

Oracle Field Service Cloud Customer Communication



KEY FEATURES

- Automated communication with customer before, day of, and post-appointment
- Outbound and inbound messaging capabilities
- Multichannel communication options including text, e-mail, voice, and web
- Automated post-appointment surveys
- Configurable workflow based on unique business needs

KEY BENEFITS

- Significantly reduce customer no-shows via proactive reminders
- Improve customer satisfaction by keeping customers in the loop
- Communicate with customers through their preferred channel
- Receive real-time customer feedback
- Reduce unnecessary truck rolls
- Reduce volume of inbound "Where's my service rep?" inquiries
- Minimize average handling time for customer service representatives

Customers are vital to your business, and satisfaction is a critical metric that can make or break your bottom line. Keeping customers informed is simplified when you can automate communication. Oracle Field Service Cloud Customer Communication gives customers more choices, more flexibility, and more information.

Communicate with Your Customers

How can you reduce customer no-shows and increase the number of jobs completed per day, while giving customers the most choice about when they will receive their service? By providing predictive appointment alerts the day before and/or the day of service, you can reduce the chance that customers will forget or simply opt out of the appointment without informing you. Upon completion of the work, you can manage customer feedback with automated post-appointment surveys based on your unique business needs. Use this real-time, actionable information to strengthen your customer service strategy.

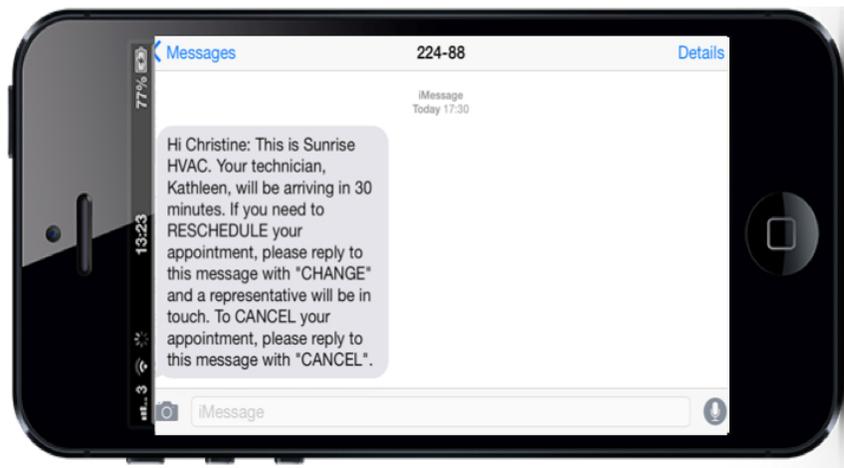


Figure 1. Keep your customers informed while empowering them to cancel or reschedule their appointment if necessary.

Oracle Field Service Cloud Customer Communication is powered by technology that collects time-based measurements about everything happening in the field, and then uses these measurements to learn how each employee works. The solution is then able to predict—with 98 percent accuracy—when a field event will occur and how long it



will take. This unique foundational technology is at the heart of accurate service window predictions. If unexpected events occur, putting the service window in jeopardy, Oracle Field Service Cloud Customer Communication keeps customers informed by providing alerts via text, e-mail, or a phone call—whatever the customer prefers.

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 Customer Communication, visit 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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