Customers are vital to your business, and satisfaction is a critical metric that can make or break your bottom line. Keeping customers informed is simplified when you can automate communication. Oracle Field Service Cloud Customer Communication gives customers more choices, more flexibility, and more information throughout the field service process.

COMMUNICATE WITH YOUR CUSTOMERS

How can you reduce customer no-shows and increase the number of jobs your field service technicians are able to complete per day, while giving more choice to your customers about when they will receive service?

By providing predictive appointment alerts the day before and/or the day of service, you can confirm the appointment, or alternatively, you can reduce the chance that customers will forget or simply opt-out of the appointment without informing you. Upon completion of the work, you can request customer feedback with an automated post-appointment survey based on your unique business needs. This real-time, actionable information can then be used to strengthen your customer service strategy.

KEY BENEFITS

- Significantly reduce customer absences or "no-shows" via proactive reminders.
- Improve customer satisfaction by keeping customers informed.
- Communicate with customers through their preferred channel.
- Receive real-time customer feedback.
- Reduce unnecessary truck rolls.
- Reduce volume of inbound inquiries searching for information such as “Where’s my service rep?”
- Minimize average handling time for customer service representatives.
Figure 1. Keep your customers informed while empowering them to confirm, cancel or reschedule their appointment if necessary.

Oracle Field Service Cloud Customer Communication is powered by technology that collects time-based measurements about everything happening in the field, including measurements that learns how each employee works and uses that detail to accurately schedule future appointments.

The solution is then able to predict—with 98 percent accuracy—when a field event will occur and how long it will take. This unique foundational technology is at the heart of accurate service window predictions. If an unexpected event occurs, putting the service window in jeopardy, Oracle Field Service Cloud Customer Communication keeps the customer informed by providing alerts via text, e-mail, voice, and web.

KEY FEATURES

- Automated communication with customer before, day-of, and post-appointment.
- Outbound and inbound messaging capabilities.
- Multi-channel communication options including text, e-mail, voice, and web.
- Automated post-appointment surveys to gauge customer satisfaction.
- Configurable workflow based on unique business needs.
THE RIGHT SOLUTION TO ANY FIELD SERVICE ORGANIZATION

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

- **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.

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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