

Oracle Field Service Collaboration Cloud Service



When your field workforce is more connected, employees are more empowered to solve problems, self-manage, and work as a team to provide outstanding customer service. With Oracle Field Service Collaboration Cloud Service, you can streamline communication between all members of your field team.

KEY FEATURES

- Automatic connections between users based on contextual and location-based information, so employees always know who is nearby or who is most appropriate for the task
- Context-driven chat between any system users
- Virtual help desk functionality
- Ability for employees to accept inventory transfers and job reassignments with the click of a button
- Secure, role-based communications
- Communication logs and time stamps to preserve a record of all field interactions

KEY BENEFITS

- Streamline communication between management, dispatch, and the field
- Enable peer-to-peer collaboration in the field
- Efficiently resolve problems by automatically considering the context of each request by location, skill, work type, and required parts or equipment when making field connections
- Enable rapid field adoption with an easy-to-use interface with familiar chat and drag-and-drop functionality

Connect Your Workforce

Oracle Field Service Collaboration gives your mobile workforce context-aware collaboration tools to share knowledge, equipment, and parts in the field. If an employee needs a piece of equipment, a specialized tool, or the knowledge of an experienced colleague, contextual chat automatically connects them to the most appropriate person based on location, job type, or required skills. An instant-message-style chat function allows field employees to connect with each other, share information, and reassign work with drag-and-drop ease. All of these tasks are performed directly in the user's field service mobility application.



Figure 1. Make it easy for mobile employees to communicate with one another, reducing the need for multiple wasted trips or dispatch intervention.

With field employees empowered to connect, back-office staff is free to focus on strategic, mission-critical tasks. Collaboration between managers and field employees speeds up problem resolution and reduces time-consuming and costly phone coordination. With the solution's virtual help desk interface, mobile employees can resolve issues on their own, instantly—resulting in a more efficient workforce and more completed jobs per day.

Oracle Field Service Collaboration is powered by a patented engine that collects time-based measurements about everything that happens in the field, and then uses those measurements to create a performance pattern profile or “work fingerprint” for each employee. The solution then leverages the data contained in these profiles to provide context for collaboration, meaning that employees always make the best connection to solve issues in the field.

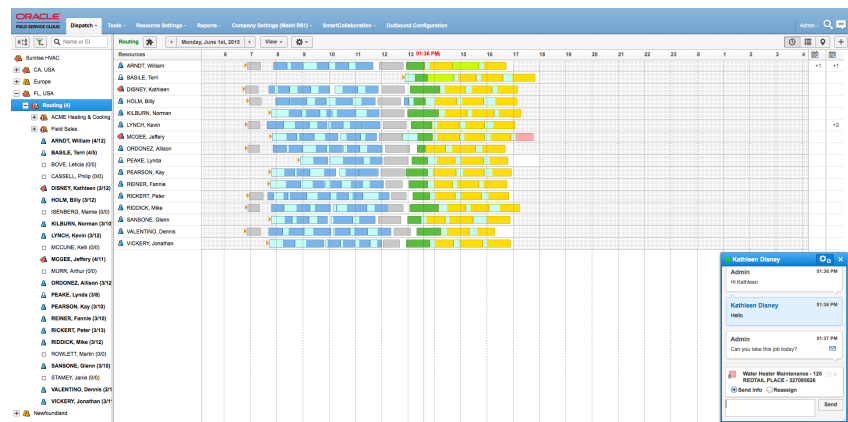


Figure 2. Enable dispatchers or managers to easily communicate with mobile employees from the management hub, share job details, and reassign work with drag-and-drop ease.

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. 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.

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

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.

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

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Hardware and Software, Engineered to Work Together

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