For many field service organizations, economic, geographic, and other variables have made it attractive to leverage large numbers of contingent workers. By only bringing on workers when needed, organizations can easily service large areas while managing costs. Oracle Field Service Cloud remains one of the most flexible solutions in the industry for managing unique and changing business processes. With Oracle Field Service Cloud’s Contingent Worker service, it is much easier to configure mobile resources based on their status within the organization. Users can quickly define and identify in-house resources, dedicated contractors, and/or contingent workers, allowing easier management of hybrid workforces.

EASILY MANAGE YOUR ENTIRE FIELD FORCE

For some organizations, there is a need for a “hybrid mobile workforce”. A hybrid mobile workforce has a mix of full-time mobile employees and contingent workers from independent third-party companies. Many organizations now rely solely on third-parties to support their field service work.

Third-party or contingent workers are contracted to do work on behalf of the organizations that retain their services. Often this type of field employee is only called upon when the need arises. The need for this type of worker depends on a lot of circumstances, i.e., the work is in a very dispersed area, the service requested is a one-time event, or economics dictate that it does not make financial sense to hire a full-time employee.

Key Benefits

- Seamless management of in-house technicians, contractors, and contingent workers in a unified interface.
- Quickly and easily identify contingent workers for scheduling.
- Configure your mobile workforce to suit your unique business process no matter how you choose to manage your field resources.
- Be prepared for any industry shifts, with the flexible contingent worker option.
A benefit of Oracle Field Service Cloud Contingent Worker is that it allows organizations to easily manage any type of worker, whether a full-time, in-house employee or a contingent worker. Oracle Field Service Cloud Contingent Worker makes it easy to identify your mobile resources, making configuration a breeze and providing flexible licensing models. All of this allows for a more economical way to manage all variations of mobile workers, helping to ensure a great ROI. This service provides organizations with all the options needed to get the right mobile resource to site no matter the variables the define their workforce.

THE RIGHT SOLUTION FOR ANY FIELD SERVICE ORGANIZATION

Choose the Oracle Field Service Cloud services that will help meet your business objectives:

- **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 and compliance of all field resources.

- **Collaboration**: Contextually connect field employees for instant peer-to-peer communication, work independence, and knowledge sharing.

- **Customer Communication**: Pro-actively inform customers, teams, and co-workers about the status of appointments with predictive job alerts across channels.

- **Forecasting**: Plan with confidence using accurate predictive tools. ♦

- **Capacity**: Ensure maximum utilization of available resources. ♦

- **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: Capacity, Forecasting, Real-time Traffic, and Street-Level Routing are only available with Oracle Field Service Cloud Enterprise.

* 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**: This powerful feature helps you properly identify and manage your contingent workforce.

**Related Products**

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

- 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
- Oracle Field Service Cloud Real-Time Traffic
- Oracle Field Service Cloud Street Level Routing
- Oracle Field Service Cloud Contingent Worker
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 adjust 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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Integrated Cloud Applications & Platform Services

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