

## Project Design Phase Problem – Solution Fit Template

Date	24 June 2025
Team ID	LTVIP2025TMID31109
Project Name	Field Service WorkOrder Optimization

### Problem – Solution Fit:

The Problem-Solution Fit ensures that a significant issue faced by field service customers is identified and addressed with a solution that effectively resolves their pain points. This template guides entrepreneurs, field service managers, and innovators in recognizing behavioral patterns, optimizing workflows, and ensuring the solution aligns with customer needs and operational realities.

### Purpose:

- Address complex field service challenges by designing solutions that align with customer workflows and operational constraints.
- Accelerate adoption of the solution by leveraging existing field service processes, tools, and technician behaviors.
- Enhance communication and strategy by identifying key triggers and crafting targeted messaging for stakeholders, including technicians and managers.
- Increase engagement with the solution by solving critical, frequent, or costly inefficiencies in work order management.
- Deeply understand the current field service environment to deliver measurable improvements for the target audience.

### Template:

Evaluating the Solution	<div>1. FIELD TASK INITIATION</div> <div>How does the field task initiation happen? E.g. Field technician uses mobile app or Echo</div>	FC	<div>6. INITIATION OF FIELD TASK</div> <div>What does the field task take place on or through? E.g. Field technician uses mobile app or Echo</div>	UC	<div>5. PLATFORM SOLUTIONS</div> <div>Which platform systems address the tasks that arise, when faced with the problem? E.g. Amazon Connect, and Amazon Lex in combination</div>	AS
	<div>J. INTELLIGENT IR (INTERVIEW) VOICE RESPONSE HANDLING</div> <div>How is the field task initiated based on the policy applied for the customer's field task? E.g. Amazon Lambda triggers a voice log</div>	JBP	<div>5. STORAGE OF FIELD TASK</div> <div>How and where is the field task stored? E.g. DynamoDB, S3, and archives</div>	RC	<div>6. FIELD TASK NATURE</div> <div>What is the nature of the field task? Is it a repair or a service? E.g. Field task requires dispatch of repair tool</div>	BE
	<div>TR. LOGS FIELD TASK</div> <div>What service logs the field task? E.g. CloudWatch Logs stores field task operations and transcript</div>	TR	<div>10. YOUR SOLUTION</div> <div>What is your field service work order optimization solution architecture for task initiation, frequent IR handling for intent, storage, and nature defined for the field task? Utilize Lambda as the base policy logic to handle IR requests record logs, initiate a request to byline updata logging, take operations-interaction in Amazon Connect and send a mobile phone IR call with AWS Key Management Service to write a template for field task initiation IR handling for future storage and storage defined for field task is a type of phoning out stores</div>		SL	<div>8. FIELD TASK SECURE STORAGE</div> <div>How is the field task securely backed for data encryption? E.g. S3 bucket and AWS Key Management Service is used to encrypt and store field task data</div>
Evaluating the Solution	<div>TR. LOGS FIELD TASK LOGS</div> <div>E.g. CloudWatch Logs stores field task operations and transcript</div>	EM	<div>8. FIELD TASK SECURE STORAGE</div> <div>How is the field task securely backed for data encryption? E.g. S3 bucket and AWS Key Management Service is used to encrypt and store field task data</div>		CH	

## **Identified Problem:**

Field service teams struggle to efficiently assign technicians to work orders based on availability, skillset, and geographic location. This leads to delays, underutilized workforce, and reduced customer satisfaction. Additionally, the lack of automated communication and reporting hampers managerial oversight and productivity.

---

## **Proposed Solution:**

Design and deploy a Salesforce-based Field Service WorkOrder Optimization system that:

- Uses Apex triggers to auto-assign technicians based on skill and location

- Sends real-time email notifications via flows when assignments are made

- Provides visibility through dashboards and custom reports

- Reduces resolution time by automating assignment and follow-up processes

- Enhances scalability and consistency using custom objects, profiles, and validations

---

## **Fit Justification:**

The solution directly integrates with field operations by using custom Salesforce data models tailored to technician roles and service workflows. It supports technician availability tracking, skill-matching, and real-time alerts—solving key inefficiencies without disrupting familiar work environments. Dashboards further empower managers to monitor operations and improve decision-making.