

ServiceNow Field Service Management

The field service challenge

Service quality is becoming more critical as organizations work to differentiate themselves from the competition. That extends to field service, whether that involves sending a technician to install or fix an asset or scheduling an on-site worker, like an insurance adjuster or home health aide. Unfortunately, customer service or the help desk isn't always aligned with field service workers, resulting in reactive service, multiple service visits, and increased costs.

Without a good connection to the customer and understanding of their assets and history, your mobile workforce may not be prepared with the right skills or parts for the task. Limited visibility can also lead to missed maintenance and costly, unplanned break-fix work. Customers are inconvenienced by multiple visits and feel they're out of the loop. In addition, safety is a key concern for everyone, and it can be hard to document compliance with safety protocols or ensure workers have access to proper safety equipment.

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, and an inefficient use of time for customers and workers.

The ServiceNow solution

ServiceNow® Field Service Management helps you manage location-based work efficiently and safely. It works seamlessly with ServiceNow® Customer Service Management and ServiceNow® IT Service Management to connect customer service and the help desk with field service processes, or it can be used stand-alone. With Field Service Management you can:

- Complete work the first time by scheduling the most qualified worker for the task. Manual or automated scheduling considers their skills, location, parts on hand, and availability.
- Fix problems before your customers know they have them with preventive maintenance and asset management.
- Improve mobile worker efficiency to meet service level agreements with an intuitive, native mobile app for iOS or Android with work order information, directions, parts locations, knowledge base articles, and safety checklists.

Create work orders seamlessly

Integrate with ServiceNow® Connected Operations, Customer Service Management, or IT Service Management to speed resolution of issues.

Give customers visibility

Allow customers to schedule appointments and get text message updates with worker location and arrival time.

Plan assignments efficiently

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

Consolidate inventory and parts management

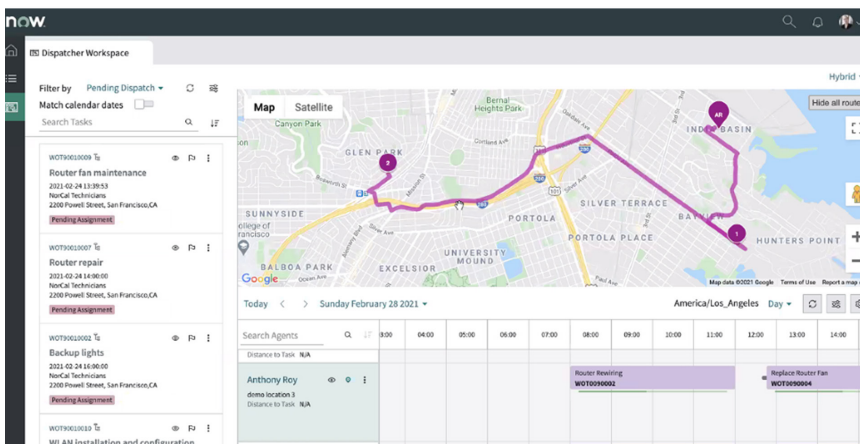
Use ServiceNow® Asset Management as a single repository for assets in stock and inventory control.

Optimize field work with mobile interface

Accept or reject tasks, track travel and work time, use safety questionnaires, view knowledge articles, and collect customer signatures acknowledging work completion, with or without an internet connection.

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.



Optimize routes and manage tasks, workers, and locations in a single screen

Professional package

Dispatcher Workspace

Give dispatchers everything they need in one place to make smart and fast scheduling decisions.

Dynamic Scheduling

Assign tasks to the most qualified person automatically using a set of easily configurable rules.

Crew Operations

Support complex work with crews made of multiple technicians.

Intelligent Task Recommendations

Recommend tasks automatically to fill schedule gaps.

Planned Maintenance

Schedule maintenance automatically based on regular intervals or usage.

Predictive Intelligence

Automatically route tasks, recommend solutions, and identify self-service case trends.

Virtual Agent

Improve the self-service experience with conversational guidance using a chatbot.

Performance Analytics

Drive growth across the business with key performance indicators (KPIs) and dashboards.

These capabilities are in the Professional and Standard packages.

Skills Management

Define the skills and skill levels required automatically schedule work by aligning task skills with technician

Contractor Management

Streamline the contractor onboarding process and easily assign tasks to

contractor teams.

Asset and Cost Management

Maintain the install base of assets, the subcomponents, entitlements, service history, uptime, costs, and maintenance schedules.

Last Mile Experience

Keep customers informed of their appointment status, including notifications of the technician's estimated time of arrival.

Inventory Management

Track and manage the inventory between stockrooms.

Virtual Conference Integration

Provide timely customer support using the video and screen sharing options from the Mobile Agent application.

Mobile Agent

Enable technicians with an intuitive, native mobile interface designed to quickly view and record information.

Capacity and Reservations Management

Create capacity definitions for teams with a desired mix of task types, such as break-fix work versus maintenance.

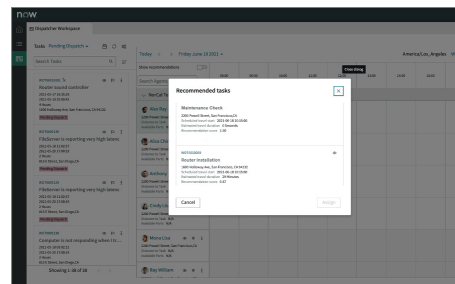
Continual Improvement Management

Initiate and track improvements across the enterprise by aligning people, processes, and data.

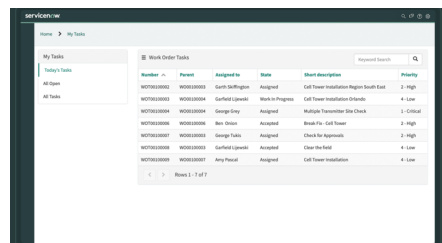
Knowledge Management

Guide field technicians to faster resolution with the right knowledge - whether online or offline.

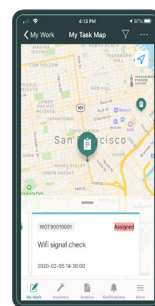
Learn more: servicenow.com/fsm



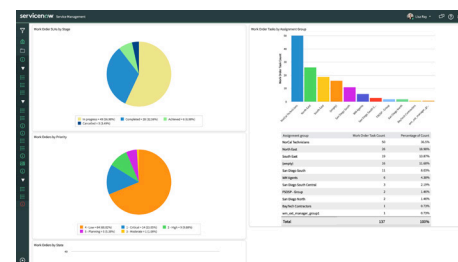
Identify the best available tasks for a technician automatically



Give dispatchers and managers real-time insight into contractor work status.



Enable your agents with the tools and data they need to complete tasks wherever they may be



Gain real-time insights with reports and dashboards.

