



SFS-X ISV app

Salesforce Field Service Extensions

Field Service Solutions for Workflow Optimization and Technician Safety

SFS-X provides solutions designed to enhance the capabilities of your standard Field Service operations. The package offers a customizable approach, allowing you to select the features that suit your business needs.

This solution enhances dispatcher and technician efficiency, improves technician safety, and provides a more user-friendly experience – resulting in a more streamlined and productive Field Service environment for your business.

Current features

- Working Alone Timer
- Panic Alert
- Timesheets Management
- Time Rules Engine
- Mass Recurring Non-Avabilities
- Mobile Layout
- Dynamic Status Transitions

Made available on a feature-by-feature basis

Select and enable the features you want and fully customize them to meet your specific needs.

The continual development of the app aims to introduce more functionalities, that will further enhance, optimize and automate your field service solution. As we continue to identify gaps and address client needs, our aim is to fortify SFS in the field and in the back-office. Additional features will be added to better streamline processes, ensuring a more comprehensive and efficient experience for all users.

Feature 1

Working Alone Timer

This feature is for organizations with mobile technicians engaged in high-risk activities who may work alone. It aims to enhance the safety of technicians by providing them with a timer to indicate when they are working alone and sends real-time alerts to field service dispatchers, ensuring timely support and intervention when necessary.

- Empower technicians working in high-risk scenarios with a timer and alert system
- Send real-time alerts to dispatchers to ensure timely support and intervention
- Prioritize technician safety and well-being

Feature 2

Panic Alert

Designed to prioritize technician safety by providing immediate emergency notifications to dispatchers. When a technician encounters an urgent situation in the field, they can trigger a Panic Alert directly from their mobile device. This instantly notifies their dispatcher, ensuring a rapid response and the necessary support to keep them safe.

- Allow technicians to send a one-tap emergency alert directly from their mobile app
- Ensure fast response to critical situations as alerts are immediately received by dispatchers
- Reinforce confidence that help is always within reach when it matters most

Feature 3

Timesheets Management

Simplify time tracking and approval processes for technicians with intuitive, automated timesheets. Technicians can efficiently log daily entries, track approval statuses, and navigate within a visually engaging weekly view.

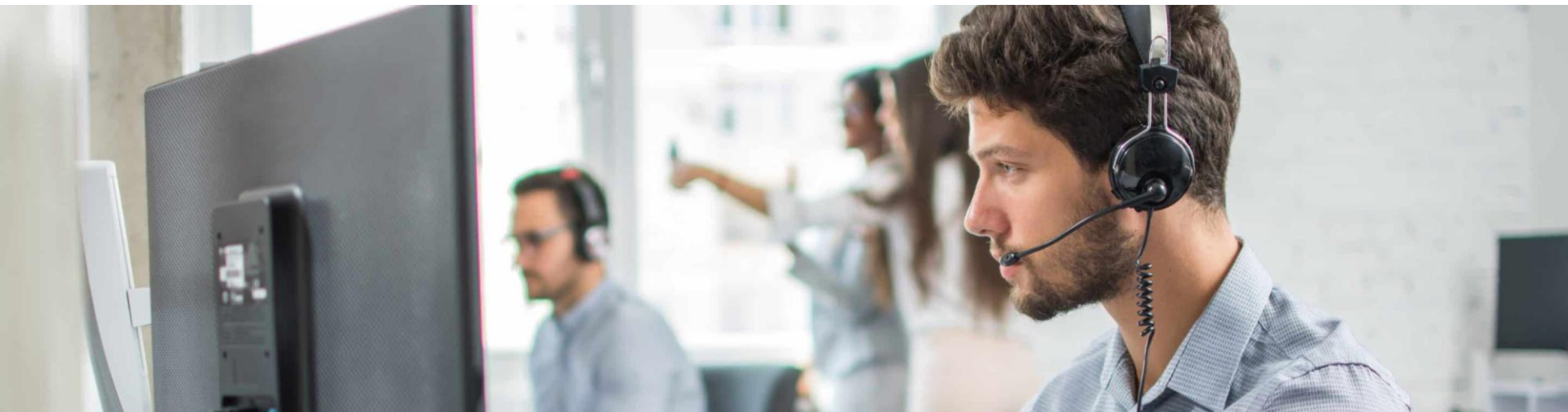
- Enable technicians to seamlessly track time with manual and automatic entries in a user-friendly weekly interface for improved visibility and control
- Automate timesheet entries based on service appointments and resource absences

Feature 4

Time Rules Engine

Ensure precise time tracking by categorizing logged hours based on predefined time rules. Organizations can allocate hours into defined categories—such as Regular, Overtime, or Doubletime—without manual intervention. This adaptable and scalable solution ensures that Service Resources timesheets are categorized dynamically based on assigned rules.

- Streamline time tracking by automatically applying time specific rules to time sheet entries
- Optimize accuracy with configurable rules tailored to various work time regulations and service resources
- Reduce complexity in time allocation, ensuring compliance with internal business rules



Feature 5

Mass Recurring Non-Avabilities

Streamline scheduling and reduce administrative workload for dispatchers by allowing them to bulk-create recurring absences or delete absence records.

- Mass creation: Easily create recurring absences for multiple service resources
- Mass deletion: Set criteria to retrieve and delete hundreds of absence records in a single, intuitive user interface

Feature 6

Mobile Layout

A dynamic solution designed to enhance the technician's user experience and allow administrators to customize the way field service information is presented to field technicians. Using existing page layout functionality, administrators can control the layout and organization of tabs and fields for a mobile layout view designed for field technicians.

- Customize a mobile layout view specifically designed for your field technicians
- Improve productivity by making details easier to navigate
- Eliminate unnecessary scrolling and enhance the overall technician experience

Feature 7

Dynamic Status Transitions

Designed to simplify service appointment status updates for technicians by providing them with an interface that only displays the next valid status transitions.

- Update service appointment status on Field Service mobile app without a flow
- Reduce errors by only showing permitted status transitions to technicians



The Benefits

Working Alone Timer	Panic Alert	Timesheets Management	Time Rules Engine	Mass Recurring Non-Availabilities	Mobile Layout	Dynamic Status Transitions
 Efficient Communication	 Immediate Emergency Handling	 Seamless Time Tracking	 Configurable Rules	 Reduce duplicate tasks	 Customization	 Reduced Errors
 Dispatcher Awareness	 Rapid Dispatcher Response	 Automated Entries	 Optimized Accuracy	 Control over recurring processes		 Enhanced Efficiency
 Technician Safety	 Technician Confidence	 Enhanced Visibility & Control	 Reduced Complexity	 Optimized resource scheduling	 Simplified Navigation	 Simplified administration

Fill the gaps in your Field Service operations

These Salesforce Field Service (SFS) accelerators can be purchased individually, bundled, or in some cases included at no cost with a Salesforce Field Service implementation, depending on eligibility and specific requirements.

Visit the AppExchange or contact us for more information.



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The Diabsolut Difference

Every Diabsolut engagement follows a structured, tried and tested end-to-end delivery model which has proven successful time and time again. We understand that no two clients are the same and that when considering business transformation, the “best practice” might not be the “right practice” for your organization. We approach each implementation as a unique instance and adapt the model that best serves your needs.

Whatever stage you introduce Diabsolut to your business transformation journey, our industry experience allows us to rapidly align with your team and quickly deliver a positive impact on your bottom line.



**4.9/5
CSAT**

(CUSTOMER SATISFACTION)

About Us

As Salesforce Consulting Experts, we offer innovative end-to-end customer service and asset-centric solutions to address the business needs of organizations across many industries throughout North America. Our expertise is in Field Service, Asset Management, and Revenue. We work closely with our customers to ensure they succeed and deliver exceptional service, by giving them the best tools for the job.



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