Project Design Phase
Solution Architecture

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Project Name	Field Service Workorder Optimization
Maximum Marks	

Solution Architecture

Solution architecture is a strategic process that connects business challenges with technical solutions. In the context of our project, the goal is to develop a **Salesforce-based Field Service Management system** that streamlines the end-to-end process of work order management—from job creation to technician dispatch and completion—ensuring high operational efficiency, accurate tracking, and improved customer satisfaction.

Project Objective:

To design and implement a **Salesforce Field Service Lightning (FSL)** application that efficiently manages work orders, automates technician assignment based on skill and availability, prevents scheduling conflicts, and offers real-time tracking and analytics for decision-makers.

Goals of the Solution Architecture:

- Provide a **centralized platform** to create, assign, and track work orders.
- Optimize **technician dispatch** using skills, availability, and proximity logic.
- Improve technician coordination and reduce service delays using **automated workflows** and mobile access.
- Prevent scheduling conflicts with **Flows, Validation Rules**, and **Gantt view calendar**.
- Deliver real-time visibility of technician status, job progress, and KPIs through **Reports and Dashboards**.
- Enhance decision-making through **analytics, SLA tracking**, and **automated notifications**.
- Reduce manual tasks and errors via **Salesforce automation tools** like **Apex Triggers**, **Process Builder**, and **Scheduled Flows**.

Solution Architecture Diagram:

Solution Architecture

Customer Service Portal

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Work Order Creation

Technician Database ← Skill, Availability → Dispatch Engine & Optimizer

Technician Database ← Technician App (Mobile Access)

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Reports, Dashboards, SLA

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