RADIXBAY FIELD SERVICE LIGHTNING SUPPORT

From installation, configuration and integration with other systems to optimization and ongoing support, RadixBay provides a complete set of FSL services.
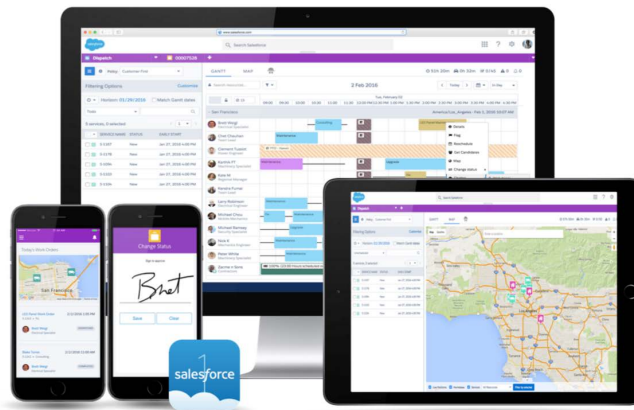
FSL BENEFITS:

- Resolve field service calls faster
- Boost employee productivity in the field
- Automate appointment scheduling
- Manage agents, dispatchers, and techs
- Get real-time visibility into all operations
- Optimize mobile workforce allocation
- Keep customers updated at every step
- Deliver real-time, visual support

SUPPORT MODELS:

RadixBay is able to provide partial, part-time support to supplement your internal staff or assume total ownership of your Salesforce environment.

Salesforce Field Service Lightning

What is Field Service Lightning (FSL)?

FSL extends Salesforce Service Cloud's capabilities by adding a detailed view into workforce management.

Advanced communication features enable organizations to connect their entire service delivery workforce using one platform.

FSL's Dispatcher Console improves a call center's ability to track customer calls by combining territories, service resources (mobile workers) and their availabilities into one view.

Dispatcher Console Features

The console provides customizable maps to improve insights into service delivery. Robust Gantt charts generate alerts that require attention. The scheduling optimization feature uses scheduling policies to assign the right resources to complete the work.

What is Field Service Mobile?

It is an out-of-the-box offering to support mobile workers. Field Service Mobile allows service resources to update their ETAs, view upcoming calls and update active service appointments in real-time.

Salesforce Field Service Lightning Key Features

- **Service Appointments**
  The core of Field Service Lightning. FSL appointment records combine standard Salesforce Service functionalities with territories and scheduling

- **Territory & Scheduling**
  Related objects that facilitate appointment booking (scheduling and optimization)

- **Field Service User Interface**
  Leverages the Field Service Dispatcher Console

- **Field Service Mobile App**
  Compatible with iOS and Android devices as an all-in-one tool for mobile workers who are on the go. Allows service resources to work offline and sync when back online