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Service

Oracle Field Service Cloud: Forecasting

How do you determine future demand for your field work? Is planning based on the capacity you have rather than based on accurate demand predictions or market changes? Oracle Field Service Cloud Forecasting helps take planning a step further. It helps you **understand future demand** and make more **intelligent staffing decisions** to ensure that you're always prepared to **meet the needs of your customers**.

ACCURATELY PREDICT FIELD SERVICE STAFFING NEEDS

Shift from capacity-driven to demand-driven field resource planning with predictive forecasting tools. Oracle Field Service Cloud Forecasting analyzes historical trends to help you know when the field will need to be adjusted to accommodate for changes in the volume of work and job types that field teams need to complete – for example, during peak seasons or seasonal campaign support.

Make smarter decisions about field resource hiring and training with actionable data on historical trends. Oracle Field Service Cloud Forecasting allows you to test "what-if" demand and capacity scenarios to know how factors like marketing campaigns and sales promotions will impact demand. Because the data is coming directly from Oracle Field Service Cloud, there is no need to continuously import external data – you can import initial historical data at deployment or import additional data per your preferences and then let the solution handle the rest.

KEY BENEFITS

- Understand when changes in demand will occur and be ready to staff field resources accordingly.

- Make more intelligent workforce planning, hiring and training decisions.

- Reduce costs from over-time and over-staffing field teams.

- Eliminate the need for cumbersome data import processes.

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PLAN AND TRACK REAL-WORLD PROGRESS

Take field service planning a step further with Oracle Field Service Cloud Forecasting. Use the predicted demand forecast to create a long-term plan for field operations and then track performance against those plans in the system in real-time. Oracle Field Service Cloud Forecasting gives you the tools to closely track how real-world results match the plans developed from your forecast. You can then adjust staffing levels as needed, saving you unnecessary expenses and ensuring that you always meet customer demands.

TRANSFORMATIVE FIELD SERVICE SOFTWARE

Oracle Field Service Cloud transforms customer experiences as well as the effectiveness and productivity of your field service operation. Customers no longer wait without knowing when service will occur and how long a job will take, because Oracle Field Service Cloud's patented approach eliminates guesswork and uncertainty. In minutes, users can plan, optimize, and manage fieldwork, scheduling and coordinating jobs for mid-to- large workforces. Then, field teams can communicate—with customers and each other—to ensure jobs are completed in a timely manner. This holistic field service loop allows users to create efficient daily job schedules, work assignments, and routes while maintaining a real-time view of the field. If something changes, you can adjust 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.

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**.** Choose the services you need to meet your business objectives:

- **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:** Updates 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.

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 Forecasting
- Oracle Field Service Capacity
- Oracle Field Service Routing
- Oracle Field Service Core Manage
- Oracle Field Service Mobility
- Oracle Field Service Smart Location
- Oracle Field Service Collaboration
- Oracle Field Service Customer Communication
- 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.

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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

Oracle is committed to developing practices and products that help protect the environment

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