Is delivering efficient field service critical to your business? Are you constantly challenged to reduce costs while increasing efficiency? Do you need to meet service-level agreements (SLAs), provide service to customers waiting at their homes and businesses, or respond to machine-generated service alerts? Oracle Field Service Cloud is built on time-based, self-learning, and predictive technology, empowering you to solve your unique business problems while evolving your field service organization. This foundational technology empowers users with easy to use, accurate, intelligent, and context-aware tools through eleven powerful services.

**BEYOND AUTOMATION TO OPTIMIZATION**

Traditional systems rely on averages to assign work, resulting in static schedules unable to respond to change. Oracle Field Service Cloud collects time-based measurements around everything that happens in the field and then uses these measurements to continuously learn how each individual field employee does work. The solution predicts when a field event will happen and how long it will take, with 98 percent accuracy. When unexpected events occur, such as bad weather, a flat tire, job complications, or employee absence, Oracle Field Service Cloud predicts the resulting chain reaction, allowing you to address exceptions and take action to ensure customer satisfaction.

**KEY BENEFITS**

- Predict when a job will start and how long it will take, with 98% accuracy.
- Leverage accurate predictions to keep customers informed thus improving their satisfaction.
- Drive higher productivity, greater efficiency, and cost savings - thanks to optimized job assignment and intelligent routing.
- Empower field resources with a mobile solution built to streamline and simplify their processes — allowing the field employee to focus on fixing the problem.
THE RIGHT SOLUTION: ORACLE FIELD SERVICE CLOUD ENTERPRISE SERVICE

See what Oracle Field Service Cloud services are offered with OFSC Enterprise:

- **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 efficient automation engine available.
- **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 at their fingertips. Choose from a browser-based mobile app, iOS, or Android app.
- **Smart Location:** Monitor the real-time location of and compliance with all field resources.
- **Collaboration:** Contextually connect field employees for instant peer-to-peer communication, knowledge sharing, and work independence.
- **Customer Communication:** Pro-actively inform customers, teams, and co-workers about the status of appointments with predictive job alerts across channels.
- **Real-Time Traffic:** Automatically update travel time with real-time traffic and travel conditions*.
- **Street-Level Routing:** Leverage Street-Level travel data from your map provider to optimize your mobile workforce*.

* Note: Real-time Traffic and Street-Level Routing will vary based on the Map Provider used and availability of data.

**Available Add-on:**

- **Contingent Worker:** Properly identify and manage your contingent workforce with this powerful feature.

KEY FEATURES

- Measures every activity for every field employee in real time—including travel time between jobs and the time it takes to complete each job.
- Learns the historical performance of every field employee and creates a unique performance pattern profile, or work fingerprint, for each one.
- Continuous learning as employee work patterns change over time.
- Leverages performance pattern profiles to create optimal daily routes and schedules.
- Fully configurable solution, that can be adjusted in real-time to meet the ever-changing requirements in the field.

TRANSFORMATIVE FIELD SERVICE SOFTWARE

Oracle Field Service Cloud transforms the customer experience as well as the effectiveness and productivity of your field service operations. Customers no longer have to wait without knowing when service will occur or how long a job will take. Oracle Field Service Cloud offers a patented approach which eliminates guesswork and uncertainty. Users can plan, optimize, and manage fieldwork, schedule and coordinate jobs any size of workforce in minutes. Then, field teams can communicate—with customers, peers, and other co-workers—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 Enterprise helps you manage the complete field service process.

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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For more information about Oracle Field Service Cloud, visit oracle.com/servicecloud or call +1.800.ORACLE1 to speak to an Oracle representative.

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Integrated Cloud Applications & Platform Services