Does your field service operation have a reliable metric for how much work it can accomplish in a single day? With Oracle Field Service Cloud Capacity, you are able to accurately judge how much work can be completed each day based on available resources, those resources’ skills, work zones and work types. With these insights, you are able to focus your field resources on the work that’s most critical to your business.

ACCURATE CAPACITY INFORMATION

The solution’s capacity management capabilities enable real-time appointment booking based on the resources available to you right now—not a best guess or estimate.

You’ll see how much work can realistically be completed, based on available employees, required skills, the type of work needed, and geographic areas.

KEY BENEFITS

- Truly understand your field force by reducing the risk of over or under booking.
- Adjust field quotas based on your current business needs – based on seasonality or other cycles.
- Plan effectively prior to the day of service.
- Reduce or eliminate expensive overtime.
- Enable intelligent appointment scheduling based on real-time visibility.
Oracle Field Service Cloud Capacity uses precise time measurements of employees completing tasks in the field and can predict with 98 percent accuracy how long each field event will take and always know your workforce’s true capacity.

With this capacity insight backed by Oracle Field Service Cloud’s powerful predictive engine, you can manage workforce capabilities and customer expectations in tandem. Limit certain types of appointments during peak business times or add cost-effective contractors during busy season or high-demand times. Adjust quotas to prioritize certain types of work. See how much capacity is available by region, shift, or over the entire enterprise at the click of a button.

**Key Features**

- Accurate view of how much work can be completed each day based on available resources and skills, work zones, and work types.
- Minute-by-minute display of capacity.
- The ability for real-time quota adjustment.
- Map visualization of available capacity.
- Capacity-based booking enablement.
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:

- **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.

RELATED PRODUCTS

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

- Oracle Field Service Cloud Capacity
- Oracle Field Service Cloud Collaboration
- Oracle Field Service Cloud Core Manage
- Oracle Field Service Cloud Customer Communication
- Oracle Field Service Cloud Forecasting
- Oracle Field Service Cloud Mobility
- Oracle Field Service Cloud Routing
- Oracle Field Service Cloud Smart Location
- 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 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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Integrated Cloud Applications & Platform Services