Managing an efficient field service operation means knowing where your field resources are located and how efficiently they’re getting to and from their scheduled appointments. Oracle Field Service Cloud’s Smart Location provides reliable resource location, allowing you to see the real-time location of all field employees, not just their 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 or predicted routes against actual routes and receive alerts about non-compliant 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 Cloud’s 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.

KEY BENEFITS

- Improve field employee compliance with real-time monitoring of the entire workforce – both full time, and part-time employees.
- Identify unplanned stops and inaccurate reporting instantly.
- Increase employee safety by knowing the exact location of each worker, not just their service vehicle.
- 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.
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 Cloud’s Smart Location uses predictive technology to display expected job locations and routes, and then leverages real-time data collection through mobile apps to show actual locations and check-in information.

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

KEY FEATURES

- A comprehensive view of the field service agent’s geolocation and planned route.
- A real-time map view of all resource locations.
- Timely geo-fencing alerts.
- GPS tracking of resource routes throughout the day.
- Visual alerts for non-compliant routes and activities.
- Integrations with vehicle-installed and mobile device location services.
- Multiple geo-location feeds for a single technician.
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 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.

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

**RELATED PRODUCTS**

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

- Oracle Field Service Cloud Forecasting
- Oracle Field Service Cloud Capacity
- Oracle Field Service Cloud Routing
- Oracle Field Service Cloud Core Manage
- Oracle Field Service Cloud Mobility
- Oracle Field Service Cloud Smart Location
- Oracle Field Service Cloud Collaboration
- Oracle Field Service Cloud Communication
- Oracle Field Service Cloud Contingent Worker
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.

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For more information about Oracle Field Service Cloud, visit oracle.com/servicecloud or call +1.800.800.800 to speak to an Oracle representative.

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Integrated Cloud Applications & Platform Services

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