FIELD SERVICE LIGHTNING
Connecting Service to the Field

AD VICTORIAM SOLUTIONS
Salesforce. Simplified.
Field Service Lightning (FSL) improves the speed and efficiency of your field service operation. FSL connects your entire workforce, products, and customers on one platform to deliver exceptional field-based service. Let’s dive into the benefits of FSL.

**Highlights**

- Boost employee productivity in the field
- Manage agents, dispatchers, and mobile workers
- Get real-time visibility into all operations
- Optimize mobile workforce allocation
- Keep customers updated at every step

**SERVICE APPOINTMENT OPTIMIZATION**

Utilize Salesforce’s AI to assign the right resource based on time, skills and location, which are based on established rules to increase productivity.

**REMOTE CONNECTION**

Arm your mobile employees with a mobile app that delivers job schedules, analytics, visibility into van stock, and real-time collaboration while they’re on the go, thus improving first-visit resolution.

**EFFECTIVE DISPATCHER CONSOLE**

Give control access to dispatchers and allow them to see job status, make last-minute schedule changes, and track their territory on the map.

**WORK ORDER MANAGEMENT**

Create work orders from any case, fast, to allow the dispatching team to quickly schedule jobs. And, dispatch field tech to an emergency in a manner of minutes.
Ad Victoriam’s certified consultants can help your company deliver the type of customer experience that taps into the preferences of the modern customer. Together, we’ll increase the effectiveness and productivity of your office and field service reps to enable your businesses to connect and service customers like never before.

About Ad Victoriam
Ad Victoriam is a Salesforce® and MuleSoft® Partner who provides mission-critical consulting services, from strategy to implementation. Our nimble team of certified professionals across the United States accelerates businesses by simplifying complex problems through cloud and data expertise. As a Certified B Corp, we balance purpose with profits and have made a strong commitment to the community.

Top Use Cases for Field Service Lightning

Customer’s asset is broken
*Need to send someone to resolve the problem*

Want to make a sale but it requires an inspection
*Need to schedule an inspector to travel on site to review*

Allow your customers the capability to schedule time slots in your store
*Create a community and expose the service appointments time slots*

Schedule contractors to perform work
*Create a community and give access to contractors*

"The process has gone as perfect as we could have planned. Our Consultant is a superstar. She truly is a quick learner and can grasp the process and procedures that make it easy for her to execute and complete the program."

Monique Andrade, Polyglass
Customer Story Featuring

Polyglass

Manufacturing

Accelerating Productivity
with custom technology & process improvements

Challenge

Polyglass was struggling with managing its roofing inspection process. When Polyglass came to AdVic, they were utilizing an underperforming, homegrown system, which required extensive, time-consuming manual input of data. Their representatives were taking pictures with their phones, logging their information in their personally created Word templates when they returned to their hotels, then would email their findings. They needed a solution that increased productivity and simplified the complex work order creation process.

Resolution

After careful and extensive technical analysis of exactly what Polyglass needed, AdVic created a strategic roadmap outlining the optimal course of action to implement Service Cloud with Field Service Lightning, Community Cloud, Salesforce Mobile, and Salesforce’s Lightning Experience. Here are some of the beneficial results:

- Decreased roof inspections appointment duration by 75 percent.
- Created functionality for inspectors to capture, edit and add aerial rooftop photos to work orders.
- Customized platform so customers can log claims and the service team can create cases fast to facilitate quick resolutions.
- Mobile enablement allows field-based tech reps to provide demos and input data immediately for quicker transfer of leads to sales.
- In-person user adoption trainings for their nationally based team members helped transition users from homegrown system to one single platform.

Polyglass, headquartered in Europe, began manufacturing roofing products in 1960. The company introduced its products to the USA in 1992 and since then has grown to be a leading global manufacturer of roofing membranes and coatings that employs nearly 5,000 workers.

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