

ORACLE®



Take your Mobile Field Service and Scheduling implementations to the next level with EBS Release 12

John Olszewski

Senior Director EBS Service Product Management

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Agenda

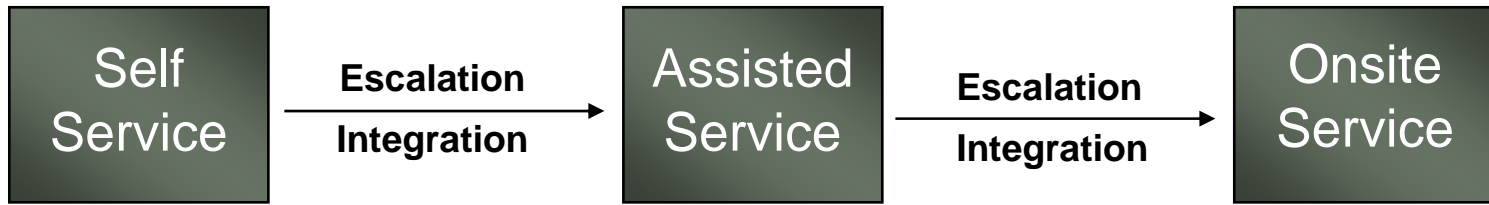
- EBS Field Service Product Overview
- EBS Field Service Recent Implementations
- Field Service 12.0
- Field Service 12.1
- Q&A



EBS Field Service Overview



Oracle EBS Service Footprint



EBS Comprehensive Customer Service Solution

- iSupport
- Knowledge Management
- Remote (M to M)
- Preventive Maintenance Engine

- Teleservice & Telesales
 - Contact Center
 - Work Flow/Notificaitons
 - Charges and Billing
- Interaction Center
 - Adv Inbound & Outbound Telephony, Email, Scripting

- Field Service
 - Mobile Field Service
 - Advanced Scheduler
 - Spares Mgmt
- Depot Repair

Service : Service Contracts, Knowledge Mgmt, Installed Base, DBI

CRM : Customer Mgmt, CRM Foundation

E-Business Suite : HR, Financials, OM, Inventory, Shipping, Logistics, APS

EBS Field Service Product Suite

- **Core Field Service**
 - Debrief, FSTP, FSAP,
 - Dispatch Center, Preventive Maintenance
- **Mobile Field Service**
 - Store and Forward PPC and Laptop
 - Wireless PPC and Laptop
 - Voice/IVR
- **Advanced Scheduler**
 - Interactive and Batch
 - Street Level Routing
 - Spares Integration
- **Spares Management**
 - Logistics (interface to SCM)
 - Planning and Replenishment

EBS Field Service Product Suite Dependencies and Integrations

- EBS CRM Foundation
 - Tasks, Notes, Resources, Territories
 - Knowledge Management, Calendar, Notes
- TCA (Customers and Addresses)
- Item Master and Installed Base
- Contracts (SLA and Coverage/Discounts)
- Inventory and Logistics
- TeleService (Customer Service)

EBS Field Service Customer Implementations



Significant Go-Lives CY06

Customer	Product & Version	Techs	SI	Notes
Telefonica *	Field Service, MFS-Pocket PC, Scheduler (11i9)	5000	Accenture	Final ramp up to 15,000 by end of 2007
Hitachi Densa* (Japan)	Field Service, Spares, MFS-Tech Portal (11i10)	4,000	Densa	Live as of Dec 1, 2006
Canon EMEA*	Field Service, Contracts, MFS-Laptop (11i8)	3,000	ATOS, OCS	Live in 14 countries
Beckman Coulter*	Field Service, Contracts, MFS-Pocket PC (11i10)	300	Internal	Ramp up to 2,000 by end of January 2007
EMC Corporation*	Field Service, Contracts, Depot Repair, MFS-Tech Portal (11i10)	5,000	Accenture	Live on October 27 2006 Complete cut over from Clarify
Siemens Water*	Field Service, Contracts (11i10)	1,000	Internal, OCS	Adding Pocket PC and Advanced Scheduler
Life Fitness*	Field Service, MFS-Tech Portal (11i10)	350	Internal	Large partner service business
Orange Business Services	Field Service, MFS-Pocket PC (11i10)	300	OCS	France Telecom Division
@Road Inc.	Field Service (11i10)	250	Internal	

Significant Go-Lives CY07

Customer	Product & Version	Techs	SI	Notes
Saudi Telecom	11i9 Field Service, MFS (Wireless), Scheduler	2,000	ROYAH, TATA	LIVE!!!
Itochu Technoscience (Japan)	11i10 Field Service, MFS (Wireless)	2,000	Densa	
RAC Windscreens (UK)	11i10 Field Service, MFS (Pocket PC), Scheduler	2,000	Tata	
BSM Group (UK)	11i10 Field Service, MFS (Pocket PC), Scheduler	2,000	Tata	Driving School in UK
Sun Microsystems	11i10 Field Service, Contracts, Repair	5,000	OCS	23,000 total EBS Service Users
Eaton Electrical	11i10 Field Service, MFS (Laptop), Spares, Scheduler, Service Contracts	700	Tata	Click Replacement; Projects → Service Integration
Hanover Compressor*	R12 Field Service, MFS (Pocket PC)	700	Internal	Integrated CS/FS and EAM
Casema NV	R12 Field Service, Advanced Scheduler, MFS (Wireless)	2,000	TBD	Benelux Spatial Data

Upgrades and Expansions CY07

Customer	Product & Version	Techs	SI
Wincor Nixdorf*	R12 Upgrade Add MFS (Pocket PC)	2,000	OCS
Beckman Coulter	11i10 Field Service, MFS (Pocket PC) and Scheduler	2,000	Internal
Canon USA	11i9 (Add MFS (Laptop))	2,000	Bearingpoint
Telefonica	11i9 Rollout in Brazil	15,000	Accenture
BAE Systems	11i10 Field Service	500	Bearingpoint
Siemens Water USA	11i10 add on MFS (Pocket PC) and Scheduler	1,000	Internal
Emerson Electric	11i10 add on MFS (Wireless)	1,000	Internal
GE Healthcare	11i10 add on Service Contracts	2,000	GECIS

EBS Field Service Release 12.0



R12 Field Service Core

Market Need	Solution	Benefit
Support FS Admin and 3rd Party Debrief and Charges	Administrator Portal	<ul style="list-style-type: none"> ✓ Reduced debrief entry errors ✓ Improve Administrator – Field Technician communication ✓ Also supports Debrief/Chargtes review process
Service geographically dispersed, mobile, and product based assets	Open SRs and debrief against assets tracked in IB	<ul style="list-style-type: none"> ✓ Single process for FS Technicians servicing both products and assets
Communicate dates and times with customers and technicians in their Time Zones	Location Timezone support in Call Cntr, Dispatch Cntr, and Admin Portal	<ul style="list-style-type: none"> ✓ Reduced scheduling and data entry mistakes ✓ Improved customer experience
Compliance with federal regulations for work approval and sign-off	Electronic Signature Approvals	<ul style="list-style-type: none"> ✓ Compliance with CFR Part 11 ✓ Authenticates work

Service Request UI – Time Zone Support

Service Request (118642 - SR) . Eastern Time

Log and Notes Profile...

Contact Type: [] Customer Type: Organization Category: [] Number: 118642
 First: [] Name: Business World Item: [] Reported: 16-OCT-2006 06:04
 Last: [] Number: 2813 Desc: [] Type: Field Service
 Email: [] Account: 1608 Revision: [] Status: Open
 Number: [] Email: service@localhost Instance: [] Severity: Low
 Relationship: [] Phone: 650-555 5555 Serial: [] Group: []
 Phone: [] Phone Type: Telephone Tag: [] Owner: Yuhov, Sebastia

Subject Workbench Contacts / Addresses **Tasks** Interactions Related Objects Service History Charges Work Orders

Date	Number	Type	Status	Priority	Owner	Subject	Description	Publish	Conf
16-OCT-20...	46342	Dispatch	Planned	Medium	Yuhov, Se...	T1		✓	✗

Type: **Dispatch** Owner Type: **Employee Res** Num: 46342 Subject: **T1**
 Status: **Planned** Owner: Yuhov, Sebastia Parent: [] Desc: []
 Priority: **Medium** Assignee Type: **Employee Res** Escalation: []
 Restrict Closure Assignee: **Avery, Ms. Fel** []

Agent Time Zone: [] Eastern Time
 Corporate Time Zone: [] Scheduled Actual
 Start: 16-OCT-2006 06:00 16-OCT-2006 15:30 []
 End: 19-OCT-2006 06:00 16-OCT-2006 15:30 []

Effort
 Planned Effort: 2 Minute Confirmation Required
 Actual Effort: [] Confirmed
 Duration: [] Private Publish

Copy Task Task Notes Debrief Use Template Launch Workflow More..

Times displayed in Agent,
Corporate or Customer TZ

Field Service Administrators Portal

Field Service Support Dashboard - Microsoft Internet Explorer

Address: http://ap6155rt.us.oracle.com:8091/OA_HTML/OA.jsp?_rc=CustomJRADTableViewsPage&_ri=0&custRegionCode=Dashboard&custRegionAppId=513&queryRegionCode=/or

ORACLE Field Service Administrator Portal

Home Logout Help Preferences Personalize Page Diagnostics

Search Task By: Task Number [Go] [Advanced Search](#)

Logged In As: Wayne, Mr. John

Field Service Support Dashboard

Select Resource Type: [Dropdown] Resource Name: [Text Box]

Personalize Query: (taskQuery)

View: Today's Tasks [Go] [Personalize]

Personalize "Shows Task and Service Request Det..."

Revert Save

All times are displayed in Incident./customer time zone

Ability to display multiple resources

Details	Service Request	Customer	Task	Update	Subject	Scheduled Start Date	Planned Effort	Parts	Assignment Status	Debrief	Resource Name	Resource Type
[+ Show]	96834	Business World	40858	[Pencil]	T1	19-Sep-2006 09:00:00	2 MIN		Closed	[Icon]	Mac, Mr. Shals	Employee Resource
[+ Show]	96244	Vision Corporation	40807	[Pencil]	Install	19-Sep-2006 16:00:00	30 MIN		Completed	[Icon]	Dhanakodi, Prasad	Employee Resource
[+ Show]	96234	Business World	40802	[Pencil]	Check for the battery connections	19-Sep-2006 10:00:00	2 HR	[Icon]	Assigned	[Icon]	Wayne, Mr. John	Employee Resource
[+ Show]	96038	Business World	40800	[Pencil]	Counter Update - 04	19-Sep-2006 15:00:00	30 MIN		Closed	[Icon]	Dhanakodi, Prasad	Employee Resource
[+ Show]	96240	Business World	40805	[Pencil]	Check for the dock station connections	19-Sep-2006 13:00:00	1 HR		Assigned	[Icon]	Wayne, Mr. John	Employee Resource
[+ Show]	96238	Business World	40803	[Pencil]	Check for login parameters	19-Sep-2006 12:00:00	1 HR		Assigned	[Icon]	Wayne, Mr. John	Employee Resource

Quick Links: [Create Parts Order](#), [Receive Shipments](#), [Return Excess Part](#), [Return Defective P.](#), [Search Record Ev](#), [Calendar](#)

Create Service Re

Personalize Table

Use existing Se

Personalize Defa

Search Key | Cu

Value

Go

Search Knowledg

Personalize Table

*Keywords

Local intranet

Dispatch Center – Time Zone Support

User Time Zone Preference

Field Service Dispatch Center

Tasks

View By: Assigned

Sort Tasks

- 29145
- 29150
- 29702
- 29198
- 30022**
- 30018
- 30031
- 30520
- 30378
- 29656
- 29655
- 30020
- 30019
- 29680
- 30198

Select All (B)

Active Task Details

User Time Zone: America/Los_Angeles (GMT -08:00)

Number: 30022 Type: Dispatch Start: 02-AUG-2006 02:48:00 End: 04-AUG-2006 02:48:00 Effort: .2 Hour

Incident Time Zone: America/Los_Angeles (GMT -08:00) Start: 02-AUG-2006 02:48:00 End: 04-AUG-2006 02:48:00

Overview | Service Request | Escalations | ... | Product | Resources | Address | Contacts | Skills | Access Hours

Task

Subject: Check Disk

Customer

Number: 2813
Name: Business World
Account: 1608

Task Status: Assigned
Priority: Medium
Respond By: 11-JUN-2005 08:00:00
Owner: Daugherty, Mr. John
Assignee: Mac, Mr. Shals
Scheduled Start: 02-AUG-2006 10:50:00
Scheduled End: 02-AUG-2006 11:02:00
Planned Effort: .2 Hour
Actual Start:
Actual End:
Actual Effort:
Incident Time Zone: America/Los_Angeles (GMT -08:00)
Scheduled Start: 02-AUG-2006 10:50:00
Scheduled End: 02-AUG-2006 11:02:00
Actual Start:
Actual End:
 Access Hours After Hours
 Parent Child
 Parts Dependency
No Customer Confirmation

Auto Schedule

Scheduled Dates displayed in Incident Time Zone

FS Scheduler – Time Zone Support

Time Zone Display Options

Schedule Task

Preferences Advice

Corporate Time Zone
Incident Time Zone
User Time Zone

America/Los_Angeles (GMT -08:00)

Results

	Cost	Resource	Start Time	End Time	Travel Time	Spares Date	Spares Cost
<input checked="" type="checkbox"/>	21395	Jeffrey, Mr. William Jr.	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:23		
<input type="checkbox"/>	21420	Karmer, Ralph	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:25		
<input type="checkbox"/>	21455	Emery, Mr. Matt	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:27		
<input type="checkbox"/>	21835	Avery, Ms. Felicia	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:50		
<input type="checkbox"/>	21855	Martin, Mr. Chris	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:51		
<input type="checkbox"/>	22535	Bramer, Fred	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:50		
<input type="checkbox"/>	42920	Crawford, Mr. Stanley	16-OCT-2006 10:00:00	16-OCT-2006 12:00:00	00:14		

Gantt

Start 13-OCT-2006 10:00:00 End 13-OCT-2006 12:00:00

Schedule with Status Planned

Schedule Cancel (J)

Customer Confirmation Received

Display Selection

All For Each Day-Lowest Cost For Each Resource-Lowest Cost Single Resource

Task Details

Number 33431 Planned Start 10-OCT-2006 11:57:06 Planned End 10-OCT-2006 11:57:06 Effort 2 Hour

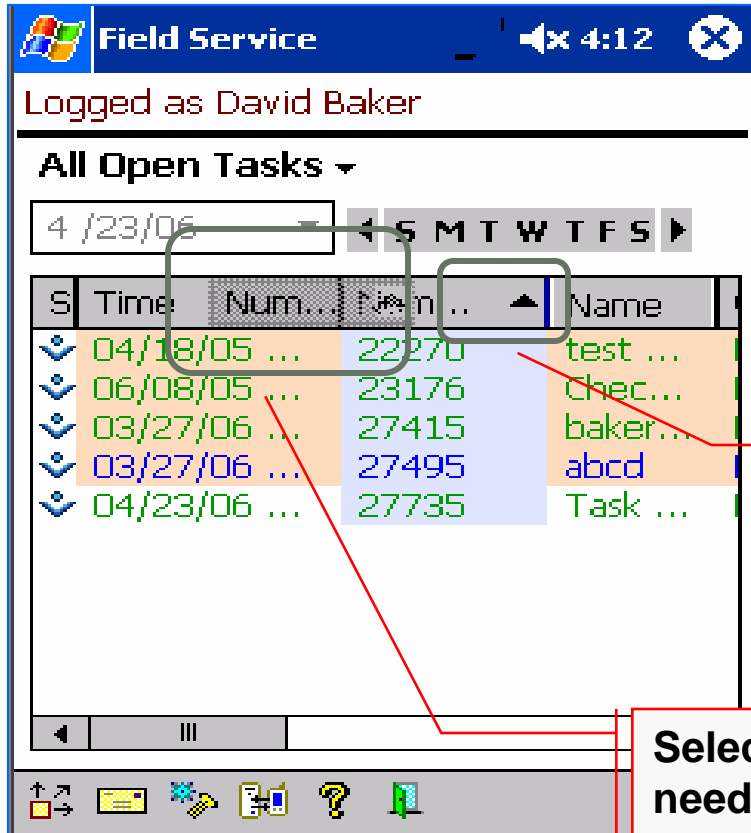
Scheduled Start Address 95113,SAN JOSE,CA

Task Dependencies Customer Confirmation Required Parts Access Hours After Hours

R12 Mobile Field Service

Market Need	Solution	Benefit
Highly configurable Mobile UIs	<p>New Laptop Application and additional PPC configurability</p> <ul style="list-style-type: none">• Show/hide data fields and regions• Reorder data fields and regions• Prompt label changes	<ul style="list-style-type: none">✓ Increased field tech productivity and easier training✓ Reduced customization costs (lower TCO)
Capture photos and data files when servicing high tech equipment	<p>Attachment Uploading</p>	<ul style="list-style-type: none">✓ Better service and equipment quality
Schedule follow-up tasks while at customer site	<p>Follow-up Task Scheduling</p>	<ul style="list-style-type: none">✓ Better customer service
Software upgrade rollout flexibility	<p>Controlled Upgrade</p>	<ul style="list-style-type: none">✓ Better process change control management

PPC Personalization



- Resize
- Show
- Hide
- Change Column order

Select the Column that needs Resize and Drag IN or OUT to Hide or show respectively

Select the Column that needs display change Drag and Drop the column in the required position

New S&F Laptop Application

Highly Configurable, UIX based

Field Service Technician Dashboard. - Microsoft Internet Explorer

Address: http://localhost/webtogo/CSML/csmlDoCustomization.uix

ORACLE Field Service Laptop

Synchronize Home Logout Preferences Help

Search Task By: Task Number [Go] Advanced Search

Logged In As Wayne, John

Field Service Technician Dashboard.

View: Today's Tasks [Go] [Revert] [Save]

Details	Service Request	Customer	Subject	Task	Update	Planned Effort	Scheduled Start Date	Assignment Status	Parts	Debrief
[Show]	86434	Business World	Check and replace battery	39598	[Pencil]	2 Hour	2006-09-14 10:00:00.0	Assigned	[Gears]	[Brief]
[Show]	87644	Business World	Check and replace main battery	39779	[Pencil]	2 Hour	2006-09-14 14:00:00.0	Assigned	[Gears]	[Brief]
[Show]	91038	Business World	Check and replace battery	40140	[Pencil]	2 Hour	2006-09-14 20:00:00.0	Assigned	[Gears]	[Brief]

Quick Links

- [Create Parts Order](#)
- [Parts Transfer](#)
- [Calendar](#)
- [Create Personal Tasks](#)

Messaging

- [View Messages](#)
- [Create Message](#)

Create Service Request

Search Key: Account Number [Go]

* Value [Input Field] [Pencil]

[Revert] [Save]

Synchronize Home Logout Preferences Help

About This Page Privacy Statement

Version : 12.0.0 - 20060712 Copyright (c) 2006, Oracle. All rights reserved.

Done Local intranet

New MFS Administration UIs

Oracle Mobile Foundation : Controlled Upgrade Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://ap6155rt.us.oracle.com:8092/OA_HTML/OA.jsp?page=/oracle/apps/csm/adminUI/controlledUpgrade/webui/AsgOACControlledUpgradePG&_ti=407596578&oapc=5&OAM

ORACLE Mobile Field Service Administrator

Home Logout Preferences Personalize Page Diagnostics

Home Sync Reports Upload Errors Concurrent Program **Controlled Upgrade**

Controlled Upgrade Page

Personalize Table Layout: (AsgControlledUpgradeTL)

User Name Employee Name

Device Type Language

Group Name Upgrade Date Since

Go

Personalize "Asg Controlled upgrade data table"

Select All | Select None

Select	User Name	Employee Name	Device Type	Enabled	Language	Upgrade Date
<input type="checkbox"/>	CUP001	CUP001, Mr. User	LAPTOP	Y	American English	<input type="text"/>
<input type="checkbox"/>	CUP002	CUP002, Mr. User	LAPTOP	Y	American English	<input type="text"/>
<input type="checkbox"/>	JSHALS	Jac, Mr. Shals	LAPTOP	Y	Korean	<input type="text"/>
<input type="checkbox"/>	MGIBSON	Mel Gibson,	WINCE	Y	Korean	<input type="text"/>

Upgrade All Date Copy Date to All

Update

Home Sync Reports Upload Errors Concurrent Program **Controlled Upgrade** Home Logout Preferences Personalize Page Diagnostics

About this Page Privacy Statement

Copyright (c) 2006, Oracle. All rights reserved.

Trusted sites

Follow-up Task Scheduling



Technician has the following options for scheduling follow-up tasks

- Done: To be scheduled by dispatcher
- Work on it: Tech works on it right away
- Self Schedule: Tech schedules to themselves for a latter time
- Window to Promise: Customer chooses from tlist of available options (any tech)



Window to Promise Option



R12 Dispatch Center and Advanced Scheduler

Market Need	Solution	Benefit
Automated Scheduling of Complex Planned Work	<p data-bbox="683 311 913 411">Inspection Scheduling</p> <ul data-bbox="600 434 938 582" style="list-style-type: none"><li data-bbox="600 434 877 468">• multi-day tasks<li data-bbox="600 491 915 525">• site access hours<li data-bbox="600 548 938 582">• task dependencies	<ul data-bbox="1116 311 1798 525" style="list-style-type: none"><li data-bbox="1116 311 1611 354">✓ Increased Productivity<li data-bbox="1116 396 1798 439">✓ Improved Customer Satisfaction<li data-bbox="1116 482 1541 525">✓ Improved Usability
Fool proof customer confirmation process	<p data-bbox="691 748 962 829">Customer Confirmation</p> <ul data-bbox="600 866 1016 948" style="list-style-type: none"><li data-bbox="600 866 954 901">• automated for PMs<li data-bbox="600 915 1016 948">• release/commit control	<ul data-bbox="1116 748 1798 872" style="list-style-type: none"><li data-bbox="1116 748 1798 791">✓ Fewer customer refuses service<li data-bbox="1116 833 1638 872">✓ Better customer service
Route optimization	<p data-bbox="600 1043 1020 1086">Street-Level Routing</p> <ul data-bbox="600 1105 993 1233" style="list-style-type: none"><li data-bbox="600 1105 865 1139">• North America<li data-bbox="600 1153 993 1188">• UK and Western Euro<li data-bbox="600 1202 865 1233">• World Markets	<ul data-bbox="1116 1072 1862 1205" style="list-style-type: none"><li data-bbox="1116 1072 1862 1115">✓ Reduced Travel Time and Distance<li data-bbox="1116 1158 1649 1205">✓ Higher Tech productivity

R12 Dispatch Center Plan Board

Field Service Dispatch Center

Tasks

View By: All Open

Sgrr Tasks

33431

33432

33433

33434

33435

33436

33437

33438

33439

33440

33441

33442

33443

33444

Plan Board

Active Task Details

User Time Zone: America/Los_Angeles (GMT -08:00)

Number: 31918 Type: Field Service Request Start: 04-22:00:00

Incident Time Zone: America/Los_Angeles (GMT Start: 04-22:00:00

Avery, Ms. Felicia	Baker, Mr. David	Blackwell, Mr. Carl	Bramer, Mr. Paul
Departure 06:30 FOSTER CITY	Departure 06:30 SAN FRANCISCO	Departure 06:30 SAN FRANCISCO	Departure 06:30 SAN JOSE
23978 Business World 07:14 Completed San Francisco	23977 Business World 07:36 Accepted San Jose	23974 Business World 09:30 Completed San Jose	31918 Business World 06:50 Rejected San Jose
23968 Ace Communications 11:53 Working Burlingame	23973 Big 4 Rental 11:55 Planned San Francisco V S	23970 Advanced Connections 11:57 Accepted SAN JOSE	32712 CompTel Corporation 11:00 Working SANTA CRUZ A N
Arrival 15:30 FOSTER CITY	Arrival 15:30 SAN FRANCISCO	Arrival 15:30 SAN FRANCISCO	Arrival 16:12 SAN JOSE

Auto Schedule Goto... Refresh

Date: 11-OCT-2006

Context Sensitive Menu Options & Pop-up screens

Time Zone Toggle

Intuitive Cell Nomenclature

Task Related Information

Task Name: Send Technician Task Number: 23974

Task Status: Completed Parts Required?: No

Address: 95106, San Jose, CA

Request Number: 27796

Customer Name: Business World Contact Name: Andre Beaulieu 555-8355

Product: F554688

Serial Number: Incident Time Zone: America/Los_Angeles (GMT)

Planned Start: 16-JUN-2005 14:03:27 End: 18-JUN-2005 12:00:44

Scheduled Start: 11-OCT-2006 09:30:00 End: 11-OCT-2006 11:30:00

Actual Start: Departure Time: 09:00 Travel Time: 30 Minute

Required Skills

Type Name Level

Close

- Commit Task
- Unschedule Task
- Cancel selected Task
- Cancel starting at selected Task
- Schedule
- Customer Confirmation
- Reschedule selected Task
- Reschedule starting at selected Task
- Debrief
- Parts Requirement
- Access Hours
- Task Dependencies
- Parent / Child
- Change Invalid Addresses
- Send Message
- Source Document
- Task Related Information

R12 Dispatch Center Gantt Chart

The screenshot displays the 'Field Service Dispatch Center' interface. On the left, a 'Tasks' panel shows a list of tasks (33431-33444) with checkboxes. The main area features a 'Gantt View' showing a timeline from 6:00 to 17:00. A resource list on the left includes names like Avery, Ms. Felicia and Baker, Mr. David. A 'Protocol configuration' window is open, showing details for task 32712. Callouts highlight 'Icons for visual display of critical information', 'Interactive Gantt: Drag 'n' Drop', and 'Tool Tip for Task Details'. A blue box highlights the 'Gantt View' icon in the bottom toolbar.

Field Service Dispatch Center

View By: All Open
Sort Tasks

Active Task Details: Number 31918, Type Field Service, User Time Zone America/Los_Angeles (GMT -08:00)

Incident Time Zone: America/Los_Angeles (GMT -08:00)

Icons for visual display of critical information

Interactive Gantt: Drag 'n' Drop

Tool Tip for Task Details

Gantt View

Protocol configuration

Task Number:	32712
Task Type:	Dispatch
Assignment Status:	Working
Customer:	CompTel Corporation
Address:	95060,SANTA CRUZ,CA
Time Zone:	America/Los_Angeles (GMT -08:00)
Item:	ASO0005
Planned Start:	13-SEP-2006 12:02
End:	16-SEP-2006 12:02
Scheduled Start:	11-OCT-2006 11:00
End:	11-OCT-2006 13:00
Departure Time:	10:08
Travel Time:	52 Minute
Planned Start:	13-SEP-2006 12:02
End:	16-SEP-2006 12:02
Scheduled Start:	11-OCT-2006 11:00

R12 Dispatch Center Task View

User Time Zone Preference

New Tab Layout for Critical Information

Scheduled Dates displayed in Incident Time Zone

Visual Display of Task Constraints

Task Details



Field Service Dispatch Center

Tasks

View By: Assigned

Sort Tasks

- 29145
- 29150
- 29702
- 29198
- 30022
- 30018
- 30031
- 30520
- 30378
- 29656
- 29655
- 30020
- 30019
- 29680

Active Task Details

User Time Zone: America/Los_Angeles (GMT -08:00)

Number: 30022 Type: Dispatch Start: 02-AUG-2006 02:48:00 End: 04-AUG-2006 02:48:00

Incident Time Zone: America/Los_Angeles (GMT Start: 02-AUG-2006 02:48:00 End: 04-AUG-2006 02:48:00

Overview | Service Request | Escalations | Spares | Product | Resources | Address | Contacts | Skills | Access Hours

Task: Check Disk Noise

Customer: Number 2813, Name Business World, Account 1608

Task Status: Assigned

Priority: Medium

Respond By: 11-JUN-2005 08:00:00

Owner: Daugherty, Mr. John

Assignee: Mac, Mr. Shals

Scheduled Start: 02-AUG-2006 10:50:00

Scheduled End: 02-AUG-2006 11:02:00

Planned Effort: .2 Hour

Actual Start:

Actual End:

Actual Effort:

Incident Time Zone: America/Los_Angeles (GMT -08:00)

Scheduled Start: 02-AUG-2006 10:50:00

Scheduled End: 02-AUG-2006 11:02:00

Actual Start:

Actual End:

Access Hours After Hours

Parent Child

Parts Dependency

No Customer Confirmation

Auto Schedule

R12 Scheduler UI

Schedule Task

Preferences Advice

Corporate Time Zone
Incident Time Zone
User Time Zone

America/Los_Angeles (GMT -08:00)

Results

	Cost	Resource	Start Time	End Time	Travel Time	Spares Date	Spares Cost
<input checked="" type="checkbox"/>	21395	Jeffrey, Mr. William Jr.	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:23		
<input type="checkbox"/>	21420	Karmer, Ralph	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:25		
<input type="checkbox"/>	21455	Emery, Mr. Matt	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:27		
<input type="checkbox"/>	21835	Avery, Ms. Felicia	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:50		
<input type="checkbox"/>	21855	Martin, Mr. Chris	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:51		
<input type="checkbox"/>	22535	Bramer, Fred	13-OCT-2006 10:00:00	13-OCT-2006 12:00:00	00:50		
<input type="checkbox"/>	42920	Crawford, Mr. Stanley	16-OCT-2006 10:00:00	16-OCT-2006 12:00:00	00:14		

Gantt Start 13-OCT-2006 10:00:00 End 13-OCT-2006 12:00:00

Schedule with Status Planned

Schedule Cancel (J)

Customer Confirmation Received

Display Selection

All **New Task Constraints** Lowest Cost For Each Resource-Lowest Cost Single Resource

Task Details

Number 33431 Planned Start 10-OCT-2006 11:57:06 Planned End 10-OCT-2006 11:57:06 Effort 2 Hour

Scheduled Start Address 95113.SAN JOSE,CA

Task Dependencies Customer Confirmation Required Parts Access Hours After Hours

Scheduling Tasks longer than Shift

Task Parent / Child

Task Corporate Time Zone: America/Los_Angeles (GMT -08:00)

Subject: Preventive Maintenance of Po
 Number: 37263
 Type: Dispatch
 Status: Planned
 Priority: Medium

Customer: Business World
 Planned Start: 06-SEP-2006 12:24:16
 Planned End: 22-SEP-2006 12:24:16
 Scheduled Start: 07-SEP-2006 09:00:00
 Scheduled End: 12-SEP-2006 11:00:00

Assignee:
 Respond By:
 Planned Effort: 26 Hour
 Actual Start:
 Actual End:
 Actual Effort:

Customer Confirmation Required
 Dependency
 Customer Confirmation Received
 Parts

Parent
 Parent Number: 37263 Effort: 26 Hour Planned Start: 06-SEP-2006 12:24:16 Planned End: 22-SEP-2006 12:24:16

Cancel Parent Task Unschedule Parent Task Reschedule Parent Task

Child

Child Number	Scheduled Start	Scheduled End	Effort	Status	Assignee
37264	07-SEP-2006 09:00:00	07-SEP-2006 17:00:00	8 Hour	Planned	Emery, Mr. Matt
37265	08-SEP-2006 09:00:00	08-SEP-2006 17:00:00	8 Hour	Planned	Emery, Mr. Matt
37266	11-SEP-2006 09:00:00	11-SEP-2006 17:00:00	8 Hour	Planned	Emery, Mr. Matt
37267	12-SEP-2006 09:00:00	12-SEP-2006 11:00:00	2 Hour	Planned	Emery, Mr. Matt

Cancel Selected Task Cancel starting selected Task Reschedule selected Task Reschedule starting selected Task

Viewing Tasks longer than Shift

The screenshot displays the 'Field Service Dispatch Center' interface. On the left, a 'Tasks' sidebar shows a list of tasks with checkboxes and a 'Select All (B)' option. The main area is titled 'Active Task Details' and shows 'Number 29651', 'Type Dispatch', and 'User Time Zone America/Los Angeles (GMT -08:00)'. Below this is a resource list with names and roles. The central part of the screen is a Gantt chart for 'Thursday, September 7, 2006', showing a 24-hour timeline with 6-hour intervals. A task bar for 'Desmond, Mr. Paul' is split into two child tasks, one from 9:00 to 15:00 and another from 21:00 to 03:00. A callout box points to these child tasks, stating: 'Task Longer than Shift, Split into child tasks, shown with special icons (< >)'. Another callout box points to a green task bar for 'Karmer, Ralph' from 15:00 to 21:00, stating: 'Color of the task bar indicate the current status of the task'. At the bottom, there are buttons for 'Auto Schedule', 'Goto...', 'Refresh (D)', and a 'Date' field.

Field Service Dispatch Center

Tasks

View By
Inbox

Sort Tasks

36859
36898
36901

Select All (B)

Active Task Details

User Time Zone America/Los Angeles (GMT -08:00)

Number 29651 Type Dispatch Start 01-AUG-2006 1 Hour

Incident Time Zone America/Los Angeles (GMT Start 01-AUG-2006

Thursday, September 7, 2006

Resource Name Re

Desmond, Mr. Paul Em

Dunne, Mr. Robert Em

Emery, Mr. Matt Em

Evans, Mr. Daniel Em

Garrer, Ms. Pauline Alice Em

Grant, Mr. Ronald Em

Hunt, Mr. Mark Em

Jac, Mr. Shals Em

Jeffrey, Mr. William Jr. Em

Karmer, Ralph Em

Mac, Mr. Shals Em

Martin, Mr. Chris Em

May-Parker, Ms. Christine Em

Noot, Ms. Mary Evans Em

Parkinson, Ms. Patricia Em

Tull, Mr. Patrick Em

3:00 6:00 9:00 12:00 15:00 18:00 21:00 3:00 6:00 9:00 15:00




Task Longer than Shift, Split into child tasks, shown with special icons (< >)

Color of the task bar indicate the current status of the task


Auto Schedule Goto... Refresh (D) Date

Customer Site Access Hours

Create Access Hours

Customer 
Site 
Location 

Access Hours
 After Hours

Access Hours
 **TIP** Please enter Access Hour values in HH24:MI format (Example : 00:45, 12:30, 23:45)

	From	To	From	To
Monday	<input type="text" value="11:00"/>	- <input type="text" value="14:00"/>	<input type="text" value="16:00"/>	- <input type="text" value="18:00"/>
Tuesday	<input type="text" value="10:00"/>	- <input type="text" value="13:00"/>	<input type="text"/>	- <input type="text"/>
Wednesday	<input type="text" value="12:00"/>	- <input type="text" value="16:00"/>	<input type="text"/>	- <input type="text"/>
Thursday	<input type="text" value="10:00"/>	- <input type="text" value="12:00"/>	<input type="text" value="14:00"/>	- <input type="text" value="16:00"/>
Friday	<input type="text" value="11:00"/>	- <input type="text" value="13:00"/>	<input type="text"/>	- <input type="text"/>
Saturday	<input type="text" value="08:00"/>	- <input type="text" value="18:00"/>	<input type="text"/>	- <input type="text"/>
Sunday	<input type="text" value="06:00"/>	- <input type="text" value="22:00"/>	<input type="text"/>	- <input type="text"/>

After Hours
Definition

Diagnostics Preferences Close Window

About this Page Privacy Statement Copyright (c) 2006, Oracle. All rights reserved

Task Access Hours

Access Hours ☰

Task

Corporate Time Zone

America/Los_Angeles (GMT -08:00)

Name

Number

Type

Status

Priority

Customer

Planned Start

Planned End

Scheduled Start

Scheduled End

Assignee

Respond By

Planned Effort

Actual Start

Actual End

Actual Effort

Customer Confirmation Required

Dependency

Parts

Access Hours

Monday	<input type="text" value="11:00"/>	<input type="text" value="14:00"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text" value="17:00"/>	<input type="text" value="22:00"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text" value="10:00"/>	<input type="text" value="13:00"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="text" value="09:00"/>	<input type="text" value="11:30"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="text" value="08:00"/>	<input type="text" value="10:30"/>	<input type="text"/>	<input type="text"/>
Saturday	<input type="text" value="08:00"/>	<input type="text" value="18:00"/>	<input type="text"/>	<input type="text"/>
Sunday	<input type="text" value="10:00"/>	<input type="text" value="17:00"/>	<input type="text"/>	<input type="text"/>

Active Access Hours
 After Hours

Incident Address Time Zone

Enter Task Dependencies

Task Dependencies

Incident Time Zone: America/Los_Angeles (GMT -08:00)

Task Information:

Subject	Preventive Maintenance of Po	Customer	Business World	Assignee	
Number	32799	Planned Start	06-SEP-2006 17:21:27	Respond By	05-SEP-2006 00:00:00
Type	Dispatch	Planned End	12-SEP-2006 17:21:27	Planned Effort	24 Hour
Status	In Planning	Scheduled Start		Actual Start	
Priority	High	Scheduled End			

Customer: Customer Parts

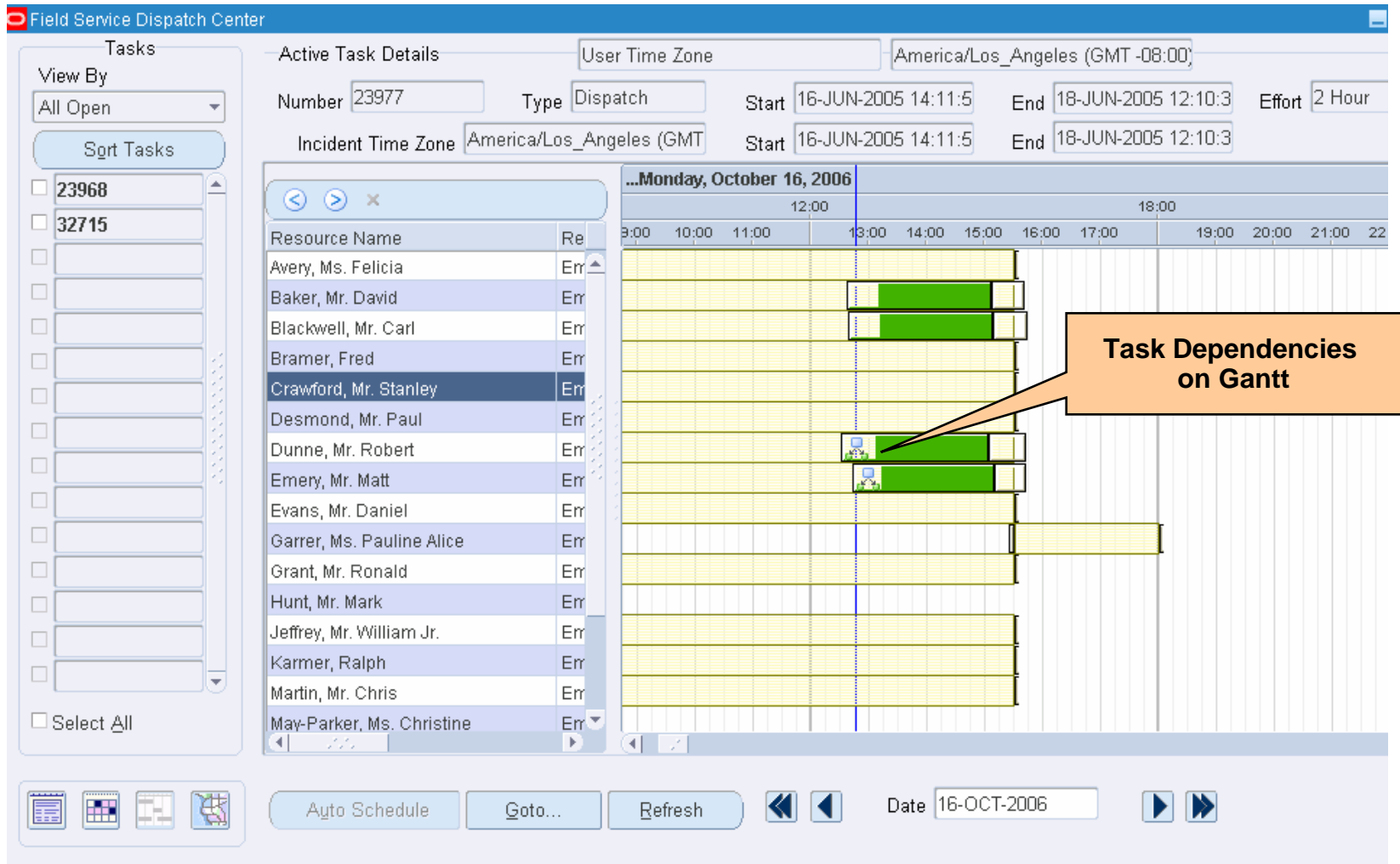
Task Dependencies:

Dependency Type	Description
Starts after	The successor task cannot start until the predecessor task starts
Starts together ...	The successor task cannot start until the predecessor task starts
Starts after	The successor task cannot start until the predecessor task finishes
Starts together...	The successor task cannot start until the predecessor task finishes
Starts after	The successor task cannot finish until the predecessor task starts
Starts together...	The successor task cannot finish until the predecessor task starts
Starts after	The successor task cannot finish until the predecessor task finishes
Starts together...	The successor task cannot finish until the predecessor task finishes

Buttons: Find, OK, Cancel, Delete Selected

Four Dependency Types to choose from

View Task Dependencies



Customer Confirmation UI

Task Details Displayed

The screenshot shows a web application window titled "Customer Confirmation". The main form is divided into two sections: "Task" and "Customer Confirmation".

Task Section:

- Incident Time Zone: America/Los_Angeles (GMT -08:00)
- Name: Preventive Maintenance
- Number: 32798
- Type: Dispatch
- Status: In Planning
- Priority: High
- Customer: Business World
- Planned Start: 06-SEP-2006 16:35:29
- Planned End: 09-SEP-2006 16:35:29
- Scheduled Start: (empty)
- Scheduled End: (empty)
- Assignee: (empty)
- Respond By: 05-SEP-2006 00:00:00
- Planned Effort: 6 Hour
- Actual Start: (empty)
- Actual End: (empty)
- Actual Effort: (empty)

Customer Confirmation Section:

- Customer Confirmation: Not Required
- Customer Confirmation Counter: 0
- Buttons: Set to No, Set to Required, Set to Received

Callouts:

- "Task Details Displayed" points to the top of the Task section.
- "Counter to track number of re-confirmations" points to the Customer Confirmation Counter field.
- "Click here if Confirmation requirement to be enforced for this task" points to the "Set to Required" button.

Dispatch Center: Intuitive Menu Options

Right-Click on Task List

Release 11.5.10

Release 12.0

Field Service Dispatch Center

Tasks

View By: Assigned

Number: 22270

Name: test cord

Type: Dispatch

Status: Working

Priority: Medium

Planned Start: 18-APR-2005 14:47:04

End: 22-APR-2005 16:45:19

Scheduled Start: 18-APR-2005 16:00:00

End: 18-APR-2005 17:00:00

Right-Click Context Menu:

- Show Service Request
- Parts Requirement
- Change Invalid Address
- Schedule Advise
- Show Service History

Auto Schedule | Advise... | Goto... | Refresh (E) | Date: 25-JAN-2006

Right-Click Context Menu:

- Commit Task
- Unschedule Task
- Cancel Selected Task
- Cancel starting at selected Task
- Schedule
- Customer Confirmation
- Reschedule selected Task
- Reschedule starting at selected Task
- Debrief
- Parts Requirement
- Access Hours
- Task Dependencies
- Parent / Child
- Change Invalid Addresses
- Send Message
- Source Document
- Task Related Information

Dispatch Center: Intuitive Menu Options

'Navigate' Menu

'Tools' Menu

The screenshot displays the Oracle Applications - SREX9DV1 Field Service Dispatch Center interface. The 'Navigate' menu is open, showing options such as Schedule Management, Access Hours, Task Dependencies, Parent / Child, Skills Assignment, Parts Requirement, Source Document, Customer Confirmation, Select Territories and Task Owners, Resource Addresses and Subinventories, Resource Skills Management, Service History, and Spares Management. The 'Tools' menu is also open, showing options like Lock Query, Repeat Last Query, Edit Query..., Save Query As..., Recalculate All Trips, Auto Commit Tasks, Find Invalid Addresses, and Change Invalid Addresses. The interface includes a 'Tasks' list on the left, a 'View By' dropdown set to 'Non-Schedulable', and a 'Sort Tasks' button. The main area shows a grid of tasks with columns for ID, Name, Status, and Time/View. A 'User Time Zone' dropdown is set to 'America/Los_Angeles (GMT)'. The 'Type' dropdown is set to 'Dispatch'.

ID	Name	Status	Time/View
15037			
16445			
17686			
17688			
17687			
20377			
20379			
20378			
21929			
28599	1 Market Square, San Mateo	12:30 Blocked Assigned	San Mateo
28618	Google	12:30 Planned	MOUNTAIN VIEW

ID	Name	Status	Time/View
15037			
16445			
17686			
17688			
17687			
20377			
20379			
20378			
21929			
24120	Business World	08:44 Blocked Planned	San Francisco
28638	EA Sports	09:30 Planned	REDWOOD CITY
28599	1 Market Square, San Mateo	12:30 Blocked Assigned	San Mateo
28618	Google	12:30 Planned	MOUNTAIN VIEW

Dispatch Center: Intuitive Menu Options

The image displays two views of the Dispatch Center software interface. The top-left view is the Plan Board, and the bottom-right view is the Gantt View. Both views show a list of tasks and resources, with a context menu open over a task in each view. An orange callout box points to the Plan Board menu, and another points to the Gantt View menu.

Right-Click on Regular Task (Plan Board)

Right-Click on Regular Task (Gantt View)

Plan Board View:

Resource	Task ID	Task Description	Status	Start Time	End Time	Location
Baker, Mr. David	24120	Business World	Blocked	08:44	Planned	San Francisco
Blackwell, Mr. Carl	28638	EA Sports	Planned	09:30	Planned	REDWOOD CITY
Dunne, Mr. Robert	28599	1 Market Square, San Mateo	Blocked	12:30	Assigned	San Mateo
Garrer, Ms. Pauline	28618	Google	Planned	12:30	Planned	MOUNTAIN VIEW
	28600	Heritage Packaged Goods	Blocked	15:08	Planned	Palo Alto

Gantt View:

Monday, September 11, 2006

Resource Name	Resource Type	Task ID	Task Description	Status	Start Time	End Time
Baker, Mr. David	Empl	24120	Business World	Blocked	08:44	Planned
Blackwell, Mr. Carl	Empl	28638	EA Sports	Planned	09:30	Planned
Dunne, Mr. Robert	Empl	28599	1 Market Square, San Mateo	Blocked	12:30	Assigned
Garrer, Ms. Pauline Alice	Empl	28618	Google	Planned	12:30	Planned
Grant, Mr. Ronald	Empl	28600	Heritage Packaged Goods	Blocked	15:08	Planned
Hunt, Mr. Mark	Empl					
May-Parker, Ms. Christine	Empl					

Context Menu Options (Plan Board):

- Commit Task
- Unschedule Task
- Cancel selected Task
- Cancel starting at selected Task
- Schedule
- Customer Confirmation
- Reschedule selected Task
- Reschedule starting at selected Task
- Debrief
- Parts Requirement
- Access Hours
- Task Dependencies
- Parent / Child
- Change Invalid Addresses
- Send Message
- Source Document
- Task Related Information

Context Menu Options (Gantt View):

- Commit Task
- Unschedule Task
- Cancel selected Task
- Cancel starting at selected Task
- Schedule
- Customer Confirmation
- Reschedule selected Task
- Reschedule starting at selected Task
- Debrief
- Parts Requirement
- Access Hours
- Task Dependencies
- Parent / Child
- Change Invalid Addresses
- Send Message
- Source Document
- Task Related Information

Dispatch Center: Intuitive Menu Options

Right-Click on
Resource Name
(Plan Board)

The Plan Board view displays a grid of resource assignments. A right-click context menu is open over the resource name 'Baker, Mr. David'. The menu options are:

- Commit Schedule
- Schedule Management
- Resource Information
- Calendar
- Resource Addresses and Subinventories
- Resource Skills Management

Resource Name	Incident Time Zone	Start
Baker, Mr. David		
Departure		
08:30	SAN FRANCISCO	
24120	Business World	
08:44	Blocked Planned	
San Francisco		
28599	1 Market Square, San Mateo	
12:30	Blocked Assigned	
San Mateo		
28618	Google	
12:30	Planned	
MOUNTAIN VIEW		
28600	Heritage Packaged Goods	
15:08	Blocked Planned	
Palo Alto		
Arrival		
17:30	SAN FRANCISCO	
18:01	SAN FRANCISCO	

Right-Click on
Resource Name
(Gantt View)

The Gantt View displays a timeline for Monday, September 11, 2006, from 7:00 to 19:00. Resources are represented by horizontal bars of different colors. A right-click context menu is open over the resource name 'Blackwell, Mr. Carl'. The menu options are:

- Commit Schedule
- Schedule Management
- Resource Information
- Calendar
- Resource Addresses and Subinventories
- Resource Skills Management

Resource Name	Reso
Baker, Mr. David	
Blackwell, Mr. Carl	
Dunne, Mr. Robert	
Garrer, Ms. Pauline	
Grant, Mr. Ronald	
Hunt, Mr. Mark	
May-Parker, Ms. Ch	

EBS Field Service Release 12.1



R12.1 Field Service Core

Market Need	Solution	Benefit
Service Request Profit Margin Reporting	Service Costing Phase 1 (cost capture and report)	<ul style="list-style-type: none"> ✓ Profit Margin Visibility ✓ Foundation for G/L Interface in Phase 2
Agents need access to Field Service Parts and Skills Requirements	Add access to FS Task UIs from SR Form	<ul style="list-style-type: none"> ✓ Call Center and Tech Support can record Task Part Requirements, Skill Requirements and Access Hours
Advanced Features in Tech Portal	Trunk Stock Visibility, Debrief Error Corrections, Task Scheduling	<ul style="list-style-type: none"> ✓ Improved usage of parts ✓ Accurate Costs ✓ Better customer service

SR Profit Margin Report

ORACLE Diagnostics Preferences Close Window

Billing Type: Currency Code:
Template: Locale: Format:
(*) Default Template

ORACLE Service Profit Margin Report Report Date 24-Jan-2008 21:39:40

Page 1 of 1

Customer		Contact	
Type	Customer Call	Type	Customer
Name	Pontiac	Name	Karthik Krishnamurthy
Account	1009	Phone	

Request Information			
Service Request Number	40866	Operating Unit	Vision Operations
Request Type	Customer Call	Item Number	AS54888
Reported Date	Jan 24, 2008 20:44:39	Item Description	Sentinel Standard Desktop TPD
Incident Date	Jan 24, 2008 20:44:39	Serial Number	

Diagnostics Preferences Close Window

[About this Page](#) [Privacy Statement](#) Copyright (c) 2008 Oracle. All rights reserved.

SR Profit Margin Report

ORACLE®

Diagnostics Preferences Close Window

Billing Type

Currency Code

Template

Locale

Format

(* Default Template)

Run

Export

Summary

Material Revenue	1599.00	Material Costs	300.00	Material Profit	1299.00	Material Profit%	433.00
Labor Revenue	1500.00	Labor Costs	500.00	Labor Profit	1000.00	Labor Profit%	200.00
Expense Revenue	1.00	Expense Costs	50.00	Expense Profit	-49.00	Expense Profit%	-98.00
Total Revenue	3100.00	Total Costs	850.00	Total Profit	2250.00	Total Profit%	264.71

Transaction Details

Charges

								Repair Order		Debrief		Cost		Profit			
Billing Type	Item	Qty	UOM	List Price	Ext Price	Contract Disc Amt	Net Charge	Repair Order	Repair Type	Item	Serial No	Item	Qty	Unit Cost	Ext Cost	Margin	%
Material	AS55888	1	Ea	1599.00	1599.00	.00	1599.00							300.00	300.00	1299.00	433.00

Diagnostics Preferences Close Window

About this Page Privacy Statement

Copyright (c) 2008 Oracle. All rights reserved.

ORACLE®

SR Profit Margin Report

ORACLE®

Diagnostics Preferences Close Window

Billing Type: All Currency Code: USD
 Template: Profit Margin Report Locale: English:United States Format: HTML
(*) Default Template

Transaction Details																	
Charges								Repair Order				Debrief		Cost		Profit	
Billing Type	Item	Qty	UOM	List Price	Ext Price	Contract Disc Amt	Net Charge	Repair Order	Repair Type	Item	Serial No	Item	Qty	Unit Cost	Ext Cost	Margin	%
Material	AS55888	1	Ea	1599.00	1599.00	.00	1599.00							300.00	300.00	1299.00	43%
Labor	Labor	1	HR	150.00	150.00	.00	150.00							50.00	50.00	100.00	20%
Expense	Expense	1	USD	1.00	1.00	.00	1.00							50.00	50.00	-49.00	-98%

Diagnostics Preferences Close Window

Copyright (c) 2006 Oracle. All rights reserved.

Enhanced SR Form – Access to FS Task Data

File Edit View Folder Tools Tools1 Tools2 Window Help

Service Request (60398 - Scheduling Testing with contract for Qualifiers) . Pacific Time

Log and Notes Profile...

Contact Type: Customer Customer Type: Organization Category: Number: 60398
 First: Andre Name: BUSINESSWORL Item: Reported: 29-FEB-2008 06:36
 Last: Beaulie Number: 2813 Desc: Type: KBSRType
 Email: Account: 1608 Revision: Status: Open
 Number: 56148 Email: Instance: Severity: Low
 Relationship: Contact For Phone: 650-555 5555 Serial: Group: Support Agents
 Phone Type: Telephone Tag: Owner: Jackson, Mr. Mi

Subject Workbench Contacts / Addresses **Tasks** Interactions Related Objects Service History Charges Work Orders Custom1

Date	Number	Type	Status	Priority	Owner	Subject	Description	Publish	Co
29-FEB-20...	42817	Callback	Open	Medium	Alexander,...	Test Task 1	Test Task Desc1	✓	No
29-FEB-20...	42818	Dispatch	Assigned	High	Alexander,...	Test Task2	Test Task Desc2	✓	No
29-FEB-20...	42819	Dispatch	In Planning	High	Alexander,...	Test Task2	Test Task Desc2	✓	No

Type: **Dispatch** Owner Type: **Employee Res** Num: 42818 Subject: **Test Task2**
 Status: **Assigned** Owner: Alexander, Mr. I Parent: Desc: Test Task Desc2
 Priority: **High** Assignee Type: **Employee Res** Escalation: []
 Restrict Closure Assignee: **Bramer, Fred**
 Agent Time Zone: Pacific Time Effort: Planned Effort: 2 Minute Confirmation: Not Required
 Start: 29-FEB-2008 06: Scheduled: 29-FEB-2008 06: Actual: Actual Effort: Duration: Private Publish
 End: 01-MAR-2008 01: Scheduled: 29-FEB-2008 06: Actual: Duration: Private Publish

Copy Task Task Notes (M) Debrief (Q) Parts (U) Skills (X) Access Hours (Y) Use Template (Z) Launch Workflow More..

R12.1 Mobile Field Service

Market Need	Solution	Benefit
Support Mobile Work Teams that share a Laptop	Multi User support in O-Lite and S&F Laptop	<ul style="list-style-type: none">✓ Leverage Hardware✓ USMC will deploy in combat
Open SR against any piece of equipment at the customer site	Download all IB Records for customers the Techs is responsible for	<ul style="list-style-type: none">✓ Reduce tech and customer calls✓ Quicker customer service
Team leads need to manage, monitor, and assign work in the field	New Mobile Managers UI	<ul style="list-style-type: none">✓ Move Dispatching to the field✓ Management of remote repair depots

MFS Mobile Manager/Administrator Dashboard

The screenshot displays the Oracle Field Service Technician Dashboard within a Microsoft Internet Explorer browser window. The browser's address bar shows the URL `http://localhost/webtogo/CSML/csmlDashboard.uix`. The dashboard header includes the Oracle logo and the text "Field Service Laptop". Navigation links for "Synchronize", "Home", "Logout", "Preferences", and "Help" are present in the top right. A search bar is located below the header, with a dropdown menu set to "Service Request by Service Number" and a "Go" button. A "Case Sensitive" checkbox and an "Advanced Search" link are also visible. The user is logged in as "Martin, Chris".

The main content area is titled "Field Service Technician Dashboard." and features a table of tasks. The table has the following columns: Details, Service Request, Customer, Subject, Task, Update, Planned Effort, Scheduled Start Date, Assignment Status, Assignee, Assigning Users, Parts, and Debrief. A single task is displayed with the following details:

Details	Service Request	Customer	Subject	Task	Update	Planned Effort	Scheduled Start Date	Assignment Status	Assignee	Assigning Users	Parts	Debrief
▶ Show	25354	Business World	New Task from client	1000001000094		1 Hour	28-Feb-2008 14:34:36	Assigned	Martin, Mr. Chris			

On the right side of the dashboard, there are several utility sections: "Quick Links" with links for "Create Parts Order", "Parts Transfer", "Calendar", "Create Personal Tasks", "Create Service Request", "Messaging" with "View Messages" and "Create Message", and "Configuration" with "Initialize Member". "Revert" and "Save" buttons are located at the bottom right of the main content area.

The bottom of the browser window shows the Windows taskbar with the "start" button, system tray icons, and the time "4:59 PM".

For More Information

search.oracle.com



or

oracle.com

ORACLE®