



FIELD FORCE MANAGEMENT

VIDEO TRANSCRIPT

Field Force solutions allow organizations to maximize productivity and quality of field services through the use of process innovation, mobility technology and field force management. In Accenture Portugal, our field force management approach is based on five important steps:

Backoffice: 360° view for field force controllers, using automated and optimized scheduling of activities in real time supported by jeopardy management.

Mobility: mobility solutions to increase resource productivity and customer satisfaction by providing key features to the field force.

Geographic information system: optimized routing considering real time position of the field force and planned activities with the support of maps.

Planning: predicting the work load through a statistical analysis of historical data adjusted to future factors allowing a proactive management of the field force.

Certification: ensure that your field force is prepared with the right skills and knowledge for the execution of daily activities.

This Accenture approach allows us to improve client's operations by optimizing scheduling, track work order execution and have a better understanding of resource utilization.

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