Field Service®

PLATFORM

Product Brochure

About Field Service

The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're onsite with customers fixing issues. With Copilot in Field Service, users can access the latest AI models in various areas of the application. These AI-based features are rapidly evolving and help users be more productive.

Technology

Microsoft Dynamics 356
Field Service

Our Platform Promise

• Improve first-time fix rate

• Complete more service calls per technician per week

• Manage follow-up work and take advantage of upsell and cross sell opportunities

• Reduce travel time, mileage, and vehicle wear and tear

• Organize and track resolution of customer issues

• Communicate an accurate arrival time to customers

• Keep customers updated with the status of their service call and the resolution

• Schedule onsite visits when it's convenient for the customer

• Avoid equipment downtime through preventative maintenance

Key Capabilities

- Work orders to define the service work needed primarily (but not exclusively) at customer locations.

- Scheduling and dispatch tools to manage resources and equipment needed for customer service, visualize onsite appointments, and optimize service schedules with efficient routing and resource skill matching.

- Communication tools to enhance collaboration between customer service agents, dispatchers, field technicians, customers, and other stakeholders.

- An easy-to-use mobile application that guides technicians through schedule changes and service work.

- Asset management capabilities to keep track of customer equipment and service history.

- Preventive maintenance by automatically generating recurring maintenance appointments for equipment.

- Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

- Billing capabilities to generate invoices based on products and services delivered to customers.

- Time tracking to help you track how resources are spending their time, whether they're traveling, on break, or working.

- Analytics for reporting on key performance indicators for managing work orders, scheduling activities, and interacting with customers.

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