Salesforce Field Service Lightning – CGI Quickstart

Many businesses are still dispatching work orders with the same tools that were considered cutting-edge in 1990, including calendar applications, spreadsheets, and even paper. While they may be familiar and convenient, they are unreliable and leave organizations susceptible to revenue loss.

Luckily, there is a better way. Salesforce Field Service Lightning (FSL) has become vital for fast-growing businesses. FSL addresses a critical issue that many manufacturing organizations face: how to quickly respond to customer needs, schedule, dispatch and deliver quality field service while reducing inefficiencies, improving accuracy, and giving operations real-time visibility into the workforce.

CAPTURE DATA AND FOCUS ON SUCCESS
Salesforce FSL automates the appointment scheduling process. This means that field service calls are resolved faster and the right service resource is assigned to the job, driving higher customer satisfaction. Service resource productivity is increased by having all the tools needed on mobile devices to quickly process the work order and service report. From installations, repairs, and preventative maintenance, everything is kept in one place to maintain that critical 360-degree view of the customer.

CGI’S FIELD SERVICE LIGHTNING QUICKSTART PROGRAM
CGI offers a Quickstart program that can be added to any existing Salesforce organization. The Quickstart scope includes:

- Up to 10 Work Types
- Configuration of the FSL Mobile App
- Create up to 30 Skills
- 3 Reports and one Dashboard
- Customize the Dispatch Console
- Create and load up to 5 Service Territories
- Create and load up to 35 service resources with 3 skills each
- Up to 3 standard workflow rules or process builder equivalents
- One English Service Report Template

Contact us for more information.