Project Design Phase Problem – Solution Fit Template

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

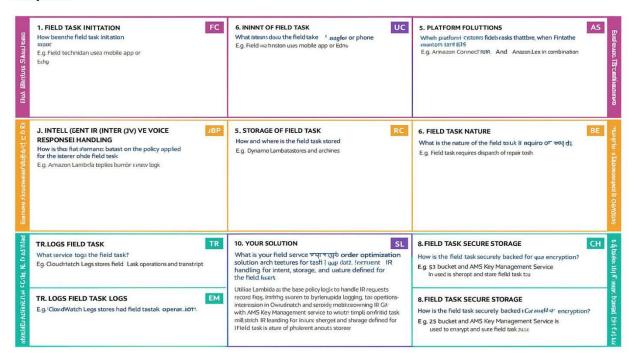
Problem - Solution Fit:

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:



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.