Oracle Field Service Forecasting Cloud Service

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FIELD SERVICE CLOUD

How do you determine future demand for field work? Is your planning based on the capacity you have rather than based on accurate demand predictions? Oracle Field Service Forecasting helps you take planning a step further: understand future demand and make more intelligent staffing decisions to ensure that you're always prepared to meet the needs of your customers.

KEY FEATURES

- Historical analysis helps identify trends, predict future demand
- Ability to test "what-if" demand and capacity scenarios for smarter decision-making
- Gap-analysis identifies training and hiring needs
- Embedded within Oracle Field Service Cloud, workforce data shared directly with Forecasting

KEY BENEFITS

- Understand when changes in demand will occur and staff field resources accordingly
- Make more intelligent workforce planning, hiring and training decisions
- Reduce costs from over-time and over-staffing field teams
- Eliminate the need for cumbersome data import processes

Accurately Predict Field Service Staffing Needs

Shift from capacity-driven to demand-driven field resource planning with predictive forecasting tools. Oracle Field Service Forecasting analyzes historical trends to help you know when field service resources will need to be adjusted to accommodate for changes in the volume of work and job types that field teams need to complete – for example, during peak seasons.

Make smarter decisions about field resource hiring and training with actionable data on historical trends. Oracle Field Service Forecasting allows you to test "what-if" demand and capacity scenarios to know how factors like marketing campaigns and sales promotions will impact demand. Because the data is coming directly from Oracle Field Service Cloud, there is no need to continuously import external data – you can import initial historical data at deployment and then let the solution handle the rest, or you can import additional data per your preferences.

Plan and Track Real-World Progress

Take field service planning a step further with Oracle Field Service Forecasting. Use the predicted demand forecast to create a long-term plan for field operations, and then track performance against those plans in the system in real-time. Oracle Field Service Forecasting gives you the tools to track how closely real-world results match the plans developed from your forecast, all inside the quota management module. You can then adjust staffing levels as needed, saving you unnecessary expenses and ensuring that you meet customer demands.

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

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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.

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.

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Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment