Field Service WorkOrderOptimization

Sahir Ahmed

Computer Science & Engineering, Amity University  
Noida, Uttar Pradesh

[*thesahirahmad@gmail.com*](thesahirahmad@gmail.com)

Abstract—The Field Service Work Order Optimization System streamlines operations for a company providing installations and repairs. Utilizing a robust database, the system efficiently matches work orders with skilled technicians based on technicians location, availibility, and skills. The system employs a prioritization algorithm, focusing on assigning tasks to technician. Automated communication keeps technicians informed, while analytics offer insights for continuous improvement. Overall, this solution maximizes efficiency, reduces operational costs, and improves customer satisfaction in the dynamic realm of field service operations.

1. Developer Account Creation & Activation

**Introduction:**  
In this section, we will create a Salesforce developer account and activate it by following a simple sign-up process.

**1.1 Creating Developer Account:**

1. Navigate to [Salesforce Developer Signup](https://developer.salesforce.com/signup).
2. Fill in the form with the required details:
   * First name & last name
   * Email (a valid email address)
   * Role: Developer
   * Company: College Name
   * Country: India
   * Postal Code
   * Username (in the format username@organization.com)
3. Submit the form by clicking **Sign Me Up**.

**1.2 Account Activation:**

1. Check the email inbox used during sign-up for a verification email from Salesforce.
2. Click on **Verify Account**.
3. Set a password and answer the security question.
4. Once the account is verified, you will be redirected to the Salesforce Setup page.