

Project Design Phase
Problem – Solution Fit

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

Problem – Solution Fit:

The Problem-Solution Fit Template for Field Service Work Order Optimization focuses on identifying critical challenges faced by field service operations and ensuring the proposed solution effectively addresses these issues. It enables businesses to align technological solutions with customer and operational needs, enhancing efficiency and adoption. The template helps identify behavioral patterns, optimize workflows, and improve communication strategies to solve urgent, frequent, or costly problems in field service management.

Purpose:

Field service teams face operational inefficiencies due to:

- Manual work order assignment
- Unoptimized technician scheduling
- Poor visibility into service status
- Communication delays between technicians and management
- Lack of automation in technician notifications and work tracking

These lead to:

- Increased service delays
- Low technician productivity
- Poor customer satisfaction

Implement a custom Salesforce solution using:

- **Custom Objects:** Technician, WorkOrder, Assignment
- **Automated Workflows:** Apex triggers/classes for auto-assignment and email notifications
- **Lightning App Interface:** Centralized access to WorkOrders and Assignments
- **Reports & Dashboards:** Real-time insights into technician performance and work order status
- **Scheduled Apex Jobs:** Periodic cleanup of outdated assignments

Pain Point	Solution Feature
Manual technician assignment	Apex Trigger + Class (WorkOrderTrigger, WorkOrderClass)
No notifications to technicians	AssigningEmail class with AssignmentTrigger
No customer update after resolution	CompletionMail class in WorkOrderTrigger
Unmanaged old data	Batch + Scheduled Apex (RecordDeletions, ScheduleClass)
No analytics	Custom Reports and Dashboards in Lightning App

Template:

1. FIELD TASK INITIATION How does the field task initiation process work? E.g. Field technician uses mobile app or text message	FC	6. INITIATION OF FIELD TASK What is the process for the field task initiation? E.g. Field technician uses mobile app or text message	UC	5. PLATFORM SOLUTIONS Which platform or systems does the task use? E.g. Amazon Connect, Twilio, and Amazon Lex in combination	AS
J. INTELLIGENT IR (INTERVIEW) VOICE RESPONSE HANDLING How is the intelligent IR process handled? E.g. Amazon Lambda triggers a response	JBP	5. STORAGE OF FIELD TASK How and where is the field task stored? E.g. DynamoDB, Amazon S3, and Amazon ElastiCache	RC	6. FIELD TASK NATURE What is the nature of the field task? E.g. Field task requires dispatch of repair team	BE
TR. LOGS FIELD TASK What service logs the field task? E.g. CloudWatch Logs stores field task operations and transcript	TR	10. YOUR SOLUTION What is your field service solution architecture? What are the key components of your solution? What are the key challenges you are solving? What are the key benefits of your solution?	SL	8. FIELD TASK SECURE STORAGE How is the field task securely backed up? E.g. S3 bucket and AWS Key Management Service	CH
TR. LOGS FIELD TASK LOGS E.g. CloudWatch Logs stores field task operations and transcript	EM			8. FIELD TASK SECURE STORAGE How is the field task securely backed up? E.g. S3 bucket and AWS Key Management Service	