At the core of every field service operation are the mobile employees who must serve customers face-to-face, in the most efficient manner possible. With Oracle Field Service Mobility Cloud Service, empower field employees with everything they need to succeed in the field, delivered to their mobile device through a powerful browser-based mobile, Android or iOS application. Provide instant access to accurate information for outstanding productivity and improved response time.

A FLEXIBLE AND RELIABLE MOBILE APPLICATION

Oracle Field Service Mobility is a highly configurable solution that can be tailored to support your specific business processes. The application displays a range of information to mobile employees based on your preferences and depending on what amount of detail you wish to share. Create or edit forms quickly with an easy-to-use WYSIWYG editor.

Because flexibility and reliability are critical to efficient field service, Oracle Field Service Cloud Mobility is accessible on any device. Support a bring-your-own-device (BYOD) strategy and reduce costly and time-consuming device management efforts. With full offline availability, mobile employees can continue to work even in areas with poor reception.

KEY BENEFITS

- Increase field worker productivity by providing the right information for each job.
- Reduce costs by completing more jobs in a shorter time period.
- Unleash productivity with a BYOD strategy.
- Extend visibility over field teams beyond the back-office.
- Streamline communications between colleagues and with the back-office.
- Support in-house and contractor employees with the same application.
When mobile employees indicate that a job is started or completed via their mobile device, the system uses that data to continue learning how each individual does work. When unexpected events occur, employees can make instant adjustments to the time needed to complete an appointment, and dispatchers are alerted in real-time.

**ENABLE FIELD SUPERVISORS WITH POWERFUL TOOLS**

With Oracle Field Service Cloud’s Field Resource Manager, supervisors and managers can manage field teams from any location from their mobile devices. Managers can respond to issues before appointments are jeopardized or in danger of missing a critical SLA. When field teams are overly efficient, managers are empowered to act and assign any unscheduled work to resources with availability.

Field Resource Manager provides supervisors with a consolidated view of an entire team’s work week, full access to team calendars, contact information, work skills and other critical information with the ability to adjust resource shifts or schedules in real-time. These permissions-based features can be configured to suit any field service organization’s requirements.

**KEY FEATURES**

- Browser-based, Android, and iOS mobile applications, accessible on any device.
- Ability to provide and capture all work details.
- Intuitive, configurable user interface, including WSIWYG form editor.
- Real-time access to work orders, driving directions, inventory, and collaboration tools.
- Field Resource Manager allows supervisors to respond to changes throughout the day.
- Fully available even when user is offline or in an area with poor reception.

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Figure 1. Supervisors can view schedules and access resource details with one click.
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.

- **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.

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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