Oracle Field Service Cloud
Core Manage

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FIELD SERVICE CLOUD

At the heart of Oracle Field Service Cloud is Oracle Field Service Cloud Core Manage. This module provides the tools that empower you to manage field operations centrally from a single interface, improving visibility, on-time arrival, and efficiency.

KEY FEATURES

- Hub for technician, work order, and service-level-agreement management with predictive view of current and future work activity
- Real-time view of the field with multiple displays including Gantt charts, maps, and lists
- On-screen exception management
- Drag-and-drop job reassignment
- Detailed information on each job and technician
- Inventory and trunk stock tracking
- Real-time location tracking
- Automatic multi-day job segmentation
- Mobile-friendly swipe and scroll functionality for tablets and smartphones

KEY BENEFITS

- Seamless management of in-house technicians and contractors in a unified interface
- Holistic view of all field activities in real time
- Relief from trivial field communications with focused exception management
- Improved customer satisfaction due to the ability to complete a higher percentage of appointments within committed service window

Complete Visibility into Your Field Force

With Oracle Field Service Cloud Core Manage, see the current status of every job assigned to every field employee on a single screen. The real-time, predictive time view is displayed as a Gantt chart that shows the entire day, giving you unparalleled insight into the status of your field force. Or, view the same information as a list or on a map, with easy-to-read color-coding that allows you to see jobs that are completed, in progress, or in jeopardy at a glance. If you need to reassign jobs, simply drag and drop.
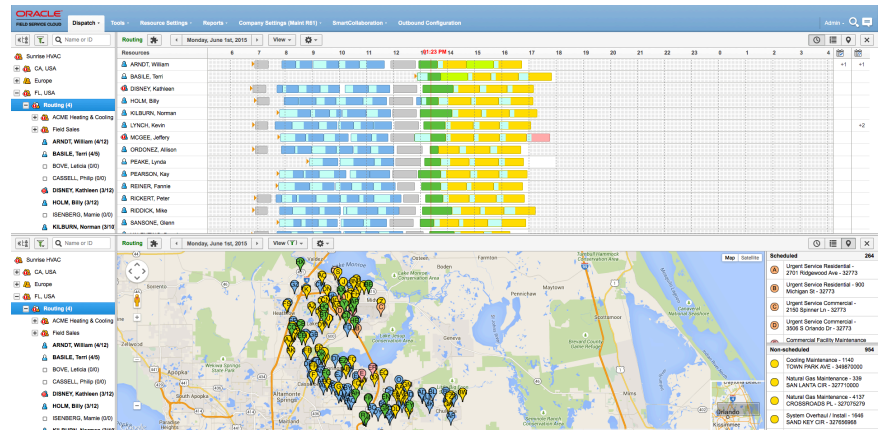

Figure 1. View all mobile employees in one centralized hub, in real time, using the Gantt time view, map view, or both at once.

Oracle Field Service Cloud Core Manage also supports auto job segmentation, meaning long-duration activities are automatically divided into segments across multiple days without requiring the complex linking of activities. Set parameters for required resources, scheduling and segmentation while providing consistency in viewing and managing tasks. Schedule different resources for different tasks within a single multiday activity, ensuring that each task is completed by the right resource and jobs are completed as efficiently as possible.

Get powerful reports to help you assess performance and spot trends in real time—for individuals, teams, or your entire workforce. View critical metrics as charts, graphs, or gauges. Compare productivity over whatever time frame you choose.

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By working seamlessly with other Oracle Field Service Cloud modules, Oracle Field Service Cloud Core Manage enables intelligent job reassignment by identifying resources by availability, skill level, and proximity. Where other systems rely on averages to assign work, Oracle's solution collects time-based measurements about everything that happens in the field, and then uses these measurements to learn—and keep learning—how each individual does work. Oracle Field Service Cloud Core Manage provides a visual display of the workday that updates as things change.

The solution predicts when a field event will happen and how long it will take to complete with 98 percent accuracy. When unexpected events occur—bad weather, traffic jams, employee absence—Oracle Field Service Cloud Core Manage predicts the resulting chain reaction and displays the impact in real time to the manager or dispatcher.
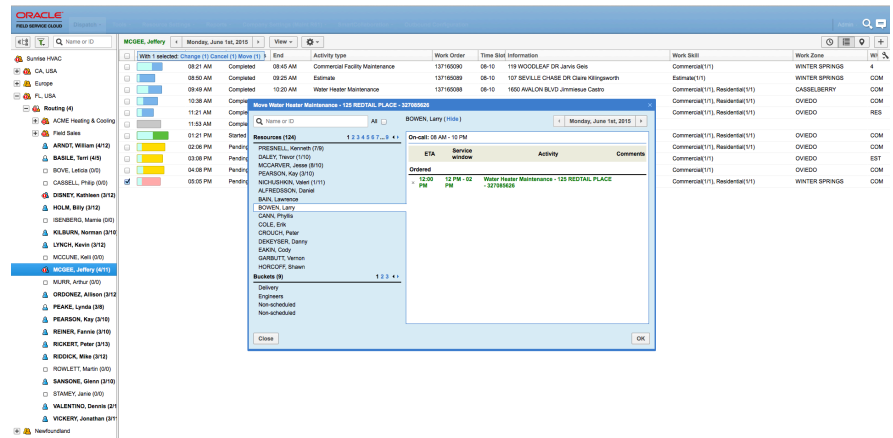
Figure 2. Leverage the solution's foundational technology to manage exceptions intelligently, ensuring that you have assigned the best person for the job.

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.

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