ORACLE DATA SHEET

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Oracle Real-Time Scheduler

Achieve a Profitable Service Business

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SIEBEL
CUSTOMER RELATIONSHIP MANAGEMENT

In this era of profit-driven service, product support operations and mobile resources, such as people and equipment, are at the forefront of corporate planning discussions. The challenge is how to maintain exceptional service levels while reducing service costs, improving productivity, and increasing profitability.

WHY ORACLE REAL-TIME SCHEDULER

- Real-time memory-resident application
- Advanced cost-based optimization approach
- Pre-built integration with Siebel Field Service
- 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
- Optimized appointments can be created where customer presence is required

Service Force Optimization

Service force optimization is the ability to improve efficiency and effectiveness of the mobile resources available to an organization. The goal? Improved customer service at a reduced cost. For this to happen effectively, intelligent, real-time scheduling needs to be tightly integrated with contract, warranty and service management applications.

Managing a Complex Mix of Activities

The process of planning service activities is both proactive and reactive. Certain activities, for example, installation or routine maintenance, are planned activities which, because of potential limitations with site or equipment access, are fixed and not easily changed; other activities, such as responding to a breakdown call within prescribed time limits, are unplanned.

Most service organizations have a mix of call types to perform. Some utilize separate teams for each type of work while others utilize a single team to fulfill multiple roles. The number of calls made each day and the duration of each visit, may also impact the need to re-plan. The planning of calls is a nonstop process, driven by the arrival of new calls, unforeseen in-day events, site delays, and changes in resource availability. In order to carry out this task efficiently and effectively, planners and dispatchers need to:

- **Plan and execute work in real-time**. The planning system, where the workload is reactive or partially reactive, should operate in real time. Where deadlines are tight and response times in some cases are measured in minutes, not hours or days, real time reaction can save valuable minutes and reduce costs in the dispatch process.

  Real-time systems ensure that information passed to a customer or field staff is timely and that all known influences have been considered. Once the commitment has been made to a customer, it becomes a fixed appointment, enabling the organization to plan other work around it to ensure customer expectations are met.

  By guaranteeing that real-time data is available to anyone interfacing with a customer, and that the plan can be updated while the interface is live, the effects of changing information can be seen immediately. This ensures customer requirements are considered and possible plans can be negotiated with the customer directly during a conversation.

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- **Manage by exception**. As organizations strive to be more customer-centric, automating the process of scheduling and job dispatch will allow call center staff to be used in a different way. Instead of spending time planning and re-planning the field calls and the routes to be taken, they can spend their time dealing with exceptions and conflicts in the schedule. At the same time, they can be more proactive with the customer, offering real choice as to "how" and "when" their call will be answered.

  The service director and the management team must have a constant feed of data that shows the performance of the organization against the critical success factors required by the customer base and by the business. These may be diametrically opposed, and decision-making must be based on the best possible information to achieve an acceptable balance.

Increase Service Productivity and Reduce Operating Costs with Oracle Real-Time Scheduler

Oracle Real-Time Scheduler enhances Siebel Field Service by creating cost-optimized plans and schedules for service technicians, helping service organizations to dramatically improve operating efficiencies, service delivery capabilities, and profitability. Oracle Real-Time Scheduler has the flexibility to support a wide range of call types, either independently or in any combination. Real-time appointment booking enables organizations to dynamically check the live schedule each time a customer call is to be booked, resulting in a highly efficient schedule and appointments offered secure in the knowledge that they can be honored.

In-day events such as delays on site, sickness, poor weather conditions, 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 PDAs 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 automates and optimizes the scheduling and dispatch of calls using a company's own complex business rules and priorities, freeing both dispatchers and service technicians to focus on what is most important – the customer.

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