Project Design Phase
Proposed Solution Template

Date	24 June 2025
Team ID	LTVIP2025TMID30202
Project Name	Field Service Workorder Optimization
Maximum Marks	

Proposed Solution :

S.No.	Parameter	Description
1	**Problem Statement**	Field service operations are inefficient due to manual work order assignment, lack of real-time technician data, scheduling conflicts, and delays—resulting in increased costs and lower customer satisfaction.
2	**Idea / Solution Description**	A Salesforce Field Service CRM application that automates the work order lifecycle—from creation and technician assignment to execution and reporting—based on technician skills, location, and availability.
3	**Novelty / Uniqueness**	Uses smart scheduling algorithms and real-time data integration with Salesforce automation (Flows, Process Builder, Apex triggers), ensuring optimal technician utilization and minimal delays.
4	**Social Impact / Customer Satisfaction**	Enhances technician productivity, reduces service delays, and improves communication, leading to faster resolutions and a better customer experience in critical installation or repair situations.
5	**Business Model (Revenue Model)**	Offered as a subscription-based SaaS solution for service-based companies; can follow tiered pricing depending on number of users, features (AI optimization, reports), or support levels.
6	**Scalability of the Solution**	Easily scalable for enterprises across industries (telecom, utilities, appliances, etc.), and adaptable for multi-location support, mobile workforce management, or third-party service integrations.