

BP4Apps Field Service Management

Extensive knowledge models for functional structures of the Oracle Field Service Cloud

Holistic management, optimization and automation of sales force processes

Oracle Field Service Cloud contains eight modules that present a holistic solution for the management, optimization and automation of the entire sales force process. Within the individual modules, a time-based, selflearning and forecasting technology is integrated, which enables efficient problem solving and a steady further development of the sales force organization. Among other features, the main features of the individual modules consist of the capacity management, selection, time management and location determination in real time as well as customer notifications about the due-date status.

Comprehensive process and application knowledge

With Horus BP4 Field Service Management, the user or application expert receives an easy-to-use knowledge-based system, which is obtained as a service from the Horus Public Cloud. The Horus Knowledge Explorer provides comprehensive business process knowledge for the relevant Oracle application modules. The access for the users is target group oriented and related to the respective purpose of use. This also applies to the possibilities for invaluable knowledge exchange within the company.

Components of the knowledge product BP4 Field Service Management

An extensive knowledge base is the core of Horus BP4 Field Service Management and allows the user a profound insight into the functional structures of Oracle Cloud Applications. This knowledge base consists of easily comprehensible, logically linked models that provide different perspectives on the user-relevant aspects of Oracle Cloud Applications.

The core consists of the following modeling components:

- Resource management with capacity planning
- Precise order planning through self-learning technology
- Mobile processing of field service tasks
- Efficient communication and updates

Oracle
Field Service Cloud

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