

Oracle Field Service Cloud: Street-Level Routing

Traffic patterns have a major impact on the time it takes a field service worker to travel to a work site. However, there are other factors that have a similar impact. Such factors include **point-to-point drive time** calculations and **turn-by-turn directions**. Oracle Field Service Cloud's support of Street-Level Routing takes all these variables into consideration, further enhancing the **industry's most powerful** and configurable routing/scheduling engine.

SCHEDULE TO SCALE WITH PIN-POINT ACCURACY

Oracle Field Service Cloud fully supports Street-Level Routing, which is the method of using point-to-point drive time calculations, while incorporating turn-by-turn directions, allowing the accurate determination of travel times.

In addition, Oracle Field Service Cloud's point-to-point Street-Level Routing factors in additional variables like: one-way streets, stop signs, one lane roads, recent construction, and more. Other solutions use grid-based technology that doesn't allow for the same granularity when calculating travel time. The grid-based technique lacks accuracy, resulting in losses in field (and fuel) efficiency. Oracle Field Service Cloud's Street-Level Routing improves efficiency, as it takes all travel variables into account, while leveraging Oracle's powerful optimization engine.

Oracle Field Service Cloud easily balances the industry leading optimization engine with Street-Level Routing technology. The solution only uses Street Level Routing when needed. This is extremely important when scheduling thousands of jobs. The combination of a time based/street level routing optimization approach is unique to Oracle Field Service Cloud, offering large and growing field service organizations a completely configurable and scalable solution.

KEY BENEFITS

- Combine Oracle Field Service Cloud's powerful optimization with street-level routing, unique to the solution for calculated travel time and optimized field efficiency.
- Street-Level Routing offers large and growing customers a scalable solution – to fit business needs now and into the future.
- The tool considers factors like one-way streets, stop signs, one lane roads, and recent construction, etc.
- Accurately determine travel times using point-to-point-drive time calculations.

THE RIGHT SOLUTION FOR ANY FIELD SERVICE ORGANIZATION

Choose the Oracle Field Service Cloud services that will help 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 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.

RELATED PRODUCTS

The Oracle Field Service Cloud product family includes the following services:

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