

# Vantiq Blueprints

## Field Service Management

### AUTOMATION

Automatically dispatch technicians based on user definable criteria such as skill set and location.

### TRACKING

Mobile phones are used to track the location of field service technicians when they are in the field addressing a workorder.

### NOTIFICATIONS

Customers are notified via Email or SMS text message when technicians are assigned to their issue, when the technician has arrived and when they are running late. Updated arrival times are automatically calculated using current traffic conditions to provide customers with accurate and realtime arrival time.



- Manage Tickets and Workorders to support customer problems reporting to a service desk.
- Schedule technicians to dispatch into the field to resolve workorders.

Automation using business rules allow for

- responding to high priority tasks right away.

Use as is out of the box or custom tailor

- the application to meet your organizations specific requirements.

The VANTIQ Field Service Management blueprint provides a complete set of features and functionality to manage customer issues or requests that may result in dispatching a service technician to the site of a problem that requires resolution.

This projects comes with the following elements:

- Ticketing system to record customer reported problems.
- Mobile applications.
- Reporting, alerts, escalations and notifications for real-time tracking and updates to workorders.
- Man-machine collaborations to assist technicians in the field.

These elements are all managed through a Web Interface.

This application sets out to solve common challenges of field service management such as automating technician assignment, real-time insights into performance and SLA response and providing contextual real-time information to the customers and the technicians.

A number of VANTIQ capabilities are leveraged to provide these features. The VANTIQ mobile application is used to provide relevant information in real-time to the technician to assist them with the workorder request. Customers receive updates through the lifecycle of a workorder so they are always informed and up to date on the status of their issue.

### WEB APPLICATION

Complete web application to manage tickets, workorders, customers, assets and technicians.

### MOBILE APPLICATION

Technicians use mobile application to get notifications, respond to assignment requests, and view workorder details.

### REPORTING

Display technicians current location on a mapview. Analytics are provided for Tickets and Workorders for insights about your customers and your products.

Complete documentation is available to support new design and implement new configurations and customizations to meet your organizations unique needs!

## Features and Benefits



The Service Desk web application allows customers, technicians, users to be created and managed. As workorders are created the technicians can be manually or automatically assigned by the service desk user who creates the ticket.

Once a workorder is created a VANTIQ collaboration executes which will notify several technicians who match the skills and location requirements and assign the workorder to the first tech to respond.

Escalations are in place to send out alerts when timely responses are not made which ensures your workorders meet SLAs.

\*Technicians must enable GPS tracking on their mobile device for the application to function properly. It is possible to redesign the collaboration workflow to use manually entered information instead of automatically sending GPS location. By default location tracking begins one-hour prior to the scheduled arrival time for the workorder but can be modified as appropriate.

## System Requirements

- This blueprint can be imported into any VANTIQ namespace.
- iPhone or Android phones are supported.
- Field service technicians will require the VANTIQ mobile application which can be installed from the Apple App Store or the Google Play Store.
- API keys for Google Maps and Twilio need to be provided as well as an external SMTP server.
- This blueprint is can be modified by developers, javascript and sql experience is recommended.

### FEATURES AVAILABLE

Technician Tracking  
Rules and Automation  
Simple Setup and Deployment  
Highly Performance  
OAuth Security  
Mobile Applications  
Web Applications  
Reporting