Project Design Phase
Proposed Solution

Date	25June2025
Team ID	LTVIP2025TMID31104
Project Name	Field Service WorkOrder Optimization
Maximum Marks	2 Marks

Proposed Solution:

The project team shall fill the following information in the proposed solution template to outline the Field Service WorkOrder Optimization project, addressing inefficiencies in work order management and enhancing operational efficiency.

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Manual allocation of field service technicians leads to delays, errors, and inefficient service. There is a need for an automated system that intelligently assigns technicians based on skills, location, and availability to handle service work orders efficiently.
2	Idea / Solution description	The project provides a Salesforce-based solution that automates work order creation, technician assignment, and notification processes. It utilizes custom objects (Technician, WorkOrder, Assignment), Apex logic, and automation tools to dynamically assign the most suitable technician to each work order. Additionally, it includes scheduled cleanup of outdated records and real-time dashboards for tracking performance.
3	Novelty / Uniqueness	The solution intelligently maps technicians to work orders using logic that matches skillsets, location, and availability—minimizing manual intervention. Real-time email notifications, automatic data clean-up via Apex Scheduler, and dynamic dashboards provide a comprehensive field service management experience within Salesforce.

4	Social Impact / Customer Satisfaction	Faster and more accurate technician assignment leads to quicker issue resolution and improved customer satisfaction. It reduces manual errors and increases accountability. Technicians receive timely assignments and updates, enhancing their productivity.
5	Business Model (Revenue Model)	The solution can be offered as a Salesforce app or consulting service to organizations with large field teams (telecom, utilities, IT services). Revenue can be generated through licensing, subscription, or one-time implementation fees.
6	Scalability of the Solution	Built on the Salesforce platform, the solution is scalable to handle large volumes of work orders and technician records. Additional features such as route optimization, mobile support, or AI-driven dispatching can be integrated to enhance functionality.