

ORACLE REAL-TIME SCHEDULER FOR SIEBEL SERVICE ORGANIZATIONS

ORACLE®**SIEBEL**
CUSTOMER RELATIONSHIP
MANAGEMENT

KEY FEATURES

BRINGING WORLD-CLASS SERVICE DELIVERY TO SIEBEL CRM.

- Real-time memory-resident application
- Advanced cost-based optimization approach
- Schedule in real-time
- User-configurable Graphical User Interface (GUI)
- Two-way field data communications via Siebel Mobile solutions
- Automatic technician tracking via Global Positioning System (GPS) technology
- Combine break-fix with planned activities
- Cost-optimized appointment booking
- Street-Level Routing

Oracle Real-Time Scheduler – an advanced service optimization option for Siebel Field Service - creates cost-optimized plans and schedules for service technicians and other service delivery resources; helping service organizations to dramatically improve their operating efficiencies, service delivery capabilities and profits.

Control Service Technicians and Operational Costs in Real-Time

One of the most complex challenges service organizations face is planning and scheduling daily operations, a task made even more difficult by increasingly demanding Service Level Agreements (SLA) and constantly changing customer requirements. Because field service technicians are an expensive element of the service equation, using them efficiently is critical to reducing overall costs and improving profitability.

Oracle Real-Time Scheduler uses a standard connector to integrate closely with Siebel CRM, complementing and enhancing the contract management, call center and service request functionality. Oracle Real-Time Scheduler delivers leading real-time scheduling and dispatch capabilities ensuring service requests are allocated in an optimal manner and contracted service levels honored.

Supporting the Full Mix of Service Work

Service organizations execute a wide range of different work. Planned maintenance work is typically visible over a long horizon but is of a less urgent nature. It may be able to be carried out at any time over a period of weeks or fixed to an agreed time and date to facilitate equipment access. Installation work is often booked weeks in advance whilst break-fix activities may not be known until the day they need to be serviced. Furthermore, many field service operations operate to short SLAs with the result that they need to take and service calls in the same day; whilst a few are still able to give technicians a firm list of calls for the next day.

Oracle Real-Time Scheduler has the flexibility to support all of these different types of operations either independently or in any combination.

Planned maintenance work will initially be a low priority and be carried out only if no more urgent calls are demanding attention and it is cost-effective to do so. However, planned calls will automatically have job priorities raised over a period of time to ensure latest attend dates are met. Co-location is automatically recognized such that if an emergency call is made to a site, it is highly likely that the technician will be asked to undertake any planned maintenance work during the same visit.

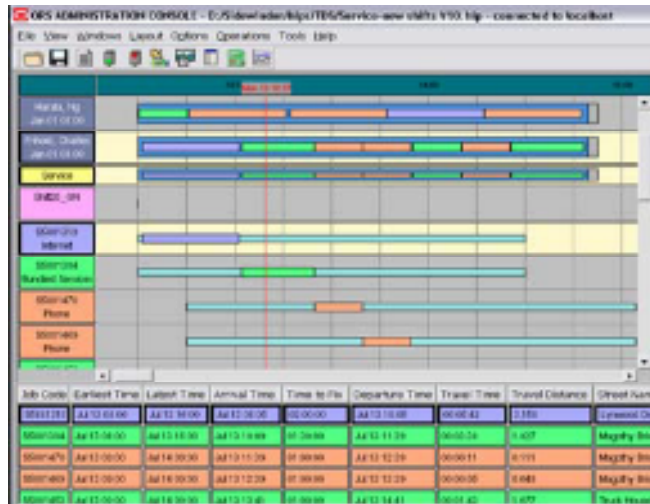
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KEY BENEFITS

- Significantly increase operational efficiencies
- Reduce travel time and distance
- Lower carbon footprint
- Improve call center efficiencies
- Improved customer service and retention resulting from fewer missed SLAs and tailored offerings
- Improve customer service levels
- Improved operating margins
- Lower penalty payments resulting from missed SLAs
- Improved in-day visibility with option to provide call ETA information to customers.

KEY FEATURES

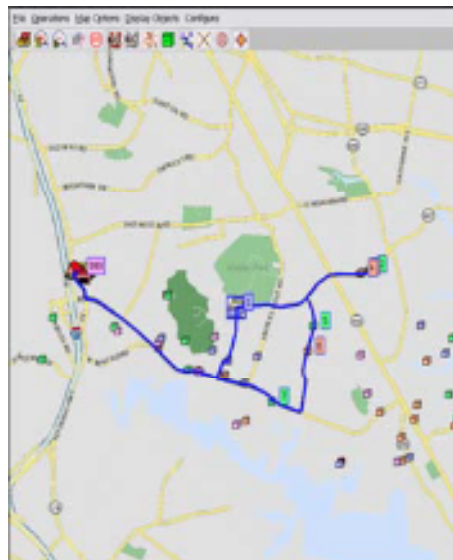
- A focus on meeting customer needs - not creating a fixed number of appointment windows
- “One-touch” customer appointment scheduling on initial call
- Ability to base appointments on actual costs, according to real-time conditions
- Improved choice of customer appointment windows
- Improved ability to attract and retain customers
- Greater control over service costs.



For organizations that book activities such as installations many weeks in advance, it is possible to reserve a defined proportion of capacity to allow for emergency calls that will only be taken either in that day or the day before. Any unused reserved capacity is automatically released at a pre-defined point.

Integral Street-Level Routing

Many scheduling technologies generate routes as a secondary process to call allocation. Oracle Real-Time Scheduler integrates industry-standard mapping data into the scheduling process so that drive time and distance are considered equally alongside skills, SLAs and other scheduling parameters.

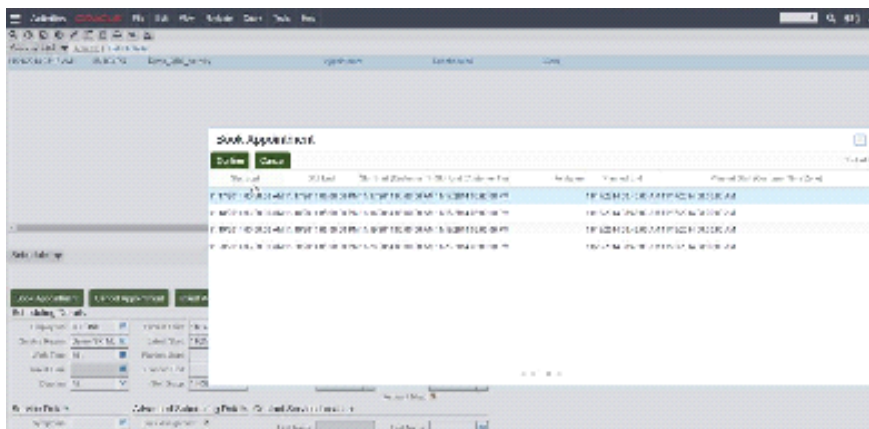


This approach ensures an optimal and accurate schedule with achievable ETAs. Furthermore, integral mapping means that any changes to the schedule are instantly reflect on the displayed routes, and the software can also be used to display real-time location information for technicians as they execute their undertake work in day.

Real-Time Appointment Booking

Real-time appointment booking enables organizations to dynamically check the live schedule each time a customer call is to be booked. Once the scheduler is provided with details of the service call and location, it will quickly respond with a list of available appointment slots from which the customer can choose.

Appointment slots are fully configurable and can range from minutes to half-day and full-day slots. Different slot groups can be offered to different categories of customers, allowing a wide range of customer service propositions to be offered. Furthermore, the scheduler understands the relative efficiency of each available slot enabling the least efficient slots to be hidden or offered at a premium service charge.



This approach results in a highly-efficient schedule and appointments offered secure in the knowledge that they can be honored.

In-Day Event Management

Service organizations need to have access to timely, accurate information in order to maximize their chances of responding quickly and efficiently to exceptional events that occur during the course of a day.

In-day events such as delays on site, sickness, bad weather and vehicle breakdowns, create significant challenges for dispatch staff. Oracle Real-Time Scheduler minimizes the impact of such events.

Oracle Real-Time Scheduler has the ability to integrate, in real -time, with Siebel Mobile solutions and in-cab technologies such as GPS. This ensures that call status updates, estimated fix times and any delays or re-routing are immediately visible and the impact on the schedule known. Oracle Real-Time Scheduler will automatically seek to re-allocate any calls impacted by such events; but, where this is not appropriate, alerts are automatically generated for any calls in jeopardy and dispatchers are given the option of approving overtime, introducing additional resources or manually re-allocating critical calls.

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KEY FEATURES

- A single, comprehensive repository for all technician related information
- Helps to reduce costs and improve service by providing accurate information required for real-time scheduling
- Helps companies comply with work-related rules and regulations
- Helps identify technician- related performance issues.

Accurate Technician Information Facilitates Efficient Service

Optimizing technician schedules reduces operating costs and improves customer service levels. However, many organizations do not accurately maintain the information necessary to ensure that their technician schedules consistently comply with all company calendaring requirements, government regulations and labor union rules, such as average target weekly work hours, paid leave, rest breaks, night work, shift patterns, etc.

Typically, the information that is available relates only to payroll or human resource operations, and therefore, cannot support the scheduling process. Oracle Real-Time Scheduler helps managers maintain all the necessary information, synchronizing resource and calendar data with Siebel.

Oracle Real-Time Scheduler technician management capabilities include:





- Centralized data management for all technicians, equipment and other assets
- Technician-specific information – location, skills, geographical constraints and relative efficiency.
- Shift pattern – management of multiple shift templates
- Shift details – working period (day, week, month), number of days per working period, specific working calendar days
- Hours worked – to assist with regulatory compliance and for calculating recommended future shifts and reporting
- Color-coded diary view – future committed shifts, consumption of shift hours per day
- Planned unavailability – management of ‘non-productive’ time in the schedule

Oracle Real-Time Scheduler enables your operations staff to easily maintain all the technician details required to create optimized plans and schedules.

CONTACT US

For more information about Oracle Real-Time Scheduler, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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