

Oracle Field Service Smart Location Cloud Service



KEY FEATURES

- A comprehensive view of the resource's geo-location and planned route
- Real-time map view of all resource locations
- Timely geo-fencing alerts
- GPS trace of resource routes throughout the day
- Visual alerts for noncompliant routes and activities
- Integrations with either vehicle-installed or mobile device location services
- Multiple geo-location feeds for a single technician

KEY BENEFITS

- Improve field employee compliance with real-time monitoring of the workforce
- Identify unplanned stops and inaccurate reporting instantly
- Increase employee safety by knowing the exact location of the worker, not the truck
- Respond precisely to changes in the field by leveraging the real-time location of each employee
- Inexpensively track the location of contractors through mobile devices

Managing an efficient field service operation means knowing where your field resources are located and how efficiently they're getting to appointments. Oracle Field Service Smart Location Cloud Service provides reliable resource location, allowing you to see the real-time location of all field employees, not just vehicles.

Real-Time Resource Monitoring

The solution's monitoring capabilities provide a comprehensive view of every resource's location and planned route. Instantly view and compare suggested, predicted routes against actual routes, and receive alerts about noncompliant travel routes and activities. Measure actual versus reported job start and completion times to ensure accuracy and support visibility.

Because you'll know exactly where your field resources are located during the workday, Oracle Field Service Smart Location increases employee safety, particularly in remote locations. You can also track contract or seasonal employees inexpensively through their mobile devices for the same standard of compliance and efficiency as full-time resources.

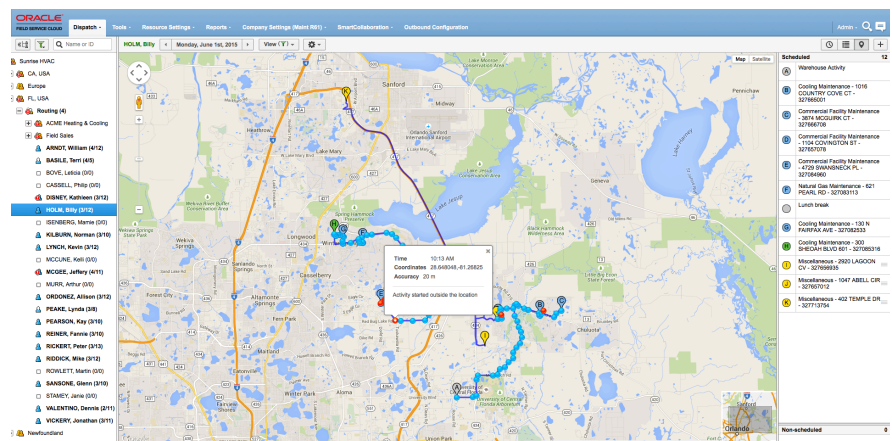


Figure 1. Map view notifications show when a mobile employee's actual location varies from where he or she should be.

Time-based and self-learning technology collects information about everything that happens in the field. Oracle Field Service Smart Location Cloud Service also uses predictive technology to display expected job locations and routes, and then leverages real-time data collection through the mobile app to show actual locations and check-in information.

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.

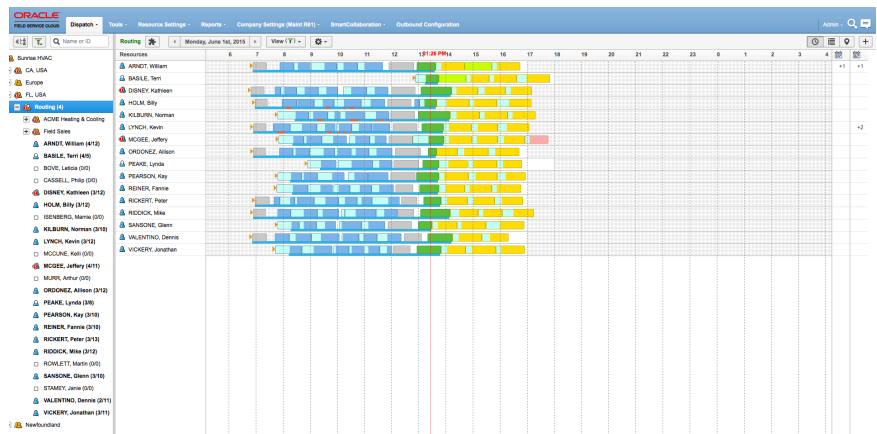


Figure 2. Use the time view resource trace to quickly compare field employees' actual travel routes and schedules to optimal, suggested routes and schedules.

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 Smart Location, 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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