

Salesforce

Optimized for Field Service Industry

Performing the operations beyond the four walls where the employees are distributed in many different locations and the operations have vast territories can make field service companies vulnerable to inefficient management of time and data.

Prime **challenges faced by Field Service industry:**



Inflexible and Out-of-Date Systems

In order to have a recurring business it is important to have up-to-date and integrated systems without depending on the on-premise and client-server.



Missing Inventory and Erroneous Data

Manual data entry in the system leads to human errors thus affecting the visibility, data availability and ultimately affecting your bottom line and efficiency.



Service Resource Management

With truck loads of incoming work requests it is of utmost importance for the managers and dispatchers to know where their field service personnel are located and what their availability is at any given time so that they can prioritize the work as per that and can get the outside assistance if required.



Access to Resources while serving a Customer

You don't have access to the right help, tools and parts during the customer visit. This leads to embarrassment for the Service Agent and his company.



Optimization of Service Delivery

Disjointed processes can lead to chaos and inefficiency which ultimately results in loss of work orders and unsatisfied customers.



Communications Breakdowns

When it's about using the mobile workforce there are scenarios that can lead to the communication breakdown, thus leading to the service delays and out of date system information. This leads to further chaos in the service organizations.



Insufficient Field Service Metrics for Improvement

The lack of organized process results in ambiguity and lack of visibility about day-to-day performance.

All these mentioned challenges needs to be handled on daily basis and now is the time that Field Service should also take benefits from the cloud computing and convert their business into a profitable venture.

Salesforce offers a brand new way to experience the world class Sales and Service cloud from any mobile device using Salesforce1.

With Salesforce1 you can connect all your apps, devices and customer data, all with one Customer Platform designed for the new hyper-connected world of customers. With new APIs, mobile tools, and more, it's everything you need to sell, service, and market like never before.

Salesforce1 can work wonders for the companies who would like to streamline their service operations and optimize the usage of their field service mobile force.

Salesforce1 **provides the following short and long term benefits:**



Access to Analytics

Get the latest service performance metrics anytime and from anywhere. View out-of-the-box dashboards or create your own. Salesforce1 is designed with accessibility in mind and delivers a fully-accessible mobile experience for all individuals, including users working with screen readers.



Optimized Resource Management

Pre-integrated apps from the App Exchange help you control end-to-end field service operations, from entitlements and scheduling to depot repair.

Use record actions to make phone calls, log calls, send emails, map locations and view news or websites. Add new records and update existing records.



Collaborate on the go

Salesforce1 brings all your Chatter, CRM, custom apps, and business processes together in a unified and modern experience for any Salesforce user.



Zero dependency for On-premise

Flawless Field Service can be obtained as data is there at cloud providing round the clock access of the updated data.



Easy Organization

Track, close, or reopen tasks anytime. Field personnel can view the history of every customer and every piece of equipment as well as capture customer , add attachments (like photos or documents), edit forms and much, much more.



Receive push notifications and in-app notifications

In App Notifications – the In App Notifications appear in the app itself and can be accessed manually also. Push Notifications – The push notifications are for Mobile device apps only and they are not supported by the mobile browser apps. the push notifications will appear as badges on the app icon etc.



Publisher Actions

Publisher is the term that Salesforce uses to refer to the mechanism that lets a user take actions from the feed. Think of them as something that a user can do like create a new purchase order, mark delivery of a product as delivered or create a new task or contact. This helps in the value adds like cross selling and up-selling which a field service engineer can do on the fly.