

# Oracle Service Cloud and Oracle Field Service Cloud Accelerator



If your contact center and field service operations are still functioning as independent entities, you have new opportunities to elevate customer satisfaction and drive greater efficiencies in your service processes.

## KEY BENEFITS

- Give contact center agents visibility into field operations
- Help customers schedule field appointments at their preferred time
- Empower field service employees with more detailed customer information
- Provide a seamless service experience – starting with the customer incident, extending to field services and concluding with the collection of customer feedback – for increased customer satisfaction and more efficient service operations

## Better Together

Oracle Service Cloud provides a complete set of tools to help seamlessly serve your customers at their point of need – whether that customer is searching for answers or assistance via interactions on your corporate social channels, an email inquiry, a voice call to a contact center agent, or browsing and chatting on your website using either a desktop or mobile device.

Oracle Field Service Cloud Service, now part of the Oracle Service Cloud family, is a robust solution suite that holistically manages the most intimate customer service channel – field service appointments. These interactions may be the only time your customer will engage with your organization face-to-face, and thus have a significant impact on customer relationships.

As standalone offerings, both can help optimize businesses processes and improve the customer experience. Together, these applications empower agents (and even customers) to extend service beyond the four walls of your organization.

## Oracle Service Cloud and Oracle Field Service Cloud Accelerator

Do you want to connect the contact center to the field in order to deliver more fluid and personalized service experiences? Is it your goal to build stronger relationships with customers, improve productivity, drive efficiency and get a complete view of service delivery – from the time an order is placed and field appointment is scheduled right through the service fulfillment and customer feedback? The Oracle Service Cloud and Oracle Field Service Cloud Accelerator can help.

The accelerator is available to quickly leverage the value of Oracle Service Cloud and Oracle Field Service Cloud Service. It seamlessly integrates the applications, and provides additional capabilities – like real-time appointment booking – by leveraging the combined functionality and data from both products. Contact center users benefit from visibility, real-time updates and scheduling capabilities embedded in their familiar Oracle Service Cloud desktop. Field users benefit from better information about customers and their service requirements.

## RELATED PRODUCTS

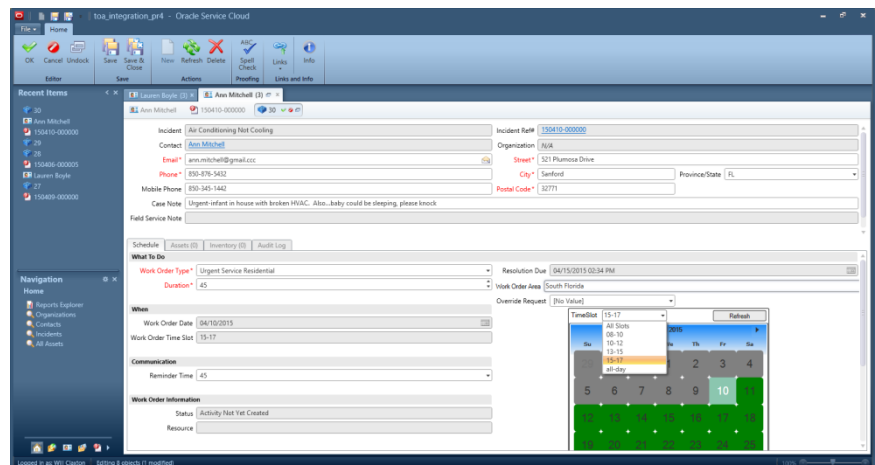
The Oracle Field Service Cloud Service product family includes the following modules:

- Oracle Field Service Capacity Cloud Service
- Oracle Field Service Routing Cloud Service
- Oracle Field Service Core Manage Cloud Service
- Oracle Field Service Mobility Cloud Service
- Oracle Field Service Smart Location Cloud Service
- Oracle Field Service Collaboration Cloud Service
- Oracle Field Service Customer Communication Cloud Service
- Oracle Field Service Forecasting Cloud Service

## Arm the Contact Center with Scheduling Tools and Visibility

The accelerator provides an intelligent appointment booking calendar at the core and field appointment status updates are displayed directly in the agent desktop. Powered by Oracle Field Service Cloud Service's advanced capacity, routing and field management tools, the accelerator helps contact center representatives:

- Schedule appointments that respect both customer preferences and true field workforce capacity. This means customers choose the time that's most convenient for them, and the appointment will still be scheduled and routed optimally to ensure efficiency and accurate on-time arrival.
- Get visibility into the field, allowing representatives to answer customer questions about the status of an appointment and coordinate any potential changes.
- View real-time updates on field work status and incident resolution, synced with appointment details and Oracle customer records.



Intelligent booking calendar, displaying available service dates and time slots by type of appointment requested, is accessible via the agent desktop.

## Empower Customers to Take Control of Scheduled Services

This accelerator provides contact center representatives everything they need to seamlessly connect multi-channel support to field services for holistic customer experiences. Customers should have the same control over and insight about their own service experiences, especially when the end result is a field appointment. Use the Oracle Service Cloud and Oracle Field Service Cloud Accelerator to share a real-time booking calendar and appointment information directly through Oracle-powered customer portals, so customers can:

- Learn about their assigned field service representative
- Check the status of an appointment
- Schedule or change appointments on their own

## Finish Strong in the Field

Once booked, an appointment must be fulfilled. To ensure a fluid hand-off from the contact center or self-service, field service teams need context. The accelerator enables Oracle Service Cloud to communicate critical appointment details to Oracle Field Service Cloud Service, which intelligently builds schedules based on each employee's unique work patterns and to meet any organization's specific business objectives – whether that's increasing productivity, improving travel efficiency, reducing overtime or providing customers with shorter and more accurate appointment windows. Field managers and dispatchers also get a real-time view of scheduled field work.

Once routes and schedules are optimized, field service employees can view appointment and customer details through the Oracle Field Service Cloud mobile application. The solution's powerful, predictive routing engine ensures on-time arrival, every time, and the HTML5-based mobile application – accessible on any device with a browser – helps field service employees stay on task. If necessary, mobile employees can even book a follow up field appointment for the customer right from their Oracle Field Service Cloud mobile application, leveraging an intelligent mobile booking calendar. As field service representatives complete jobs, collect signatures and customer feedback, Oracle Field Service Cloud Service updates Oracle Service Cloud incidents so appointment statuses are clear.

## What You Get with the Oracle Service Cloud and Oracle Field Service Cloud Accelerator

To ensure you realize all these features and benefits, the downloadable accelerator contains source code for the add-ins, workspaces, custom object definitions, portals, widgets and other necessary components to setup and demonstrate best-practice integration. This starting point shows how Oracle Service Cloud and Oracle Field Service Cloud Service can be connected in the manner described to create a value-added business process and user experience. Implementers follow the documented download and install configuration setup, and then update the reference architecture with any customer-specific changes to complete the integration.

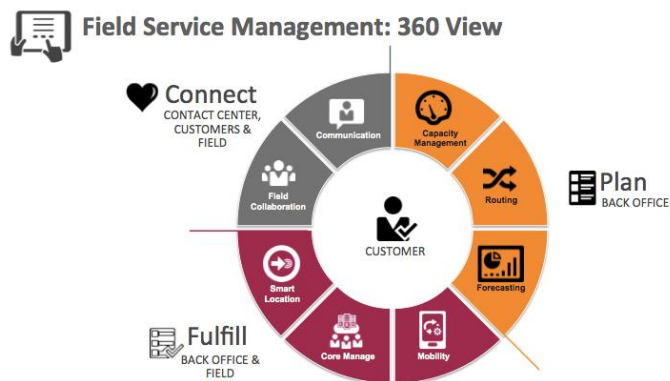
Each customer's implementation of Oracle Service Cloud and/or Oracle Field Service Cloud Service is unique, and each customer has different needs that lead them to implement technology that supports their business requirements. This accelerator jump starts integration efforts, providing the toolkit to connect an Oracle Service Cloud instance to an Oracle Field Service Cloud Service instance while accommodating unique business requirements. In addition to the downloadable accelerator, documentation outlines detailed setup steps required to deploy the accelerator. This documentation also provides commentary on the design that was implemented to integrate Oracle Service Cloud 15.2 and Oracle Field Service Cloud Service 4.5.

## About Service Cloud Accelerators

An Oracle Service Cloud Accelerator is a functioning integration using best practices and a recommended design approach. Each accelerator includes a step-by-step setup and deployment guide, sample code, business process configurations and implementation details for rapid deployment. Oracle Service Cloud accelerators are designed to provide a starting point for implementers, partners and developers by lowering the cost and speed of integrations with other Oracle products. Accelerators leverage the Oracle Service Cloud platform and proven design patterns using public APIs and the extension framework, and maintain complete functionality with each new product release.

## Transformative Field Service Software

Oracle Field Service Cloud Service 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 Service'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.



Oracle Field Service Cloud Service helps you manage the entire field service process.

## End-to-End Customer Service

As part of the Oracle Service Cloud family, Oracle Field Service Cloud Service 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 Cloud Service, visit [oracle.com/goto/field-service](http://oracle.com/goto/field-service) 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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