

Oracle Field Service Mobility Cloud Service



KEY FEATURES

- Browser-based mobile application, accessible on any device
- Ability to provide and capture all work details
- Intuitive, configurable user interface, including WSIWYG form editor
- Real-time access to work orders, driving directions, and collaboration tools
- Field Resource Manager allows supervisors to respond to changes throughout the day
- Fully available even offline

KEY BENEFITS

- Increase field worker productivity by providing the right information for each job
- Reduce costs by completing more jobs in a shorter time period
- Unleash productivity with a BYOD strategy
- Extend visibility over field teams beyond the back office
- Streamline communications between colleagues and with the back office
- Support in-house and contractor employees with the same application

At the core of every field service operation are the mobile employees who must serve customers face-to-face, in the most efficient manner possible. Empower field employees with everything they need to succeed in the field, delivered to their mobile device through a powerful browser-based mobile application. Oracle Field Service Mobility Cloud Service provides instant access to accurate information for outstanding productivity.

A Flexible and Reliable Mobile Application

Oracle Field Service Mobility is a highly configurable solution that can be tailored to support your specific business processes. The application displays as much or as little information to mobile employees as you like, whether they are full-time or third party resources. Create or edit forms with an easy-to-use WYSIWYG editor.

Flexibility and reliability are critical to efficient field service. Oracle Field Service Mobility is accessible on any device, with no download required. Support a bring-your-own-device (BYOD) strategy and reduce costly and time-consuming device management efforts. With full offline availability, mobile employees can continue to work even in areas with poor reception. All data is stored in the browser cache.

When mobile employees indicate that a job is started or completed via their mobile device, the system uses that data to continue learning how each individual does work. When unexpected events occur, employees can make adjustments to the time needed to complete an appointment, and dispatchers are alerted in real time.

Enable Field Supervisors with Powerful Tools

With Oracle Field Service Cloud's Field Resource Manager, supervisors and resources can manage field teams right from their mobile devices. Managers can respond to issues before any appointments become jeopardized or risk missing a critical SLA. Managers are also empowered to act when field teams are already performing efficiently, and assign unscheduled work to resources with availability. Field Resource Manager provides a consolidated view of an entire team's work week, the ability to adjust resource shifts or schedules, full access to team calendars, contact information, work skills and other critical information. These permissions-based features can be configured to suit any field service organization's requirements.

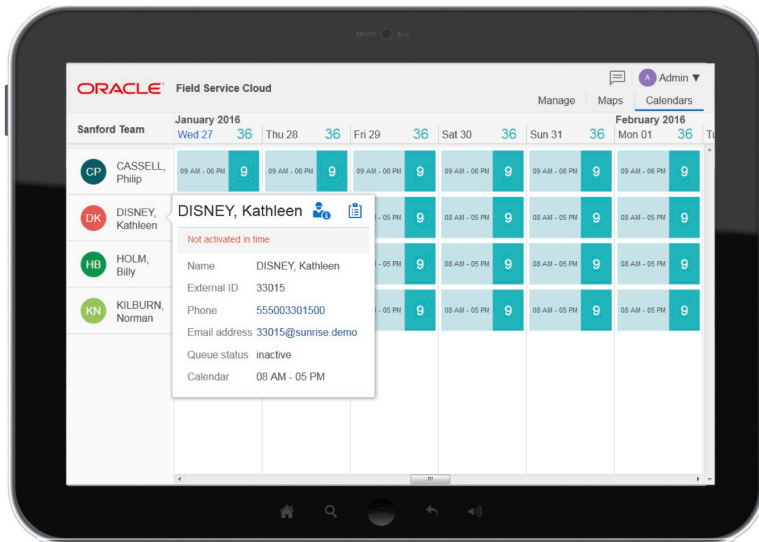


Figure 1. Supervisors can view schedules and access resource details with one click.

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

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

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

For more information about Oracle Field Service Mobility, 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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