

# Oracle Field Service Capacity Cloud Service



Does your field service operation have a reliable metric for how much work it can accomplish in a single day? With Oracle Field Service Capacity Cloud Service, you see exactly how much work can be completed each day based on available resources. Get the insight to focus your field resources on the work that's most critical to your business.

## KEY FEATURES

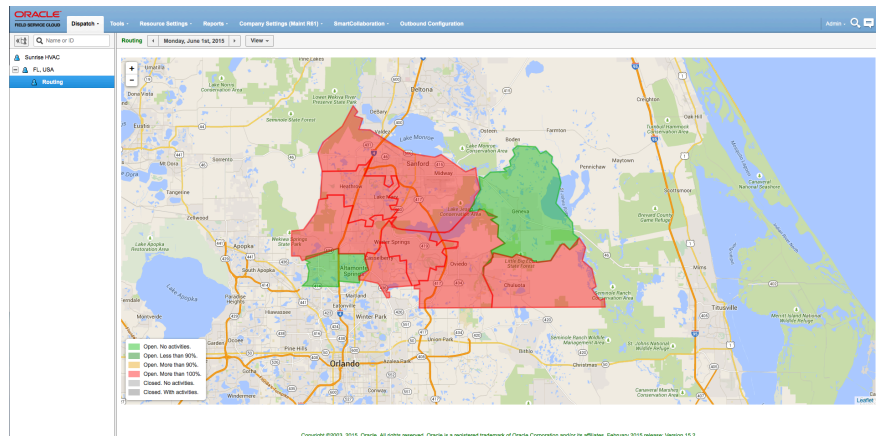
- Accurate view of how much work can be completed each day based on available resources and skills, work zones, and work types
- Minute-by-minute display of capacity
- On-the-fly quota adjustment
- Map visualization of available capacity
- Capacity-based booking enablement

## KEY BENEFITS

- Right-size your field force by reducing the risk of over- or underbooking
- Adjust field quotas based on your current business needs
- Plan effectively prior to the day of service
- Reduce or eliminate expensive overtime
- Enable intelligent appointment scheduling based on real-time visibility

## Accurate Capacity Information

The solution's capacity management capabilities enable real-time appointment booking based on the resources available to you right now—not a best guess or estimate. You'll see how much work can realistically be completed, based on available employees, required skills, the type of work needed, and geographic areas.



**Figure 1.** The Map view provides visualization of real-time available capacity.

If your field service operation experiences fluctuations due to seasonality, consumer buying behavior, or new product offerings, you won't risk overpromising or under-delivering. Because Oracle Field Service Capacity uses precise time measurements of employees completing real tasks in the field, and can predict with 98 percent accuracy how long each field event will take, you always know your workforce's true capacity.

With this capacity insight backed by Oracle Field Service Cloud's powerful predictive engine, you can manage workforce capabilities and customer expectations in tandem. Limit certain types of appointments during peak business times, or add cost-effective contractors during busy season or high-demand times. Adjust quotas to prioritize certain types of work. See how much capacity is available by region, shift, or over the entire enterprise at the click of a button.

## 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.

- **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.

Daily		Routing	Quota	DashBoard	Resource Settings	Reports	Company Settings	Dispatcher																	
Planning		<	Wed, Jul 18 - Tue, Jul 24	>	View	Quota History	Close Time History	Automatic Fill																	
Time slot/Capacity Categories / Date		Wed, Jul 18th, 2012				Thu, Jul 19th, 2012				Fri, Jul 20th, 2012				Sat, Jul 21st, 2012				Sun, Jul 22nd, 2012				Mon, Jul 23rd, 2012			
		Used	Quota	Status	Close Time	Used	Quota	Status	Close Time	Used	Quota	Status	Close Time	Used	Quota	Status	Close Time	Used	Quota	Status	Close Time	Used	Quota	Status	Close Time
08-10	Install	723	900	X	-	900	X	-	-	824	1000	X	-	848	900	✓	07:00	816	900	✓	07:00	836	900	✓	-
	Trouble Call	636	900	✓	-	900	✓	-	-	1216	900	✓	-	1220	900	✓	-	1163	900	✓	-	1174	900	✓	-
	Upgrade	10223	12909	✓	-	12909	✓	-	-	10245	12909	✓	-	9948	12909	✓	-	10090	12909	✓	-	10100	12909	✓	-
	Reserved:	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-
	Total:	11582	14709	-	-	14709	-	-	-	12285	14809	-	-	12016	14709	-	-	12069	14709	-	-	12110	14709	-	-
10-12	Estimation:	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-
	Install	895	900	X	-	900	X	-	-	915	900	X	-	907	900	✓	10:00	860	900	✓	10:00	836	900	✓	-
	Trouble Call	1895	1900	✓	-	1900	✓	-	-	2606	1900	✓	-	2540	1900	✓	-	2734	1900	✓	-	2530	1900	✓	-
	Upgrade	5511	6000	✓	-	6000	✓	-	-	5620	6000	✓	-	5735	6000	✓	-	5619	6000	✓	-	5611	6000	✓	-
	Reserved:	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-
13-15	Total:	8301	8800	-	-	8800	-	-	-	9141	8800	-	-	9182	8800	-	-	9213	8800	-	-	8977	8800	-	-
	Estimation:	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-	11280	-	-	-
	Install	2276	5000	X	-	5000	X	-	-	2205	5000	X	-	2325	5000	✓	12:00	2344	5000	✓	12:00	2278	5000	✓	-
	Trouble Call	4733	5000	✓	-	5000	✓	-	-	5481	5000	✓	-	5499	5000	✓	-	5305	5000	✓	-	5295	5000	✓	-
	Upgrade	4057	5000	✓	-	5000	✓	-	-	4042	5000	✓	-	4130	5000	✓	-	4140	5000	✓	-	4131	5000	✓	-
	Reserved:	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-	0	-	-	-
	Total:	11066	19000	-	-	19000	-	-	-	11728	19000	-	-	11954	19000	-	-	11789	19000	-	-	11704	19000	-	-
	Estimation:	11880	-	-	-	11880	-	-	-	11880	-	-	-	11880	-	-	-	11880	-	-	-	11880	-	-	-
	Install	287	500	X	-	500	X	-	-	278	500	X	-	323	500	✓	15:00	356	500	✓	15:00	302	500	✓	-
	Trouble Call	1340	1500	✓	-	1500	✓	-	-	1650	1500	✓	-	1614	1500	✓	-	1633	1500	✓	-	1580	1500	✓	-
1 Summary																									
		Save																							
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**Figure 2.** Understand your long-term field capacity needs and easily manage how work is completed by setting quota requirements far into the future.

## 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 Capacity Cloud Service, 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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