

Dynamics 365 Field Service

Exceed customer expectations through empathetic, predictive and connected experiences

“Selecting a platform like Microsoft Dynamics 365 Field Service is a long-term commitment and migrating 12,000 users isn’t something we’d undo in two years. We wanted a partner that would ensure continuous innovation—a must in an agile and changing world.”

Sébastien Bey
Chief Information Officer

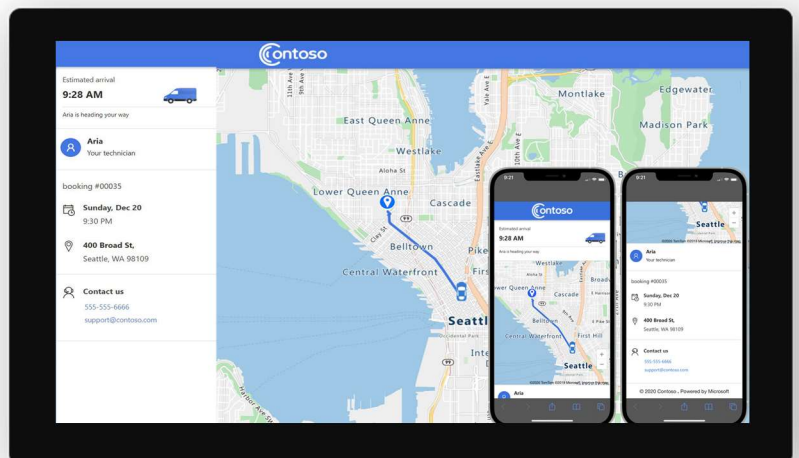


Field Service

Service organizations across the globe are facing new and difficult challenges in consistently delivering predictive field service. Dynamics 365 Field Service empowers service organizations to deliver exceptional customer experiences by leveraging built-in intelligence to detect and resolve issues before the customer is aware. Field Service delivers advanced scheduling and resource optimization to consistently dispatch the right technician with the right experience and resources to successfully resolve the issue the first time, every time.

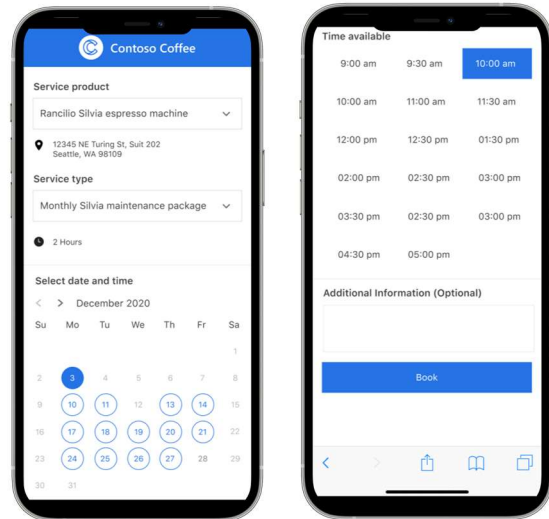
Personalize customer experiences

Delivering best in class service includes interacting with customers via automated notifications of upcoming appointments, confirmations, and expected technician arrival time. Provide customers a link to track technician travel in real-time and a portal to view service details.



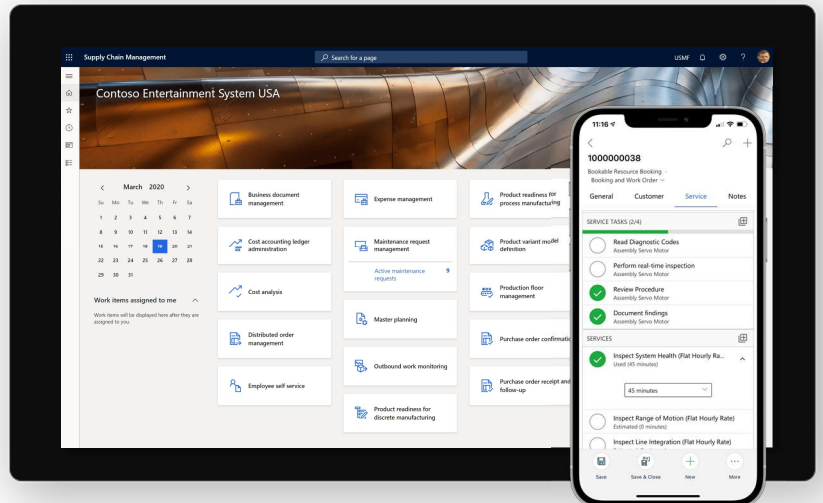
Build customer engagement

Enhance the customer experience by providing customers the flexibility to schedule appointments directly from the customer experiences home page. Your customers can choose from available time slots based on resource availability, skills and travel duration. Plus, capture important pre-service customer information as part of the request. Reduce costly scheduling errors and rescheduling events. Lower back-office costs by reducing scheduling volume, freeing up resources for more complex issues.



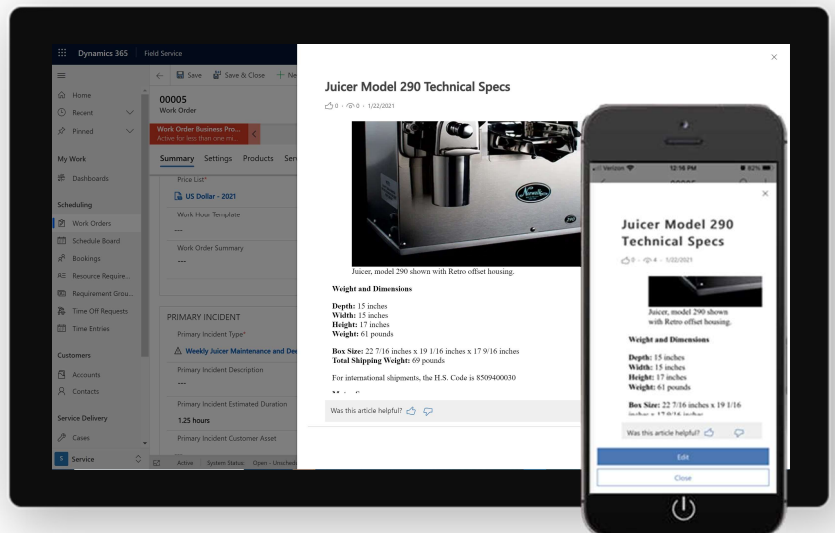
Increase worker productivity

Provide frontline workers smooth navigation and seamless flow with context that is maintained within any form. Offer an efficient way to enter data so when completing a work order, frontline workers can create, update, and review sub records without leaving the original form. Plus, capture completed service tasks by using the Windows 10 supported Field Service mobile app on tablet or laptop devices. Purchase parts and increase first-time fix rates with extended integration of Field Service and Dynamics 365 Supply Chain Management.



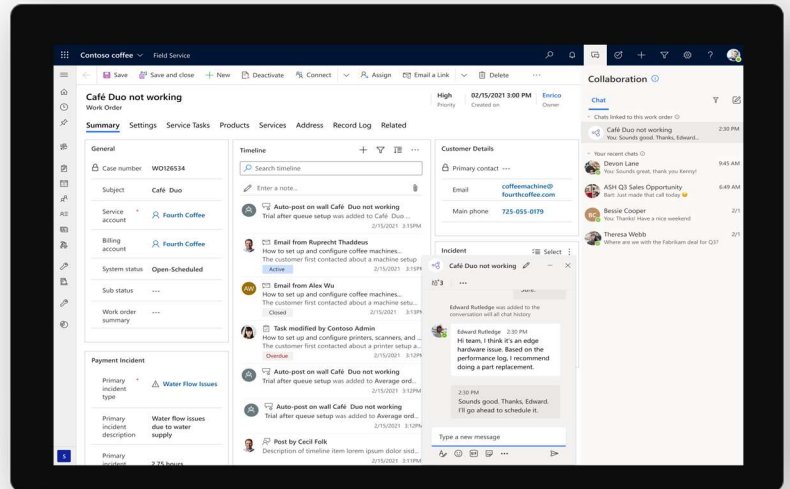
Provide the right tools

Embedding knowledge management into field service processes helps frontline workers resolve work orders and install assets the first time. Author and link knowledge articles to work orders, assets, products, and incident types. Provide technicians the ability to leverage articles on- or offline using the Field Service mobile app while increasing customer satisfaction by avoiding follow-up visits.



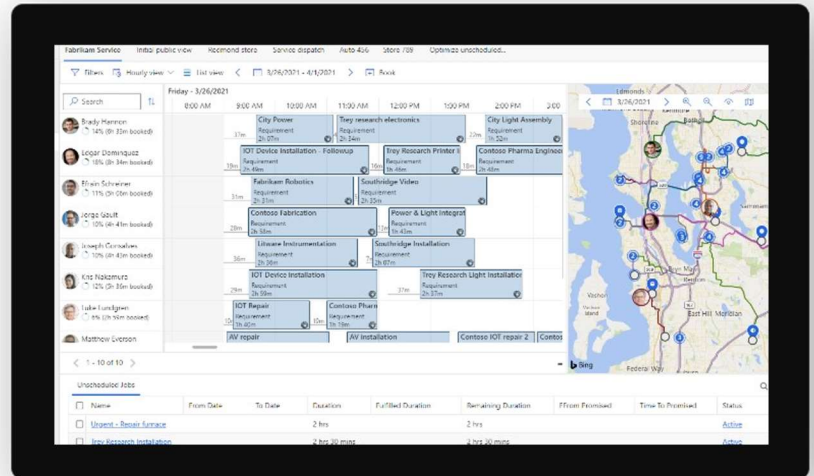
Boost collaboration with the power of Microsoft Teams

To achieve first-time fixes, frontline workers often collaborate with subject matter experts (SMEs) within the organization while onsite using personal tools. Now employees can use the power of Microsoft Teams as a communications platform. Enable frontline workers, technicians, dispatchers and back-office to quickly collaborate on service work order issues using embedded chat. Automatically link chats to Dynamics 365 records to preserve context and associate conversations to the work order.



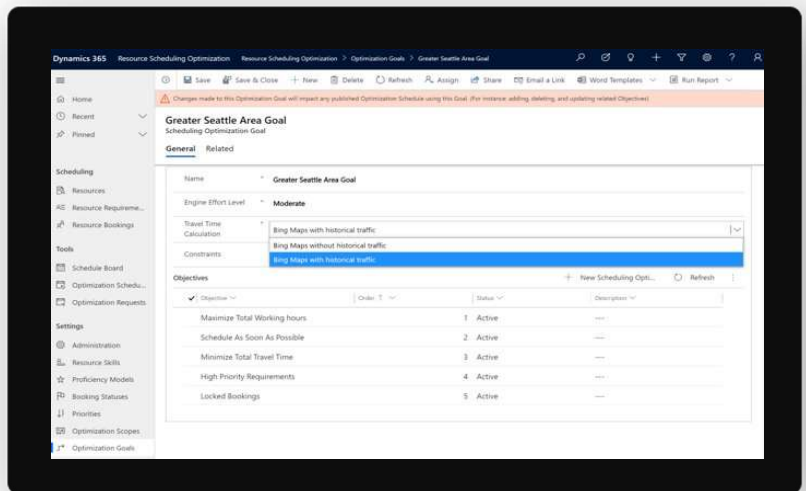
Optimize service operations

Enable automated scheduling optimization and reduce manual scheduling to free dispatchers with higher value activities. Manage schedules from a resources viewpoint with the organization's business goals applied automatically by the optimizer. Get a complete view of unscheduled work orders, bookings, technician locations, routes and more with enhanced map view. Or view weekly and monthly bookings and schedule available technicians; easily edit allocated hours for multi-day bookings.



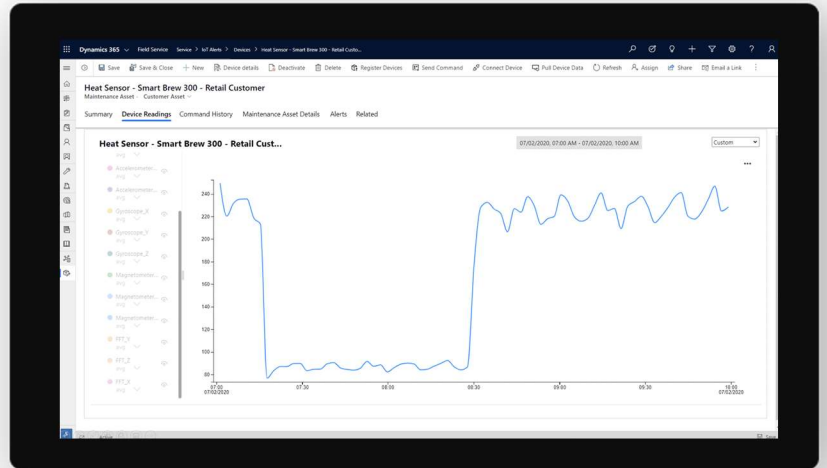
Enhance scheduling with predictive travel time

Further optimize scheduling by predicting travel time. Using Bing maps historical data, estimated travel times are calculated when work orders are scheduled with the resource scheduling optimization (RSO) add-in. Travel time outside of work hours can be scheduled independently so that jobs that require extra travel outside of working hours can be assigned. RSO also considers job requirements and unique attributes such as expertise.



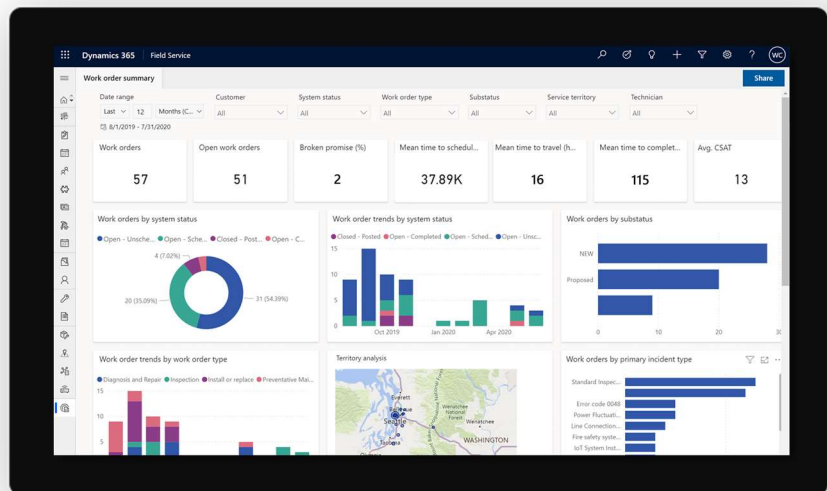
Deliver proactive service

Leverage IoT to predict and resolve customer issues before the customer even knows there is an issue. Ensure consistent, dependable and friction-free customer operations through predictive and pre-emptive field service. Optimize service operations by delivering outcome-based value generation through increased first-time fixed rates, remote expert-supported service anywhere in the world, and helping service delivery functions change from reactive service organizations to proactive and agile service organizations.



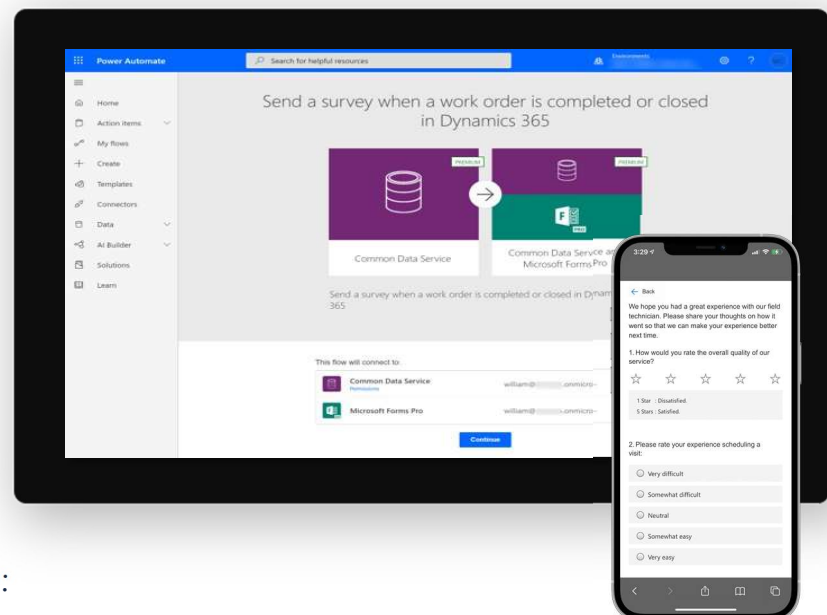
Leverage AI-driven insights

To ensure service managers and dispatchers are providing effective service, they need the right metrics and measures. The Field Service dashboard provides at-a-glance out-of-the-box field service metrics and measures. Field Service managers or dispatchers can use field service reports to monitor valuable key performance indicators and identify opportunities for improvement.



Improve through customer feedback

Continually meet customer expectations by automatically triggering post-work order surveys using Dynamics 365 Customer Voice. This feature enables administrators to configure surveys using Customer Voice to solicit feedback and present the survey as a seamless component of the customer experience.



Learn more about the latest capabilities within Dynamics 365 Field Service by visiting: <https://aka.ms/field-service>.