

Oracle Field Service Cloud Capacity

ORACLE®
Service

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.

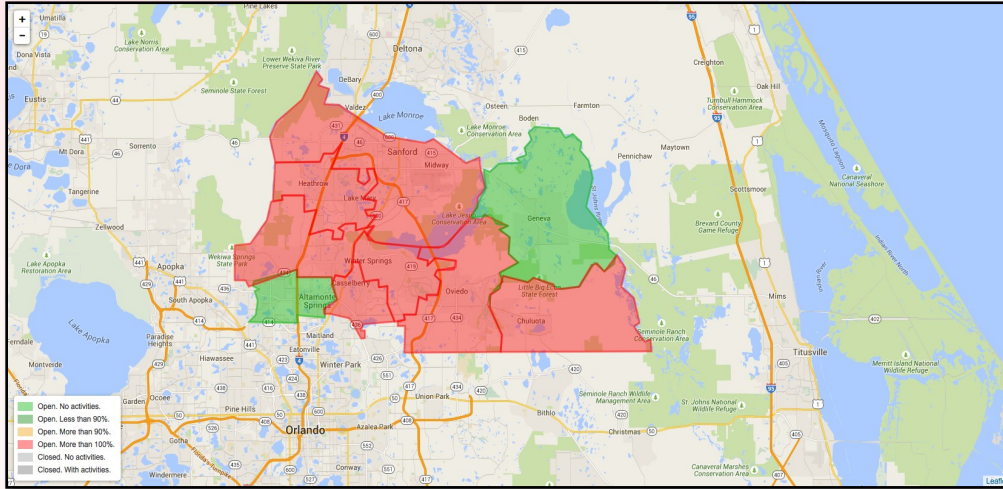


Figure 1. The Map view provides visualization of real-time available capacity.

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.

If your field service operation experiences fluctuations due to seasonality, consumer buying behavior, or new product offerings, you won't risk over-promising or under-delivering. 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.

Planning		Wed, Jul 18 - Tue, Jul 24				Thu, Jul 19th, 2012				Fri, Jul 20th, 2012				Sat, Jul 21st, 2012				Sun, Jul 22nd, 2012				Mon, Jul 23rd			
Time slot	Capacity Categories / Date	Used Quota Status Close Time				Used Quota Status Close Time				Used Quota Status Close Time				Used Quota Status Close Time				Used Quota Status Close Time							
		08-10	Install	723	900	X	--	900	X	--	824	1000	X	--	848	900	✓	07:00	816	900	✓	07:00	836	900	✓
	Trouble Call	636	900	✓	--	900	✓	--	1216	900	✓	--	1220	900	✓	--	1163	900	✓	--	1174	900	✓		
	Upgrade	10223	12909	✓	--	12909	✓	--	10245	12909	✓	--	9948	12909	✓	--	10090	12909	✓	--	10100	12909	✓		
	Reserved:	0	--	--	--	0	--	--	0	--	--	--	0	--	--	--	0	--	--	--	0	--	--		
	Total:	11582	14709	--	--	14709	--	--	12285	14809	--	--	12016	14709	--	--	12069	14709	--	--	12110	14709	--		
	Estimation:	11280	--	--	--	11280	--	--	11280	--	--	--	11280	--	--	--	11280	--	--	--	11280	--	--		
10-12	Install	895	900	X	--	900	X	--	915	900	X	--	907	900	✓	10:00	860	900	✓	10:00	836	900	✓		
	Trouble Call	1895	1900	✓	--	1900	✓	--	2606	1900	✓	--	2540	1900	✓	--	2734	1900	✓	--	2530	1900	✓		
	Upgrade	5511	6000	✓	--	6000	✓	--	5620	6000	✓	--	5735	6000	✓	--	5619	6000	✓	--	5611	6000	✓		
	Reserved:	0	--	--	--	0	--	--	0	--	--	--	0	--	--	--	0	--	--	--	0	--	--		
	Total:	8301	8800	--	--	8800	--	--	9141	8800	--	--	9162	8800	--	--	9213	8800	--	--	8977	8800	--		
	Estimation:	11280	--	--	--	11280	--	--	11280	--	--	--	11280	--	--	--	11280	--	--	--	11280	--	--		
13-15	Install	2276	9000	X	--	9000	X	--	2205	9000	X	--	2325	9000	✓	12:00	2344	9000	✓	12:00	2278	9000	✓		
	Trouble Call	4733	5000	✓	--	5000	✓	--	5481	5000	✓	--	5499	5000	✓	--	5305	5000	✓	--	5295	5000	✓		
	Upgrade	4057	5000	✓	--	5000	✓	--	4042	5000	✓	--	4130	5000	✓	--	4140	5000	✓	--	4131	5000	✓		
	Reserved:	0	--	--	--	0	--	--	0	--	--	--	0	--	--	--	0	--	--	--	0	--	--		
	Total:	11066	19000	--	--	19000	--	--	11728	19000	--	--	11954	19000	--	--	11789	19000	--	--	11704	19000	--		
	Estimation:	11880	--	--	--	11880	--	--	11880	--	--	--	11880	--	--	--	11880	--	--	--	11880	--	--		
	Install	287	500	X	--	500	X	--	278	500	X	--	323	500	✓	15:00	356	500	✓	15:00	302	500	✓		
	Trouble Call	1340	1500	✓	--	1500	✓	--	1650	1500	✓	--	1614	1500	✓	--	1633	1500	✓	--	1580	1500	✓		

Figure 2. Understand your long-term field capacity needs and easily manage how work is completed by setting quota requirements far into the future.

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.

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.

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

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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