



Field Force Automation App

m**o**beserv

FFA

Field force automation (FFA) refers to the use of technology to capture field service information in real time. This involves use of technology, typically hand held devices to capture data.



Current Business Challenges

Infrastructure companies, utilities, telecommunication companies and others, are facing constant challenges viz.

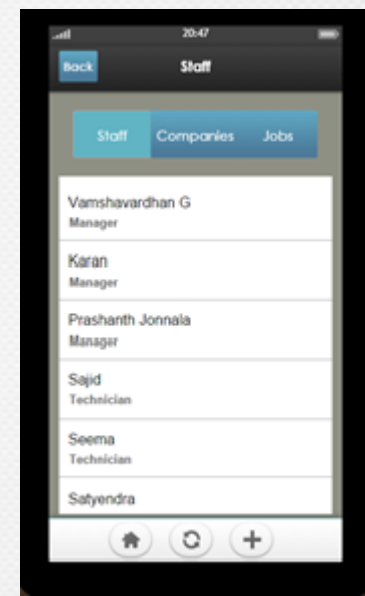
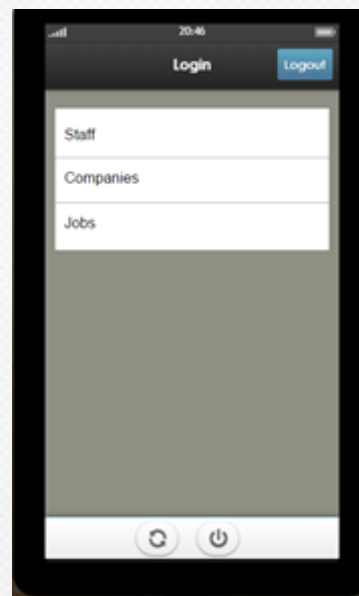
- increase the productivity of the existing work force
- managing the retirement of skilled and experienced field workers
- Quick servicing of customers
- Increase customer satisfaction
- Keep costs under control



Available Features in FFA app

- Field Service Manager

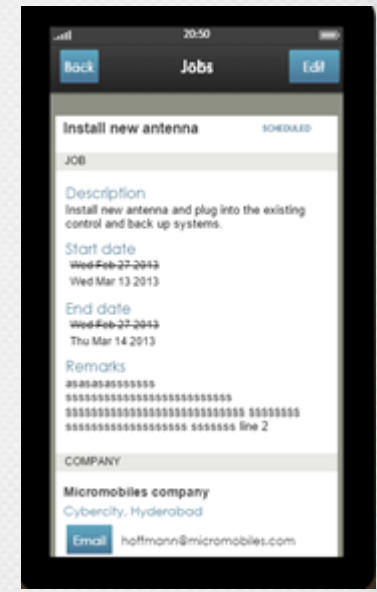
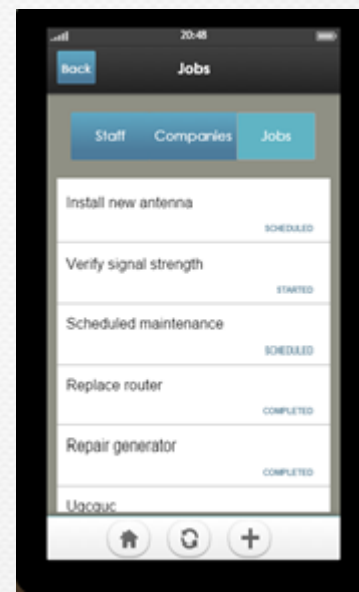
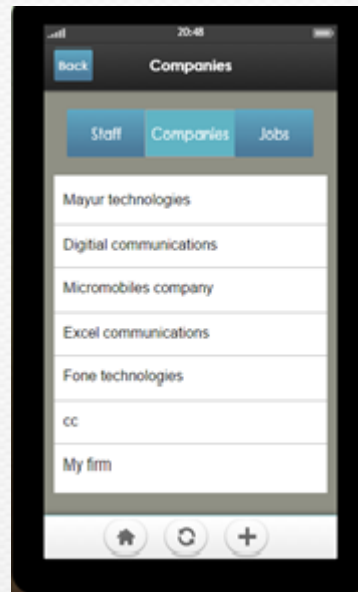
The field service manager or the field supervisor can log into the app and view the clients, staff and jobs. Additionally they can assign jobs to staff and track the status of the jobs real time.



Available Features in FFA app

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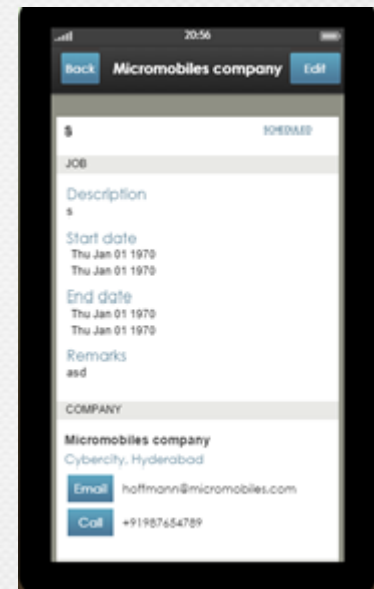
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Available Features in FFA app

- Field Service Staff

The field service staff can log into the app and view the clients, jobs assigned to him. After attending the client and the assigned job the service staff can update the job with his comments .



Advantages of the FFA app

- Assigned jobs available at the figure tip
- Real time updating of information
- Improvement in service levels
- Better customer satisfaction
- Effectively manage teams
- Improved performance levels





Thankyou

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