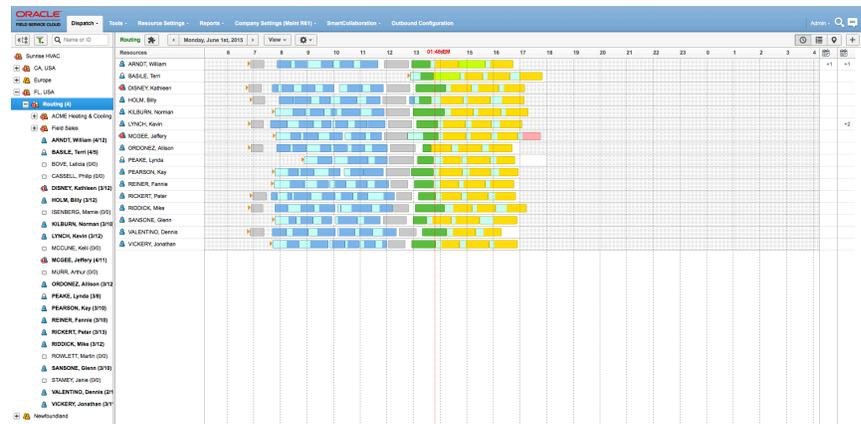
- Time-based, predictive, self-learning routing engine powered by a genetic algorithm
- Job assignment based on service-level agreements (SLAs), skills, location, availability, and individual performance patterns
- Automatically route resources to an urgent work assignment, without human intervention
- On-demand filters for job reassignment
- Schedule re-optimization throughout the workday
- Simultaneous routing plans for different parts of the organization supported
- Routing visualizations for displaying and comparing multiple plans

## KEY BENEFITS

- Accelerate business with the fastest routing engine (10,000 appointments to 1,000 technicians in 4 minutes)
- Meet SLAs and improve customer satisfaction by sending the right employee to the right job at the right time
- Optimize allocation of jobs to employees based on individual performance
- Reduce costs by reducing drive time, overtime, and missed appointments
- Easily adjust route configuration, producing routes that meet specific

## Unique Time-Based Routing Technology

Increase on-time arrivals while reducing distance driven, unnecessary truck rolls, and vehicle wear and tear. Create a single routing plan for your whole field service operation, or run many customized plans with different business rules for each division of your company. In short, Oracle Field Service Cloud Routing provides the speed, flexibility, and accuracy you need to increase job completion rates, reduce return trips and cancellations, and achieve remarkable customer satisfaction.



**Figure 1.** Automatically assign the right job to the right person, creating optimized schedules and highly efficient routes that satisfy customer requirements and reduce costs.

While traditional systems use information that is often outdated and can’t respond to change, Oracle Field Service Cloud Routing is supported by foundational technology that collects time-based measurements about everything happening in the field. The technology learns—and keeps learning over time—how each employee does work. These measurements are used to create a “work fingerprint” that recognizes each person’s unique skill set and availability and determines the best employee or team for every job. The solution can then predict with 98 percent accuracy when a field event will occur, and how long it will take—including the time it takes an employee to park, walk to the job site, clear security, and complete other day-to-day activities that affect scheduling.

Oracle Field Service Cloud Routing can also accommodate urgent work. In the event of a safety hazard or other event that you designate as requiring immediate action, the system locates the nearest field resource, suspends that resource's current activity and routes the worker to the location of the urgent work. This all takes place automatically, without human intervention – saving valuable time.

Because Oracle Field Service Cloud Routing technology is self-learning, it considers every job in terms of the historical time people actually take to complete a task, including important variables such as drive time, work time, and breaks. This presents the most complete picture of operational reality and then personalizes the workday for each field service employee. It is this foundational time-based and self-learning technology that provides the accurate data the engine needs to optimize routes and schedules to deliver greater workforce efficiency.

## The Right Solution for Any Field Service Organization

Each module in the Oracle Field Service Cloud solution leverages a foundational 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 precise, and most efficient automation engine to tailor the work 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.

## 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.

## RELATED PRODUCTS

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

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

## 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

For more information about Oracle Field Service Cloud Routing, 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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