



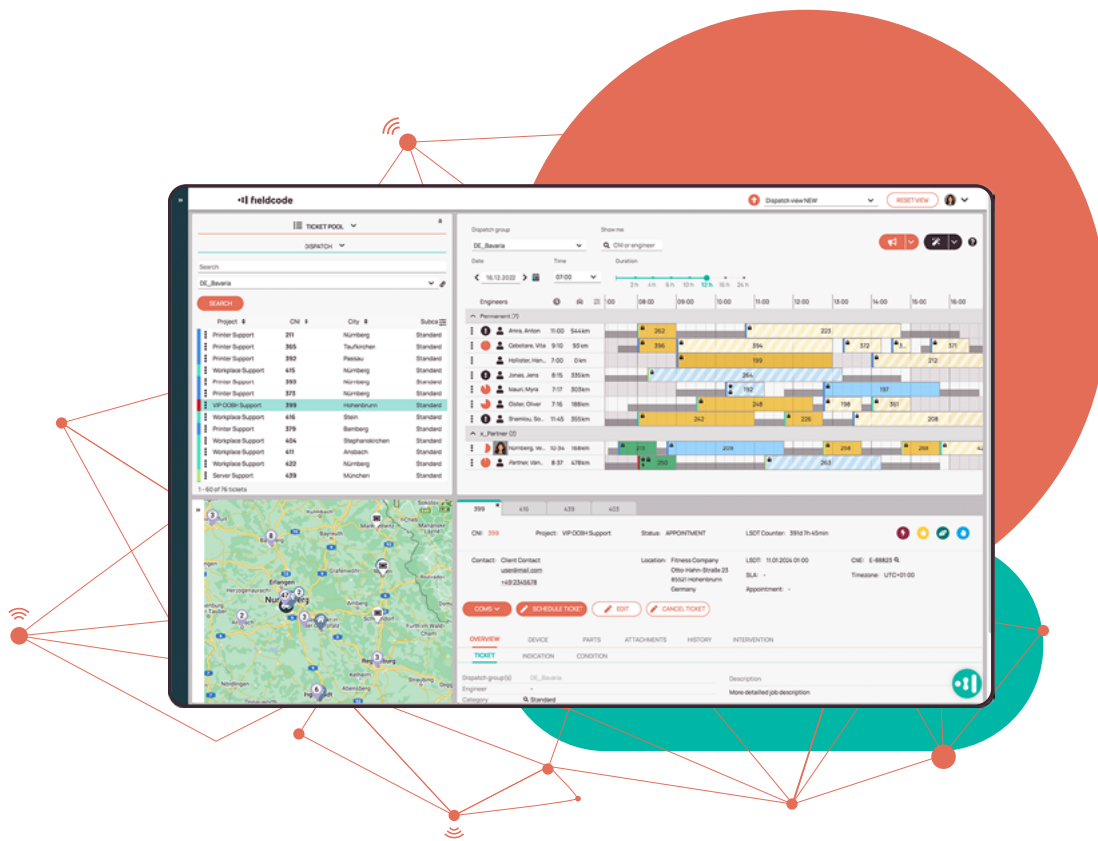
USE CASE

Unlocking telecom efficiencies with field service automation

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FSM automation is the key to success in the Telecoms industry, allowing businesses to streamline processes, reduce costs and maintain the highest quality of service.

Unlock the power of IT automation and improve telecoms efficiency



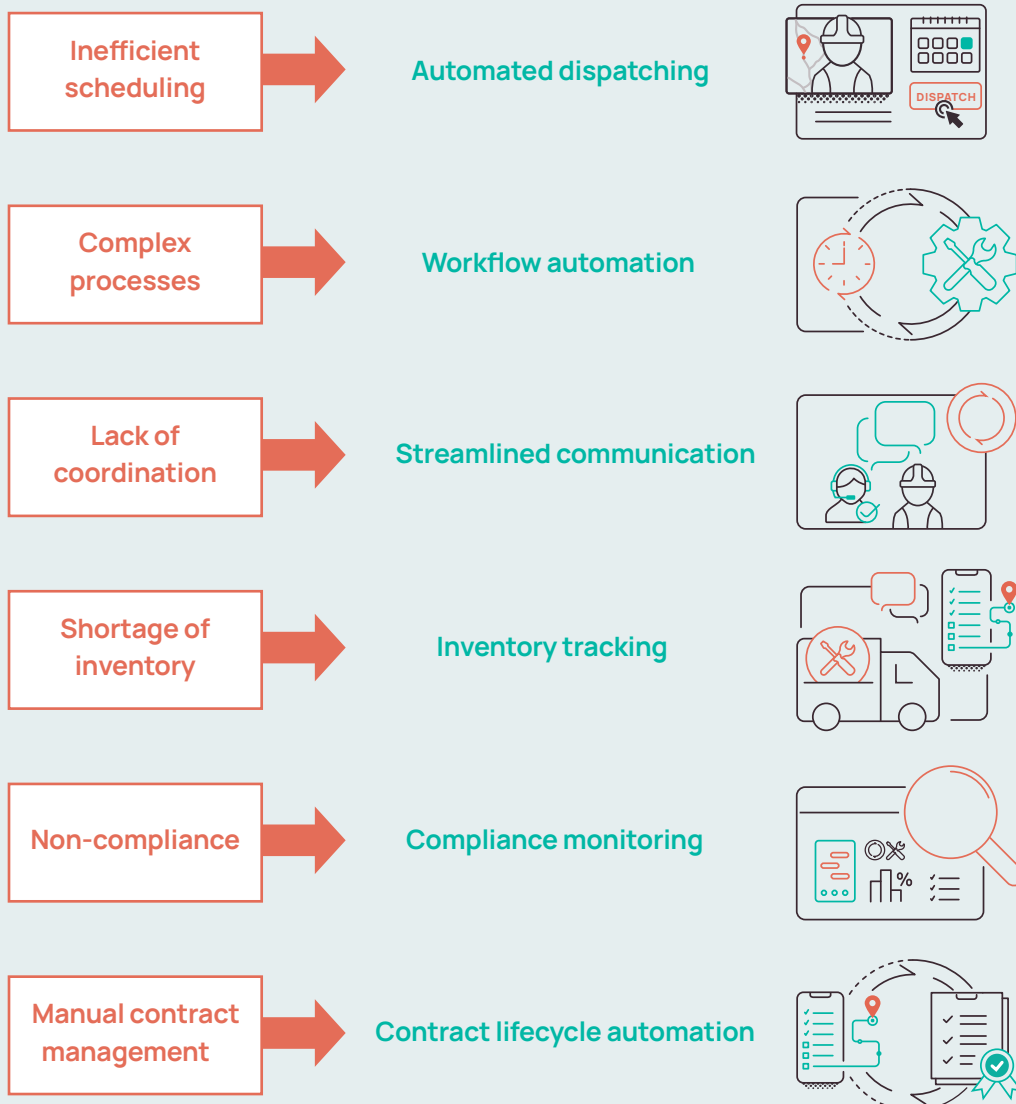
The telecom industry is constantly evolving and adapting to emerging technology, customer demands, and market expectations. For telecom companies to function more effectively and compete more successfully in the market, efficiency is essential to a successful evolution. Telecom companies must comply with various regulatory requirements, deal with complex processes and quickly adjust to changing market needs. **FSM automation is the key to unlocking new levels of efficiency and helping companies stay ahead of the curve.**

Key challenges faced by the telecoms industry

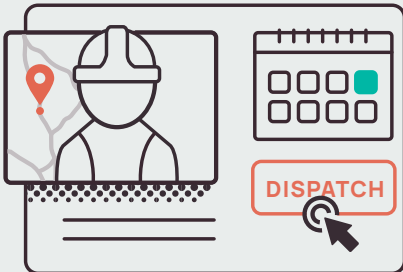
The telecom sector is under pressure to reduce costs and improve customer service within a growing competitive market. There is a tremendous strain on customer service teams who struggle to keep up with changing customer demands and telecom operators who must also grapple with regulatory compliance issues and the need to deliver high-quality services while lowering operational costs.

Automation of FSM processes can provide the Telecom industry with the insight and agility they need to stay competitive and address current challenges.

Smart field service operations with advanced FSM software

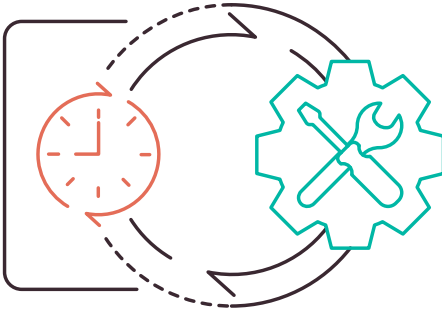


Efficiency and control over field service activities with automated dispatching



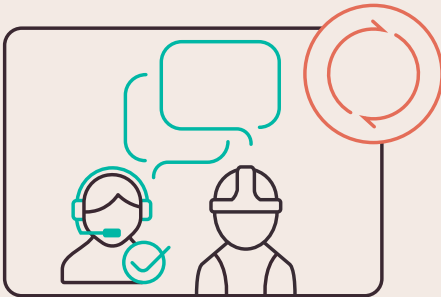
- Schedule and route field technicians automatically based on various factors such as technician skills, availability, location, and traffic. Reduce the need for manual scheduling, eliminate human error and improve service quality by ensuring that **the right resources are in the right place at the right time.**
- Reassign the nearest technicians to different jobs as needed or in response to changing demands or emergencies. **Reduce response times** and improve overall efficiency.
- **Track jobs in real-time** with visibility into the status of jobs/service calls. Monitor technician performance and automatically send customers real-time status updates, estimated time of arrival, and technician location.
- Manage customer requests, technician availability, and appointment scheduling by **automatically coordinating with customer and technician availability.** Schedule appointments at the most convenient time for both parties.

A holistic business approach through automated workflows



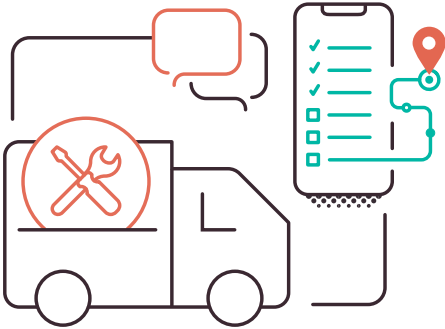
- Manage the process of creating, automatically assigning, and tracking the progress of work orders in real time. **Track tasks** to ensure they are completed on time and that nothing gets missed.
- Provide technicians with **access to relevant work order information**. Technicians on the go with mobile technology access assigned work orders and tasks, customer details, job history, and instructions, and send status updates. Technicians complete jobs more efficiently and reduce the need for follow-up visits.
- Generate invoices and bills based on job completion. **Eliminate the need for manual data entry, reduce the risk of errors and disputes, and speed up the billing process**. Automatically generate invoices based on the time and materials used and automatically send invoices to the customers.
- Generate analytical reports, such as performance metrics (e.g., the average time to complete a work order or the number of repeat service calls), to **gain insights into operations, identify problem areas and make data-driven decisions** to improve efficiency and customer satisfaction.

A centralized platform for communication and information sharing



- Send automatic notifications to customers and technicians for scheduled appointments, when a technician is on route, and when a job is complete, ensuring everyone is informed. In addition, **a customer portal allows customers to log in and view their service history, cancel or schedule new service calls, and track the status of their service requests.**
- Coordinate between the office and the field with real-time visibility into the status of jobs. **Managers and dispatchers can monitor and track the progress of their field technicians** and intervene if necessary.
- **Communicate in real-time between the technician and the office through chat and messaging.** Mobile app access enables field technicians to communicate with dispatchers and managers, update job statuses, and upload pictures and documents.
- Communicate and manage inventory levels effectively with suppliers and customers by tracking items in stock, order status, and delivery dates. **Automatically notify technicians when ordered parts are in stock, and automatically incorporate pick up and drop off (PUDO) locations into technician's assigned routes.**
- Store a complete history of jobs, including customer information and technician notes, to generate reports that help communicate with customers (based on past service calls) and help management **identify areas of improvement.**

Streamline inventory management processes and ensure the right parts and equipment are available



- **View and display real-time information about inventory levels**, including the number of items in stock, the number of items on order, and the number of items on backorder. In addition, barcode scanning reduces the risk of errors and tracks inventory.
- Integrate with other systems, such as accounting and ERP systems, to **automatically generate purchase orders and reorder items** when inventory levels fall below a certain threshold.
- Send **automated alerts when inventory levels are low** and keep everyone informed about potential stock shortages.
- **Online access** through a customer portal enables customers to order inventory items they need and field technicians to access and update inventory information in real-time, directly from their mobile devices (helping them make informed decisions while on the job).
- Monitor usage patterns and generate reports that show inventory levels over time, to **identify trends and areas for improvement**.

Manage industry standards and regulations with ease by streamlining processes



- Capture and store electronic forms and signatures to provide **an auditable record of agreements and consents**, specifically compliance with regulations related to customer consent, data protection, and record keeping.
- **Automatically store and maintain records** such as safety checklists, inspection reports, service agreements, service calls, installations, and customer interactions in a centralized location to provide to auditors during regulatory compliance audits.
- **Schedule compliance-related tasks** such as safety inspections, equipment maintenance, and staff training. Track tasks to ensure they are completed on time, reduce the risk of errors and inaccuracies, and quickly identify any issues that arise.
- Send automated alerts for tasks, such as safety checklists, equipment inspections, and certifications, to ensure compliance with standards and regulations. **Mobile app access allows technicians to report any compliance issues they encounter while on the job.**
- Monitor and generate reports with real-time data on field technician performance to identify areas of non-compliance and **provide insights for improvement while reducing the risk of penalties and fines.**

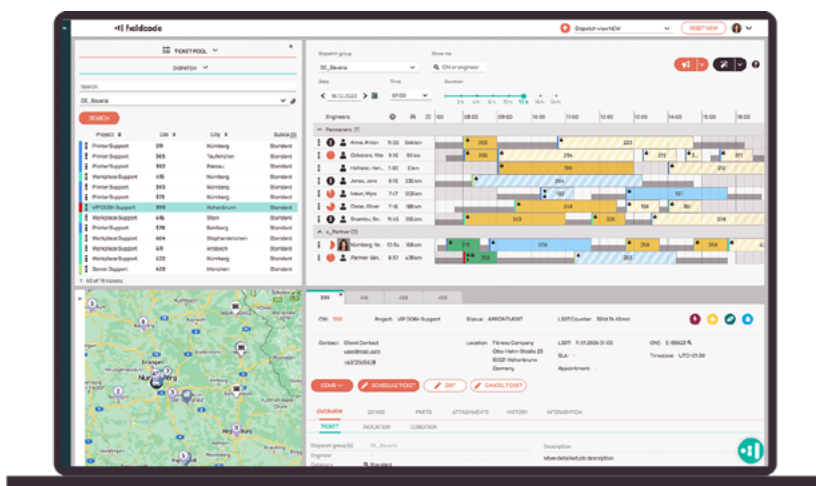
Simplify contract management processes with automated efficiency



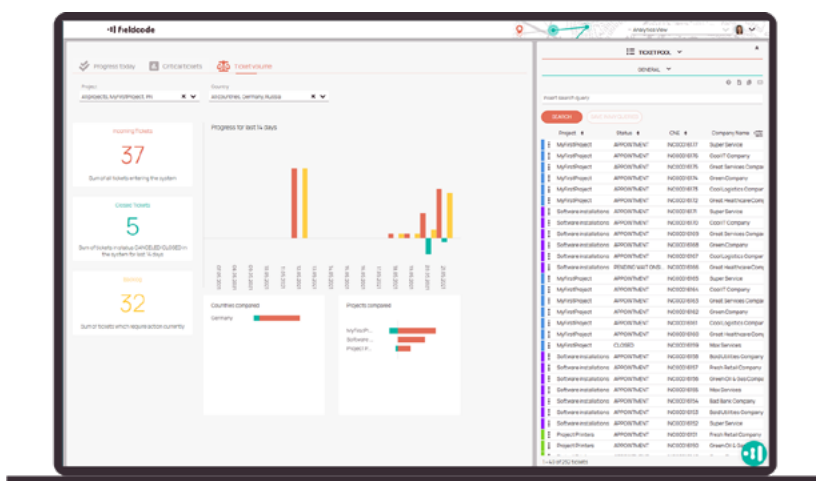
- Manage and store all relevant contract information, such as start and end dates, service level agreements, and pricing structures and combine multiple contracts under one. **The onboarding of new customers becomes quick and efficient.** Automate the tracking of contract terms and dates to ensure that all parties are aware of the terms and conditions.
- Automate the contract renewal process by monitoring contract expiry dates and sending real-time notifications and reminders to relevant parties. **Generate renewal contracts to ensure that all customer contracts get renewed promptly.**
- Automatically invoice customers on time by generating invoices and bills based on the terms of the contract. **Track and manage any disputes or issues that may arise.**
- Monitor service level agreements (SLAs) by tracking performance against SLAs, **set automatic alerts for when SLA targets are not met**, and generate reports on SLA performance.

Fieldcode smart field service management platform

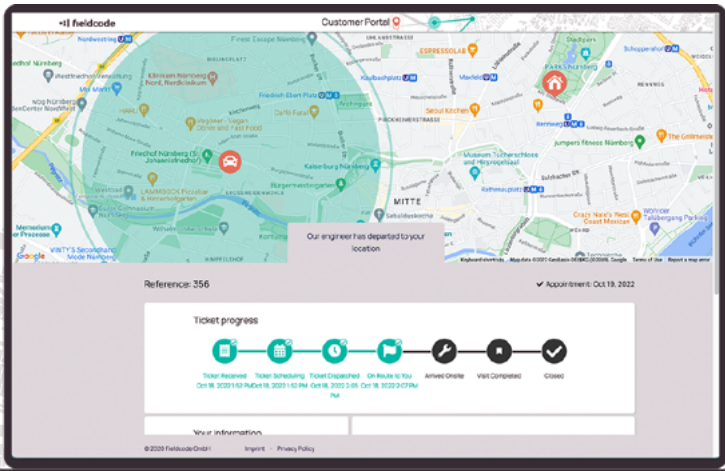
Fieldcode's smart field service management platform can help a telecom company to improve efficiency, reduce costs, and increase customer satisfaction by streamlining field service processes and providing real-time visibility into the field.



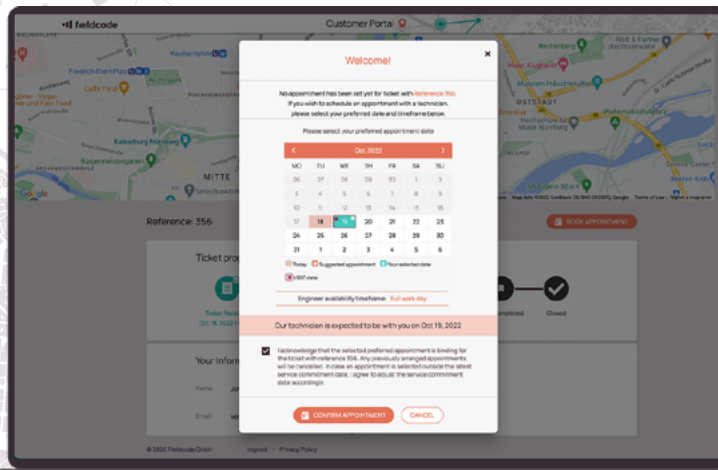
→ **Automated dispatching** means fewer dispatchers are required for managing the logistics of technicians in the field with features like **high-end multilayer disposition, optimized route planning, and no-touch ticket assignment.**



→ **Customizable dashboards** will improve your KPIs with instant alerts. Analyze data in real-time down to the technician level in one view. Constantly **increase productivity and quality** within your team based on the insights gained.



→ A customer portal provides **real-time updates** on the status of **customer service** requests and the technician's estimated arrival time.



→ Customers can autonomously book, reschedule or cancel appointments online. Appointments are **seamlessly dispatched**, and notifications are sent to customers.



→ Adapt **automated guided workflows** to business-specific needs with **proactive user guidance** and automated instructions.

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The use of FSM automation helps streamline operations and eliminates manual errors, giving customers a better experience and ensuring consistent service levels.

Achievements with Fieldcode



*Average Fieldcode customer results



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