

Oracle Field Service Cloud Core Manage

ORACLE®
Service

At the heart of Oracle Field Service Cloud is Core Manage. Oracle Field Service Cloud Core Manage provides the tools that empower customers to **manage field operations centrally** from a single interface. Easily switch between a Gantt chart, map view, and list view - or any combination of these - so your team can quickly understand what is going on in the field with **unlimited visibility**. When unforeseen issues occur, such as bad weather, traffic, or employee absence, and re-assignment is needed, Oracle Field Service Cloud Core Manage enables intelligent job reassignment by visually identifying the best resources to assign based on real-time availability, proximity, skill level, inventory and more.

KEY BENEFITS

- Improved customer satisfaction due to the ability to complete a higher percentage of appointments within committed service window.
- Seamless management of in-house technicians and contractors in a unified interface.
- Holistic view of all field activities in real-time.
- Relief from trivial field communications with focused exception management.

COMPLETE VISIBILITY INTO YOUR FIELD FORCE

With Oracle Field Service Cloud Core Manage, users can see the current status of every job assigned to every field employee on a single screen. The real-time, predictive time view is displayed as a Gantt chart that shows the entire day, giving you unparalleled insight into the status of your field force. Or, view the same information as a list or on a map, with easy-to-read color-coding that allows you to see jobs what are completed, in progress, or in-jeopardy at a single glance. If you need to reassign jobs, simply drag and drop the task to a different field service worker, alternatively the move screen guides users through the reassignment process.

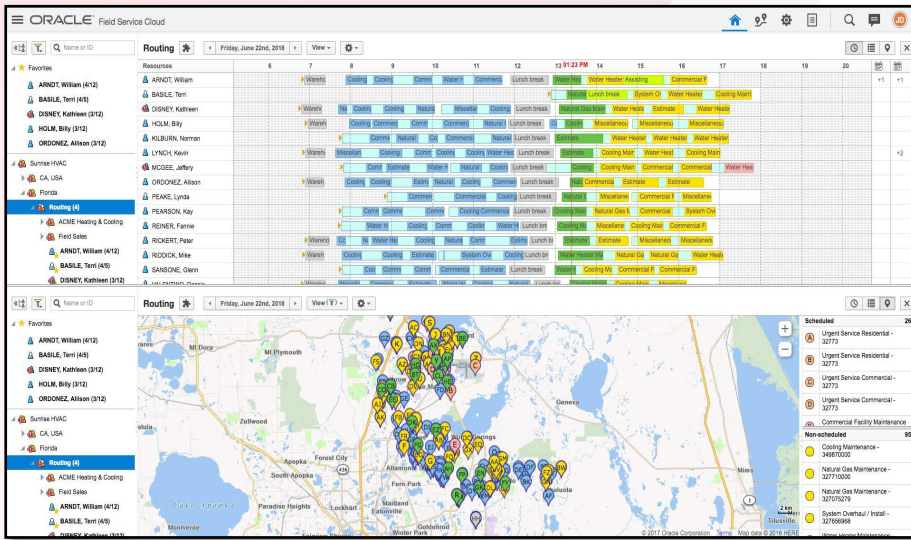


Figure 1. View all mobile employees in one centralized hub, in real time, using the Gantt time view, map view, or both at once.

Oracle Field Service Cloud Core Manage also supports auto job segmentation; meaning long-duration activities are automatically divided into segments across multiple days without requiring the complex linking of activities. Set parameters for required resources, by scheduling and segmenting them in order to provide consistency in viewing and managing tasks. Schedule different resources for different tasks within a single multi-day activity, to ensure that each task is completed by the right resource and jobs are completed as efficiently as possible.

With Oracle Field Service Cloud Core Manage, you can have access to powerful reports to help assess performance and spot trends in real-time—for individuals, teams, or your entire workforce. View critical metrics as charts, graphs, or gauges. Compare productivity over whatever time frame you choose.

By working seamlessly with other Oracle Field Service Cloud services, Oracle Field Service Cloud Core Manage enables intelligent job reassignment by identifying resources by availability, skill level, and proximity. Where other systems rely on averages to assign work, Oracle’s solution collects time-based measurements about everything that happens in the field, and then uses these measurements to learn—and keep learning—how each individual does work. Oracle Field Service Cloud Core Manage provides a visual display of the workday that updates as things change.

The solution predicts when a field event will happen and how long it will take to complete with 98 percent accuracy! When unexpected events occur—such as bad weather, traffic jams, or employee absence, Oracle Field Service Cloud Core Manage predicts the resulting chain reaction and displays the impact in real-time to the manager or dispatcher.

KEY FEATURES

Oracle Field Service Cloud Core Manage offers the tools that provide:

- A real-time view of the field with multiple displays including Gantt chart, map, and list views.
- Real-time location tracking.
- A hub for technician, work order, and service-level-agreement management along with a predictive view of current and future work activity.
- On-screen exception management.
- Drag-and-drop job reassignment.
- Detailed information on each job and technician.
- Inventory and trunk stock tracking.
- Automatic multi-day job segmentation.
- Mobile-friendly swipe and scroll functionality for tablets and smartphones.

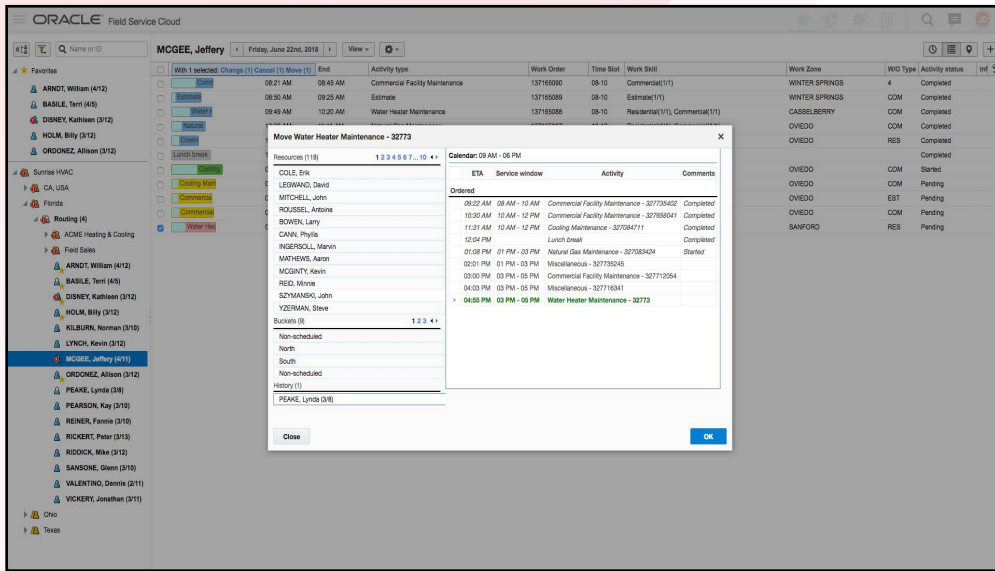


Figure 2. Leverage the solution's foundational technology to manage exceptions intelligently, ensuring that you have assigned the best person for the job.

THE RIGHT SOLUTION: ORACLE FIELD SERVICE CLOUD ENTERPRISE SERVICE

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 and compliance of all field resources.
- **Collaboration:** Contextually connect field employees for instant peer-to-peer communication, work independence, and knowledge sharing.
- **Customer Communication:** Pro-actively inform customers, teams, and co-workers about the status of appointments with predictive job alerts across channels.
- **Forecasting:** Plan with confidence using accurate predictive tools. ♦
- **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 travel data from your map provider to optimize 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.

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

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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