

Introduction of WFM

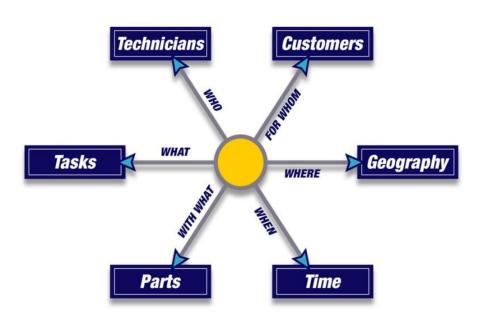


A system that implements scheduling with assignments to the Field Engineers, managing the field resources & improves the efficiency of the field service by maintaining their advanced functionality.



Primary concept is that a service that supports to assist large service organizations with managing their *field service* work force.



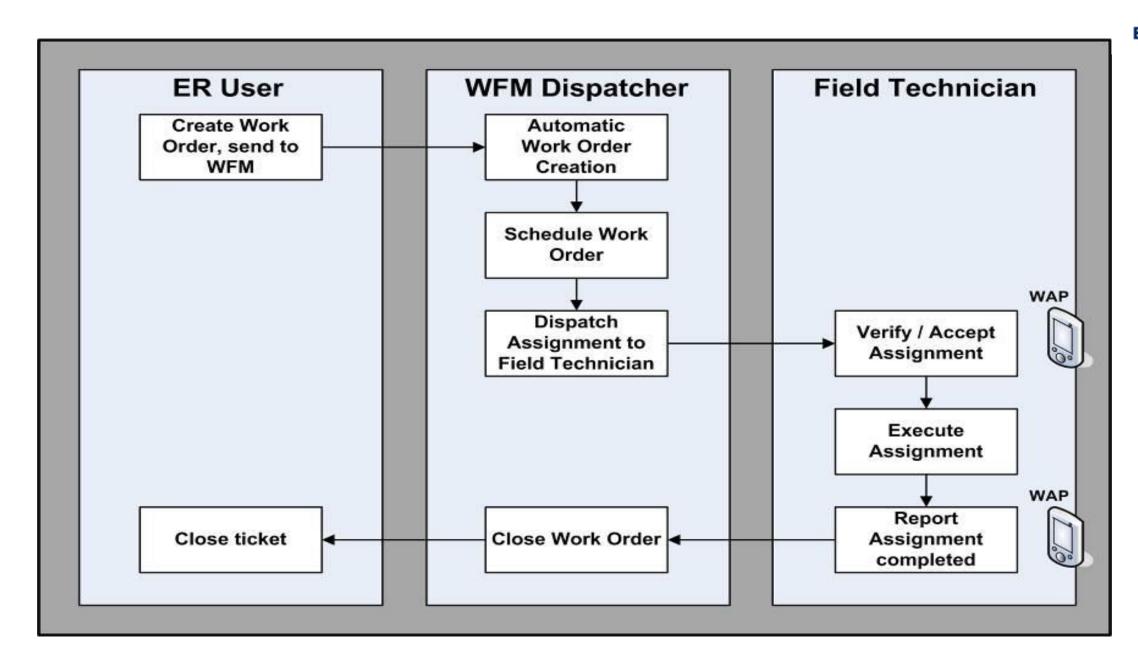




Secondary concept is to make the best possible decisions to determine the below things: Who should do What for Whom by Which When Where i.e. assigning the right employees to the right job for right purpose with the right skills at the right time on the right place.

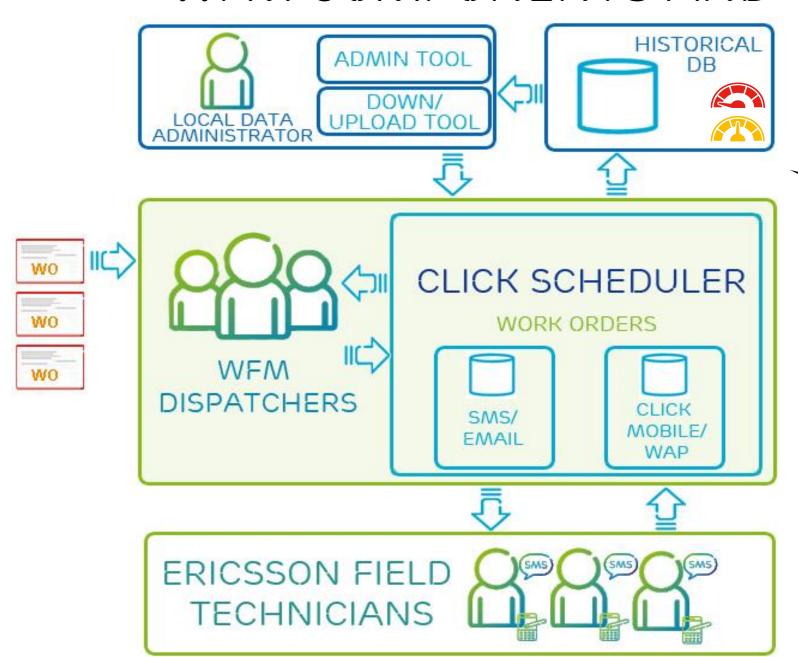
WORK FLOW OF WFM





WFM COMPONENTS AND USERS





Ericsson WFM solution is built on combination of applications supplied by Click Software and modules developed in-house by Ericsson

WORK ORDER STATUS (1/3)

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The WO has not yet been assigned to a FT. This is a default status when a WO has successfully been created in WFM System.

Assigned

The WO has been scheduled and assigned to a FT. This can be seen as a tentative status meaning that WO has been scheduled but not yet dispatched.

Dispatched

The scheduled assignment has been confirmed and communicated to the assigned FT.

Accepted

The FT has verified and accepted the assignment.

Rejected From Field

The FT has verified and Rejected the assignment.

In Progress

The FT has arrived at customer site and the work is in progress.

Resolved

The assignment has been resolved.

WORK ORDER STATUS (2/3)

Rejected

The WO is incorrect and has been rejected.

Cancelled

The WO is incorrect and has been cancelled.

Waiting Internal

The WO has been put on hold for information/equipment to be provided for a source within the organization.

Waiting External

The WO is put on hold for information/equipment to be provided by end customer.

Request in Progress

Required information has been provided to FT.

Request Re-open

NOC has requested the Work Order to be reopened.

Closed

Work Order has been closed and no additional changes are allowed.

WORK ORDER STATUS (3/3)

Jeopardy – Not Dispatched

The WO has been scheduled but not yet communicated to the FT and the scheduled time for start of travel for the assignment is less than predefined number of hours/mins from now.

Jeopardy – Not Accepted

The assigned FT has neither accepted nor rejected within a predefined number of hours/mins from when the status of the WO was changed to Dispatched.

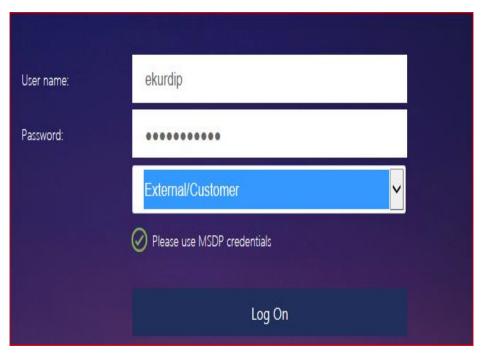
Jeopardy – SLA Violation

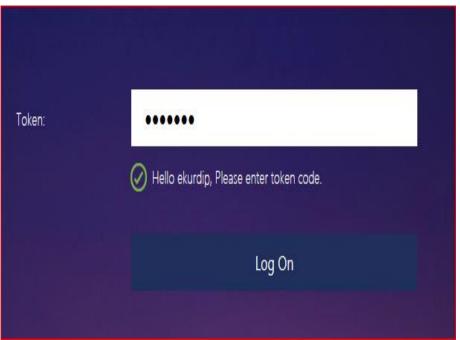
Indicates that the Due Date/Requested Due Date for an unscheduled work order is approaching, as well as that the Due Date/Requested Due Date for a scheduled work order is approaching, i.e, is with in a predefined time period.

Click Software Web Client Tool

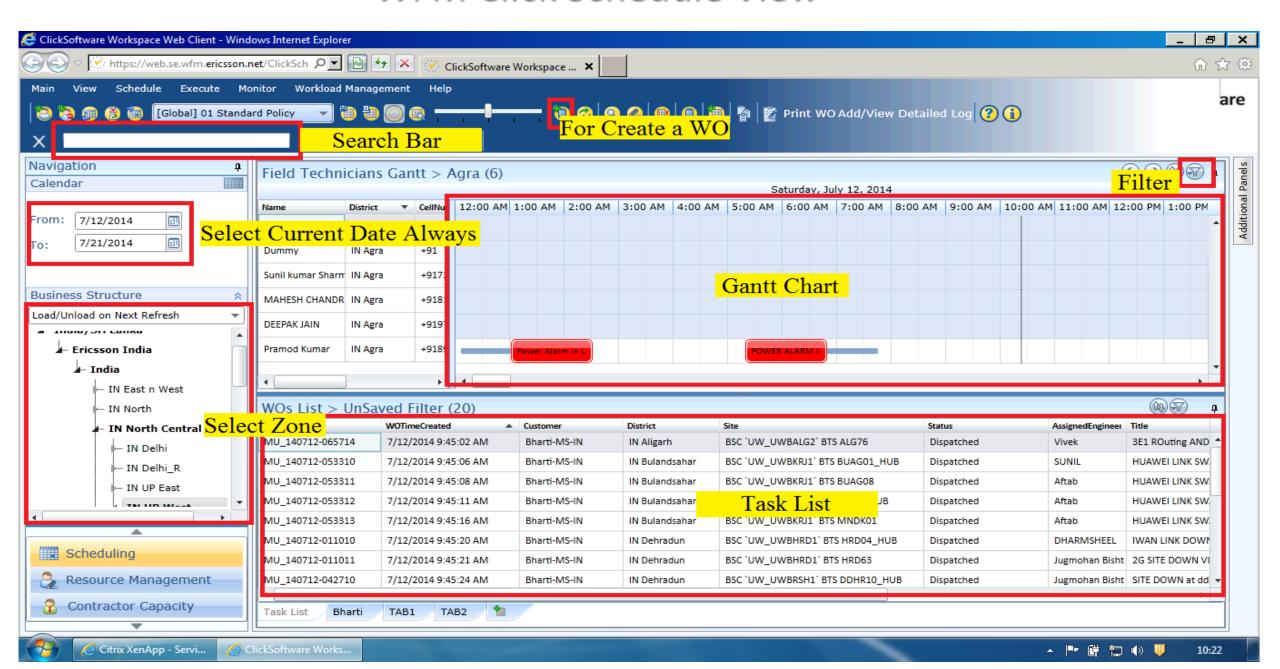


https://wfm-web.se.msdp.ericsson.net/ClickScheduleWebClient/Default.aspx



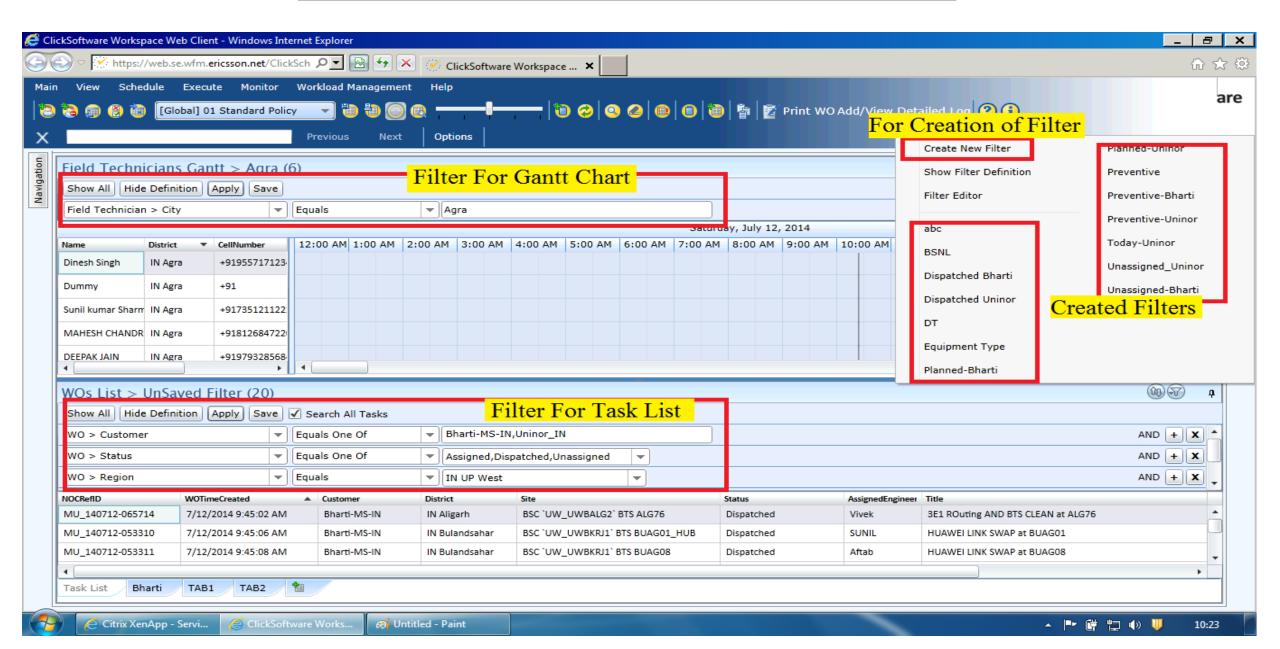


WFM Click Schedule View



HOW TO CREATE FILTERS





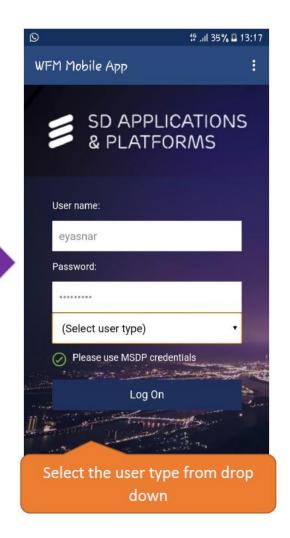




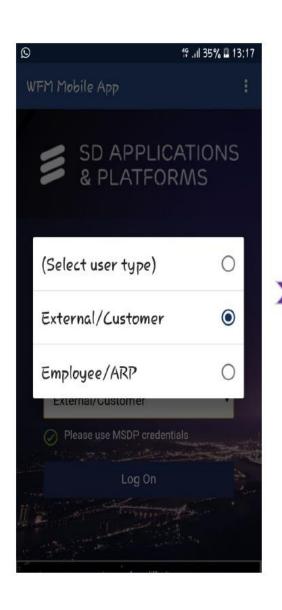








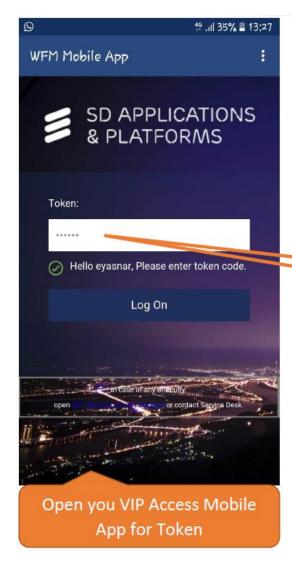
CMT-WORK ORDER HANDLING

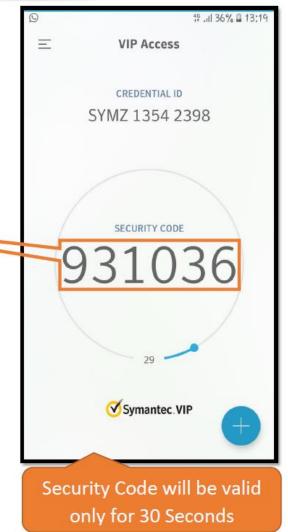




Employee/ARP →

For All EGAD Account Holders who are using RACOM & MobilePASS

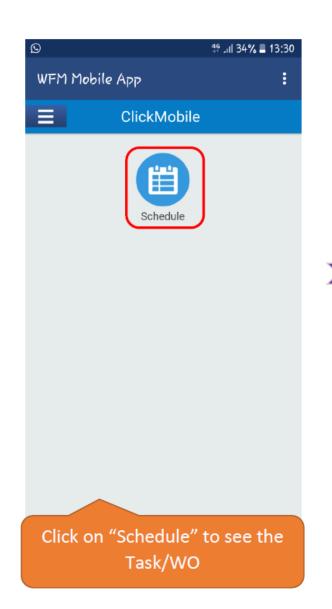


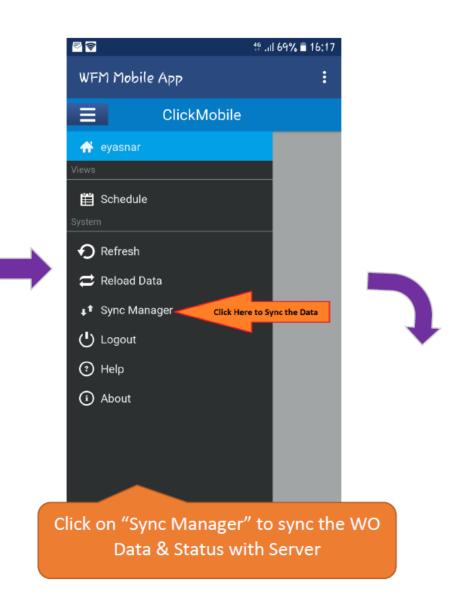


CMT-WORK ORDER HANDLING



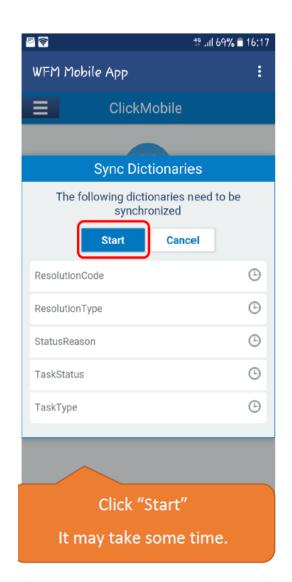




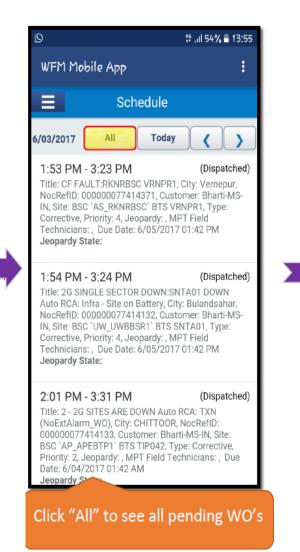


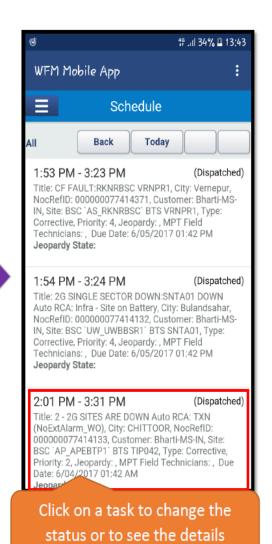
CMT-WORK ORDER HANDLING





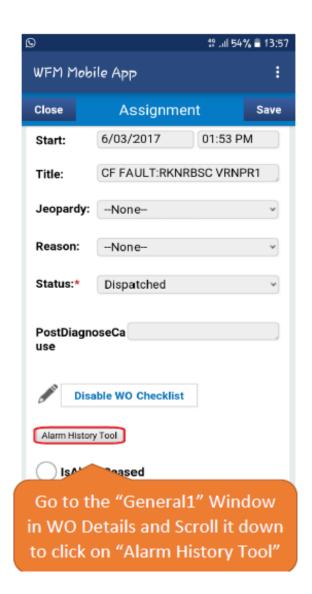






ALARM HISTORY TOOL (AHT)







AHT OUTPUT VIEW

MSDP OneFM - Mobile Alarm Tool - Google Chrome

A Not secure | alarmview.onefm.se.msdp.ericsson.net/onefm-tools-aht-web/mobilealarmtool?SiteID=BSC%20`MP_BSC150BLG`%20BTS%20NSNGMAHJNM&TT_ID=

■ MSDP OneFM - Mobile Alarm Tool

« Previous			Total:39			2 Auto Refresh:
Severity	X733SpecificProb	FirstOccurrence	LastOccurrence	TT_ID	ClearTime	Node
Major	NSN-3G_OUTAGE	Wed Oct 16 16:10:14 2019	Wed Oct 16 16:10:14 2019	000000213674255	Thu Jan 01 05:30:00 1970	NSNGMAHJNMODINF3G
Major	TRX FAULTY	Wed Oct 16 15:31:58 2019	Wed Oct 16 15:31:58 2019		Thu Jan 01 05:30:00 1970	BCF-516
Critical	DOOR ALARM	Wed Out 16 13:48:53:2019	Wed Out 16 13:48:53 2019		Thu Jan 01 05:20:00 1970	NSNGMAHJNMODINFSRAN_805722
Critical	ROCH MISSING	Wed Out 16 15 52:12 2019	Wed Out 16 15 22:12 2019	000000212874255	Thu Jan 01 05:00:00 1970	NSN/SMAHJNM2
Major	BTS O&M LINK FAILURE	Wed Oct 16 15:36:44 2019	Wed Oct 16 15:36:44 2019	000000213674255	Thu Jan 01 05:30:00 1970	MAHJNMODINF_OMR
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:24 2019	Wed Oct 16 15:32:24 2019		Thu Jan 01 05:30:00 1970	BCF-516
Major	BTS/TRX issue	Wed Oct 16 16:11:58 2019	Wed Oct 16 16:11:58 2019	000000213676171	Thu Jan 01 05:30:00 1970	BCF-516
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:10 2019	Wed Oct 16 15:32:10 2019		Thu Jan 01 05:30:00 1970	BCF-516
Minor	BTS/TRX issue	Wed Oct 16 16:12:03 2019	Wed Oct 16 16:12:03 2019		Thu Jan 01 05:30:00 1970	BCF-516
Major	COLOCATED SITES DOWN	Wed Oct 16 16:20:30 2019	Wed Oct 16 16:20:30 2019	000000213674255	Thu Jan 01 05:30:00 1970	BSC-227721 NSNGMAHJNM
Major	TRX FAULTY	Wed Oct 16 15:31:58 2019	Wed Oct 16 15:31:58 2019		Thu Jan 01 05:30:00 1970	BCF-516
Critical	NESSAS AGENT KOT RESPONDING TO REQUESTS	Wed Out 16 15 49 54 2019	Wed Out 15 15 49:54 2019	000000212875793	Thu Jan 01 05:00:00 1970	NSNOMAHJNMCOINFERAN_805722
Minor	BASE STATION SERVICE PROBLEM	Wed Oct 16 15:31:58 2019	Wed Oct 16 15:31:58 2019		Thu Jan 01 05:30:00 1970	MP 905722
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:10 2019	Wed Oct 16 15:32:10 2019		Thu Jan 01 05:30:00 1970	BCF-516
Major	TRX FAULTY	Wed Oct 16 15:31:58 2019	Wed Oct 16 15:31:58 2019		Thu Jan 01 05:30:00 1970	BCF-516
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:41 2019	Wed Oct 16 15:32:41 2019		Thu Jan 01 05:30:00 1970	BCF-516
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:13 2019	Wed Oct 16 15:32:13 2019		Thu Jan 01 05:30:00 1970	BCF-516
Major	NSN-4G_OUTAGE	Wed Oct 16 16:30:15 2019	Wed Oct 16 16:30:15 2019	000000213675793	Thu Jan 01 05:30:00 1970	e_NSNGMAHJNMODINFSRAN_905722
Minor	D-CHANNEL FAILURE	Wed Oct 16 15:32:08 2019	Wed Oct 16 15:32:08 2019		Thu Jan 01 05:30:00 1970	BCF-516



Field Engineer ACTIVITY tool (FEAT)

https://feataccess.in/Feat_Live/index.html



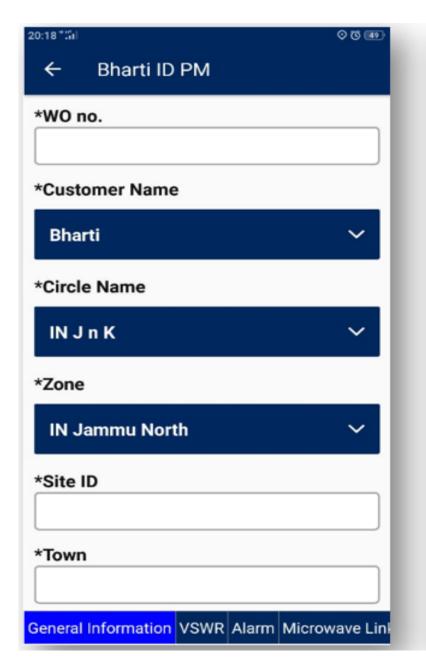


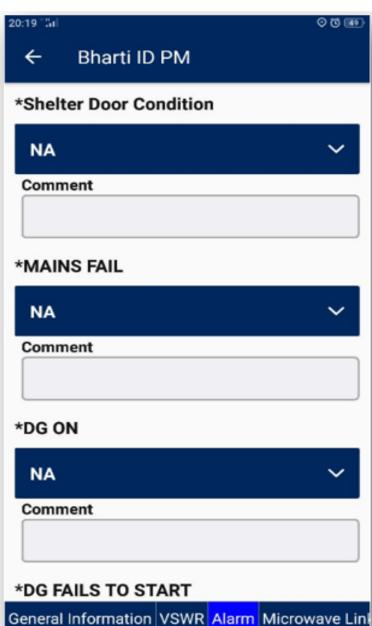
FEAT - OVERVIEW

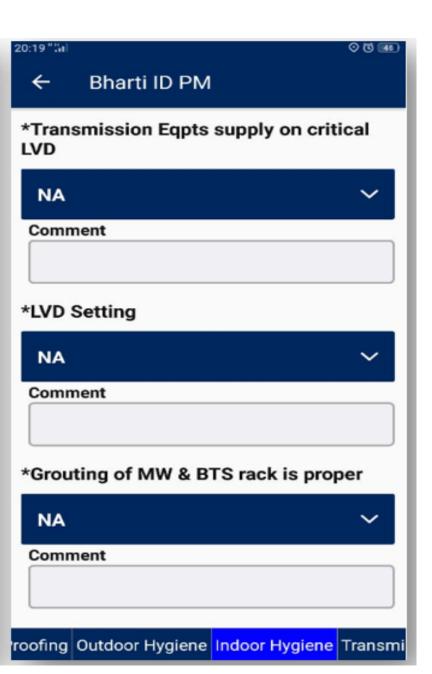
- A mobile & web app
- In mobile, saves data on mobile-device, allows field technicians to transmit later when there is coverage
- Set up a server for storing/ retrieving information as received from the field technicians' mobiles & web

- Electronic forms on Android & Web
- Date and time stamping
- Lat-Long
- Check boxes & radio buttons
- Textual description
- Image capturing
- Sketching (sketch on image)
- Approval request
- Broadcast Notification
- Auto WO Filling
- Integration for Auto TT
- Real Time Tracking
- Email (PDFs direct from mobile)

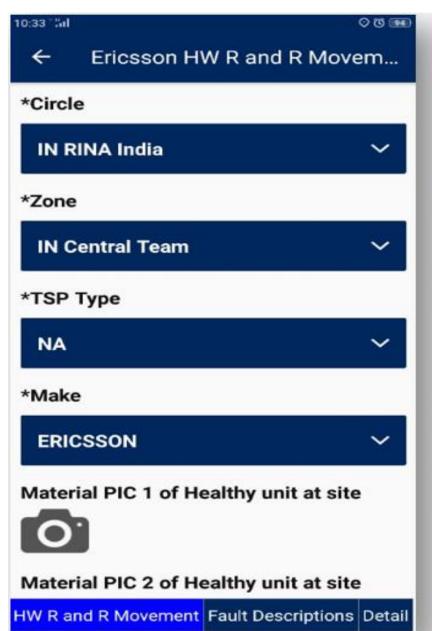
FT USING



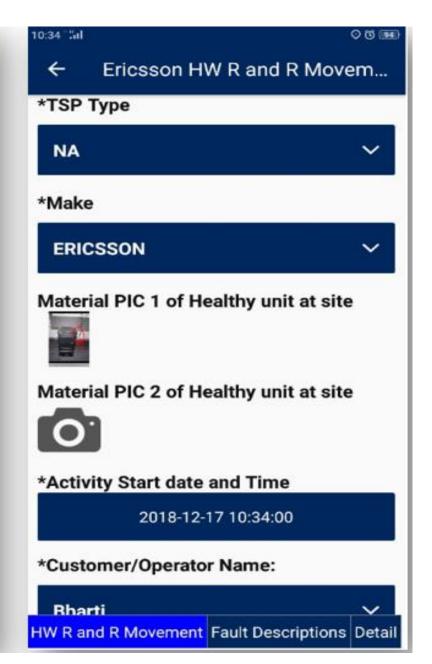




FT USING







FIELD PERSPECTIVE

- Enhancement in WoW for Field Resources
- Standard reports and processes for field resources
- Fast and easy to deploy mobile & Web data collection forms to field resources
- Faster response time on submitting the data collected. Report can also be mailed from site to specific user.
- Quality check on the field resource's performance
- GPS Location tracking for field resources ensures that the data been collected at Site
- Easy management for data collection from all sites
- System generated reports provide authenticity of data and performance
- No need to reenter data into a computer as data collected will be in digital form
- Approver checklist functionality is available for OHS
- Integrated for Auto TT creation for Indus, Bharti Infratel & SFN
- Field resource can take picture with sketch functionality to mark interested area and send it to stakeholders
 - This will be benefited during marking the Punch Point.



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