



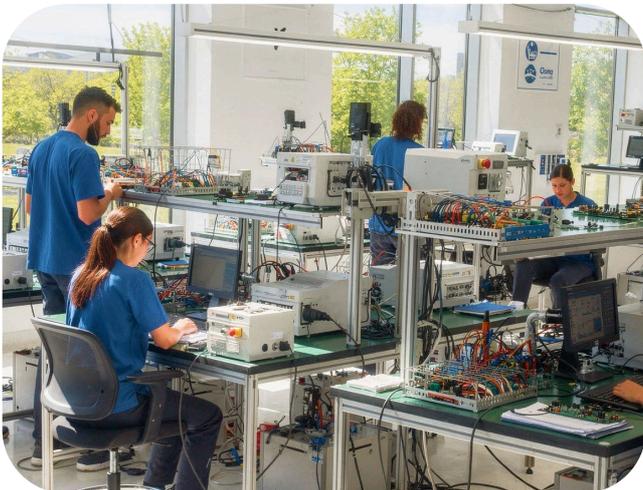
# Field Service Lightning Implementation

A comprehensive Salesforce Field Service Lightning (FSL) solution to modernize a large US manufacturing enterprise's field workforce, streamlining job integration, accelerating service delivery, and enhancing technical assistance for sales agents, dispatchers, and mobile personnel.

## Overview

QBurst leveraged Salesforce Field Service Lightning to digitize the client's global maintenance and repair workflows.

- **Service Acceleration:** Increased the First Time Fix Rate (FTFR) by 42%, demonstrating superior service quality on the first visit.
- **Workforce Efficiency:** Improved technician performance, increasing the number of jobs handled per technician by 23%.
- **Operational Visibility:** Gained real-time visibility into operations, from customer interactions to technician location, enabling optimized scheduling and drastic reduction in transportation spending.



## Client Profile

A US-based manufacturing enterprise with 220 global locations. Their subsidiaries with over 100 brands provide analytical instruments, monitoring, testing, and calibration devices in addition to pumps, electrical motors, and interconnects.

## Challenges

The client's field service operations were hampered by fragmented processes and a lack of real-time intelligence:

- **Manual Scheduling:** Job scheduling and resource assignment were manual, making it difficult to automatically assign jobs based on talent, region, and availability.
- **Poor Visibility:** Dispatchers lacked real-time visibility into the workload, schedule, and location of mobile employees, leading to inefficiencies and missed service windows.

- **Inefficient Integration:** Work orders and customer interaction data were siloed, making it difficult to gain a unified view of customer and service history.
- **Lack of Mobility:** Field staff lacked a reliable mobile platform to access work orders, field reports, and necessary information on-site, hindering the First Time Fix Rate.

## QBurst Solution: Field Service Modernization

QBurst implemented a Service Cloud based solution leveraging the advanced capabilities of the Salesforce Field Service Lightning (FSL) package. The platform creates a single source of truth for managing all aspects of the field service lifecycle, from dispatch to inventory management.

### Key Components

Service Resource and Territory Configuration: Configured FSL packages to accurately create "service resources" and "territories," laying the groundwork for intelligent scheduling.

- **Automated Dispatcher Console:** Implemented a dispatcher dashboard that uses a Gantt chart for resource tracking and aerial/real-time map views of technicians and work locations.
- **Intelligent Scheduling:** Enabled automatic job scheduling based on talent, region, and resource availability, significantly reducing manual effort and travel time.
- **Mobile Field Hub:** Provided field staff with a mobile application that ensures online and offline access to work orders, field reports, and maintenance plans necessary for effective service delivery.

### Technical Highlights

- **Field Service Lightning Core:** Configured key FSL objects for work order management, maintenance plans (scheduled and preventative), and service contracts.

- **Resource Optimization:** The solution enables automatic scheduling based on resource availability, skill, and location, optimizing technician routing.
- **Mobile Development:** Used LWC (Lightning Web Components) and Aura frameworks to deliver the mobile-friendly field service hub.
- **Real-Time Tracking:** Implemented the dispatcher console with real-time map views, allowing dispatchers to manage appointments and gain an aerial view of the workload.
- **Inventory Management:** Used standard FSL objects for inventory tracking, including product requests and goods used on-site.

## Impact: Unified View Into Field Service Operations

- **Service Quality Improvement:** The First Time Fix Rate (FTFR) increased by 42%, demonstrating superior service quality.
- **Improved Employee Performance:** The number of jobs handled per technician increased by 23%, directly improving workforce efficiency and productivity.
- **Cost Reduction:** Automated and optimized scheduling drastically reduced transportation spend by eliminating unnecessary travel time.
- **Real-Time Visibility:** Gained end-to-end visibility into operations, from scheduled maintenance to real-time location of technicians and work orders.
- **Enhanced Customer Satisfaction:** Improved overall performance and faster service delivery increased customer satisfaction and loyalty.