



DYNAMICS 365 FOR FIELD SERVICE G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Field Service Management service based on Microsoft Dynamics 365 to support organisations that manage mobile workforces delivering services outside the office environment. The service supports the coordination, scheduling, dispatch and execution of field-based activities, including installation, maintenance and repair of systems and equipment across multiple locations.

Field Service Management services are designed to improve operational efficiency, service delivery and customer satisfaction by providing real-time visibility of field operations and enabling effective management of people, assets and work orders. The service is well suited to organisations that rely on reliable, responsive and scalable field service delivery.

The service integrates with existing CRM and ERP platforms and supports the use of mobile technologies, analytics and automation to optimise field operations while maintaining security, compliance and data protection.

KEY FEATURES

- **Work Order Management:** Enables efficient tracking and management of job orders from initiation to completion, ensuring that all necessary details are accessible.
- **Scheduling and Dispatch:** Advanced tools for optimising the scheduling of appointments and dispatching the right personnel with the right skills to the right location.
- **Mobile Access:** Provides field technicians with access to necessary information on mobile devices, allowing them to view schedules, update job statuses, and access customer and asset information on-site.
- **Inventory Management:** Ensures that the right parts and tools are available to field personnel, helping to manage inventory levels accurately across multiple locations.
- **Customer Portal:** Offers customers real-time visibility into service progress and allows them to schedule appointments directly, improving communication and satisfaction.
- **Case Management.**
- **Contract Templates.**
- **Contracts.**
- **SLA Policies.**
- **Facilities/Equipment.**
- **Define and configure services, resources and work hours.**
- **Unified Service Desk.**
- **Microsoft Social Engagement.**
- **Dynamics 365 Mobile Client.**

KEY BENEFITS

- **Enhanced Efficiency:** Streamlines field operations through optimised scheduling and route planning, reducing travel time and downtime.

- Improved Customer Service: Provides faster, more reliable services to customers, which enhances overall satisfaction and trust in the service provider.
- Increased Visibility: Offers real-time insights into field operations, allowing for better management decisions and quicker response to issues.
- Cost Reduction: Reduces operational costs through improved workforce management and inventory control.
- Compliance and Safety: Ensures that field activities comply with industry regulations and standards, enhancing safety and reducing risk.
- Personalised citizen service via any channel.
- Enables relevant, personalised help processes.
- Provides the ability to track social sentiment and intent.
- Transparency of case history, preferences and feedback.
- Single interface tailored to job role means simplified use.
- Fast access to information through single knowledge base.

ADDITIONAL

- Field service discovery and readiness assessments
- Configuration and deployment of Dynamics 365 Field Service
- Integration with CRM, ERP and asset management systems
- Mobile workforce enablement and device configuration
- Process optimisation for scheduling, dispatch and service delivery
- Reporting and analytics configuration
- User training and technician enablement
- Adoption and change support
- Ongoing optimisation, support and managed service options

Thank you

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