

ServiceNow Field Service Management

The field service challenge

Companies offering products and services to their customers and employees may experience problems that require on-site service from a technician. Limited insight into the equipment's operation or the lack of regular maintenance might be contributing factors. Unfortunately, customer service or the helpdesk aren't always aligned with field technicians when customers have issues, resulting in multiple internal calls and emails.

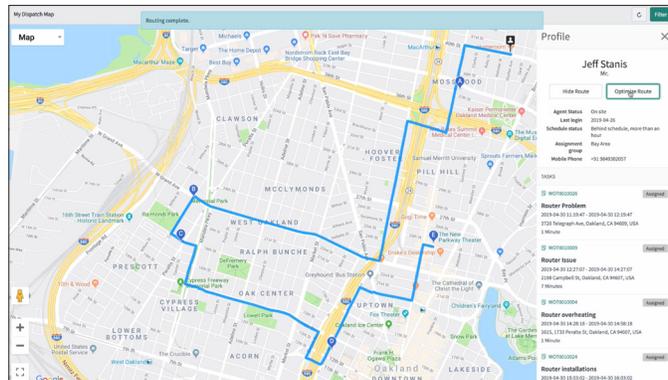
Additional service delays occur when field service technicians don't have the appropriate skills or the right parts for the job. When promised fixes aren't made quickly, customers or employees become increasingly frustrated, driving more calls or emails to customer service or the helpdesk.

Meanwhile, management has little insight into field service performance and how to improve productivity. The result is a poor customer or employee experience, potential negative impact on customer loyalty and company revenue, frustration by field service and customer service teams alike, and a lack of overall field service effectiveness.

The ServiceNow solution

ServiceNow® Field Service Management helps companies efficiently manage location-based work tasks. Customers can use online appointment booking to select the date and time most convenient for them. Dynamic scheduling optimizes the assignment process, basing it upon skill, travel time, priority, and technician's available time. Visual dispatch additionally allows dispatchers to easily modify work assignments using drag-and-drop functionality. Field Service Management works seamlessly with ServiceNow® Customer Service Management and ServiceNow® IT Service Management to connect customer service and the helpdesk with field service processes.

Technicians can use the modern mobile app to quickly collect required information, map tasks and parts, track time spent on tasks, and record the customer's signature for acknowledgement of completed work. Field Service Management also includes the ability



Manage technicians and work based on location

to plan maintenance, replacing costly and reactive break-fix work with a more proactive approach. Insight into potential failure is possible using ServiceNow® Operational Intelligence and the internet of things (IoT).

Managers can easily customize reports and dashboards to gain real-time insight into technician utilization and capacity, and better understand customer and employee work requests and locations to pinpoint improvement opportunities.

Create work orders seamlessly

Integrate with ServiceNow Customer Service Management or IT Service Management to speed resolution of issues.

Give customers control

Allow customers to create work orders, self-schedule appointments, and view work-order status from a personalized customer service portal.

Plan assignments efficiently

Automate work assignment to technicians based on proximity, availability, and the parts and skills required.

Consolidate inventory and parts management

Use ServiceNow® Asset Management as a single repository for assets in stock and inventory control.

Optimize field work with mobile interface

Accept or reject tasks, track travel and work time, use questionnaires to collect and complete necessary task details, collaborate with peers, and collect customer signatures acknowledging work completion.

Improve insights with reporting and dashboards

Use and customize out-of-the-box reports and dashboards for real-time understanding of utilization, capacity, customers and locations requesting work, and other metrics.

Automate work with dynamic scheduling, drag-and-drop visual dispatch, and geo-location

Easy, efficient scheduling is one of the greatest challenges dispatchers face. Field Service Management provides flexible means to schedule and adapt on the fly.

Dynamic scheduling automatically optimizes work assignments, allowing dispatchers to assign multiple tasks to different agents at the same time, with the ability to prioritize tasks while assigning; automatically un-assign already-assigned tasks to make room for a higher priority task; and automatically reassign a task when the technician is incapable of completing the task on time.

Central Dispatch gives dispatchers drag-and-drop work assignment capabilities so they can assign tasks to technicians based on proximity, availability, and the specific skills required. Dispatchers can see at-a-glance what times are available for technicians and the current distance from tasks, then drag-and-drop unassigned work onto available times. The ideal field service technician will be automatically selected, and auto-routing determines the optimal route for them to service multiple locations.

Dispatchers can also use geo-location tracking to know where field service technicians are to assign and re-assign work based on proximity. Using a color-coded service level agreement (SLA) map, they can prioritize work tasks for technicians based on time to breach. The dispatch map enables dispatchers to view all open work tasks to understand work distribution and to quickly identify impacted areas. Work tasks can easily be assigned, routes optimized, and assignments changed directly from the map.

Schedule efficiently with team calendar

Field service managers spend much of their time managing their team's schedules. With the team calendar, they can view tasks at a glance and drill in to make changes in real time or approve requests.

Manage available inventory and parts easily

Work tasks tap into the ServiceNow Asset Management inventory management capability, sharing a single repository for assets in stock and a standard inventory control process for both asset and field service processes. Features such as threshold-based stock replenishment and procurement ensure that parts are always available, and work dispatchers can source parts, reserve them for work tasks, and better schedule when work can be done.

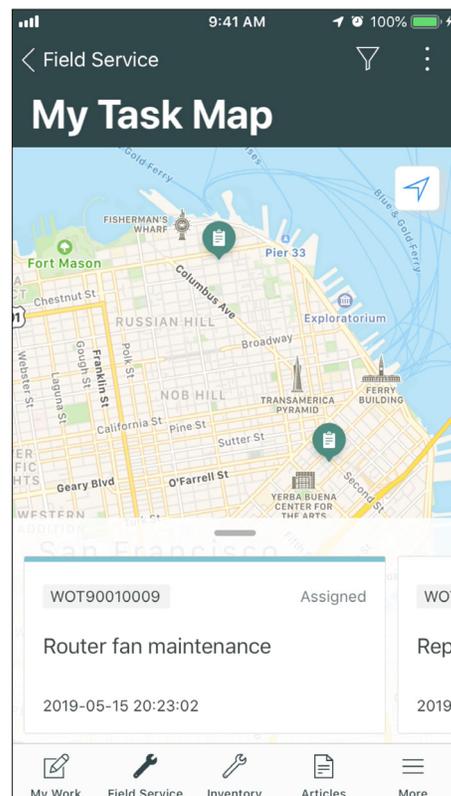
Empower technicians with an optimized mobile application

Like all ServiceNow applications, Field Service Management includes an intuitive, native mobile interface designed for busy field service technicians to quickly view and record information. From their supported smartphones and tablets, field service technicians can accept or reject tasks, track travel and work time, display tasks or parts using map views, and access their schedules. Questionnaires are available to collect and complete necessary task details, such as safety or work completion checklists. When assignments are complete, customers can acknowledge the work with a signature on the technician's mobile device and receive a work order summary by email. The mobile app also supports offline mode, allowing technicians to work without internet connectivity.

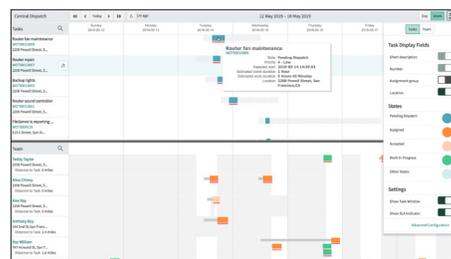
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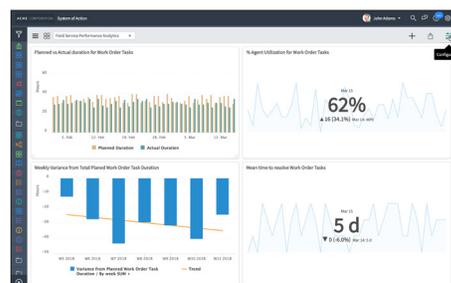
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Perform and record work tasks in the field with the ServiceNow Agent mobile app



Assign work interactively with Central Dispatch



Gain real-time insights with reports and dashboards