

Dynamics 365 **Field Service**

Dynamics 365 Field Service allows you to empower your field service staff and improve your customer service. This solution offers comprehensive service management functionality including service call processing and resource scheduling.

Key Features

- Automate work orders/ jobs, scheduling, and dispatching
- Optimise agent scheduling with route planning
- Boost on-site efficiency by providing field service agents with mobile access to office data
- Access work orders/jobs data offline
- Share service asset history with field-based operatives
- Personalise your service by understanding customer preferences and history
- Provide customers with real-time field service agent location tracking and appointment reminders
- Quickly and easily share quotes, contracts and scheduling information
- Allow customers to self-schedule appointments and monitor service with a customer portal

Get in touch



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