

# Field Service Management



Manage field service agents efficiently and resolve complex field service operations faster with automated processes using Field Service Management.



## **Efficiently manage technicians and tasks based on location**

Use maps in Field Service to view assigned and unassigned agent tasks and optimize task routes.



## **Drag and drop work assignments based on proximity, availability, and skills**

Drag and drop tasks to agents using Central Dispatch.



## **Empower technicians with an optimized mobile application**

Accept or reject tasks, track travel and work time, display tasks or parts and do more using the Field Service mobile application.



## **Improve insights with reporting and dashboard**

Access scorecards, drill into breakdowns, and directly access the underlying operational records using reports and dashboards.

