When your field workforce is more connected, your employees are more empowered to **solve problems**, manage their work, and work as a team to **provide outstanding customer service**. With Oracle Field Service Cloud Collaboration, you can streamline communication between all members of your field team to help them **stay connected** throughout the entire service life-cycle.

### CONNECT YOUR WORKFORCE

Oracle Field Service Cloud Collaboration gives your mobile workforce context-aware collaboration tools to share knowledge, equipment, location, work, and parts in the field. If an employee needs a piece of equipment, a specialized tool, or the knowledge of an experienced colleague or a help desk agent, contextual chat automatically connects them to the most appropriate person based on their current location, job type, or required skills. An instant-message-style chat function allows field employees to connect with each other, share information, and reassign work with drag-and-drop ease. All of these tasks are performed directly in the user’s field service mobility application.

### KEY BENEFITS

- Streamline communication between management, dispatch, and the field.
- Enable peer-to-peer collaboration and sharing in the field.
- Efficiently resolve problems by automatically considering the context of each request by location, skill, work type, and required parts or equipment when making field connections.
- Enable rapid field adoption with an easy-to-use interface with familiar chat and drag-and-drop functionality.
With field employees empowered to connect with one another, back-office staff is free to focus on strategic, mission-critical tasks. When managers and field employees collaborate, it speeds up problem resolution and reduces time-consuming and costly phone coordination. With the solution’s virtual help desk interface, mobile employees can resolve issues quickly, by using the experienced knowledge of their peers, instantly—resulting in a more efficient workforce and more completed jobs per day. In addition, users can broadcast important messages and work to selected groups or the entire field. They can quickly send out important information, safety warnings, traffic information, meeting reminders, and more. This powerful feature can be used to send out work and allow your field to accept on a first-come, first-serve basis.

Oracle Field Service Cloud Collaboration is powered by a patented engine that collects time-based measurements about everything that happens in the field, and then uses those measurements to create a performance pattern profile or “work fingerprint” for each employee. The solution then leverages the data contained in these profiles to provide context for collaboration, meaning that employees always make the best connection to solve issues in the field.
Enable dispatchers and managers to easily communicate with mobile employees from the manage module where they can share job details, inventory, location, enable Help Desk features, broadcast important messages, and reassign work with drag- and-drop ease.

THE RIGHT SOLUTION FOR ANY FIELD SERVICE ORGANIZATION

Each service in the Oracle Field Service Cloud solution leverages a foundational time-based, self-learning, and predictive engine to automate and optimize field service operations. Choose the services you need to 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**: Updates travel time with real-time traffic and travel conditions.
- **Street-Level Routing**: Leverage travel data from your map provider to optimize 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**: Properly identify and manage your contingent workforce with this powerful feature.

**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.

**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.

**CONNECT WITH US**

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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