

Project Design Phase Problem – Solution Fit Template

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

Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why.

Aspect	Details
Problem Identified	Field service operations suffer from inefficient technician dispatching, delays in job completion, lack of real-time updates, and difficulty tracking work order progress. Managers face challenges in aligning technician skills, availability, and locations with service requests.
Target Users / Segment	Field service managers, dispatch coordinators, service technicians, and customers needing repair or installation services.
Current Behavior	Manual job assignments, calls/SMS for updates, paper-based or spreadsheet tracking, reactive scheduling, and inconsistent reporting.
Proposed Behavior	An intelligent Salesforce-based Field Service system automates work order assignment using real-time data on technician availability, skills, and location. It enables proactive scheduling, technician alerts, and central tracking of job status.
Solution Overview	A Salesforce-integrated platform that uses optimization algorithms to assign work orders efficiently, notify technicians, track job progress, and provide dashboards for management. It streamlines communication, ensures skill-based job matching, and allows for predictive resource planning.
Why the Solution Fits	It directly addresses inefficiencies by automating decision-making in dispatching, improving communication, and eliminating manual tracking errors. It unifies multiple processes into a centralized platform.
How it Improves Situation	Managers get real-time visibility; technicians receive timely and accurate job information; customers experience faster service and updates. The system enhances productivity, accuracy, and customer satisfaction.