

INTEGRATED FIELD FORCE MANAGEMENT

Real-time communication is critical to field operations reducing service delivery time, optimising data entry errors and improving field force efficiency

For Telcos today, it is imperative to build and maintain a highly productive and an efficient field operations workforce for successful network and customer service. The information gap that exists between the service desk and field operations directly impacts the operational efficiency of Telcos thereby eroding the revenue opportunity that can value add at a time, when Telcos are reeling under dwindling profit margins, declining market share and business closure due to inability to cope with disruptive innovation. This requires a solution to disseminate field information in real time that will optimise errors, reduce service delivery time and enhance field force efficiency.

TCTS' Integrated Field Force Management (IFFM) solution maintains information integrity, establishes a seamless communication between field staff and service desk to drive operational synergies, efficiency, and drive cost optimisation during service operations with enhanced service quality.

IFFM is a web based desktop client for the service desk and a mobile application for the field workforce that uses both wireless and wireline operations with customised modules for Daily Patrolling, Preventive Maintenance, Corrective Maintenance and any unplanned activities to be scheduled. It helps in smart utilisation and re-allocation of field resources by capturing resource efficiency and saving operational expense.

Hosted on a secure public cloud IFFM also controls operational health & safety standards of field staff.

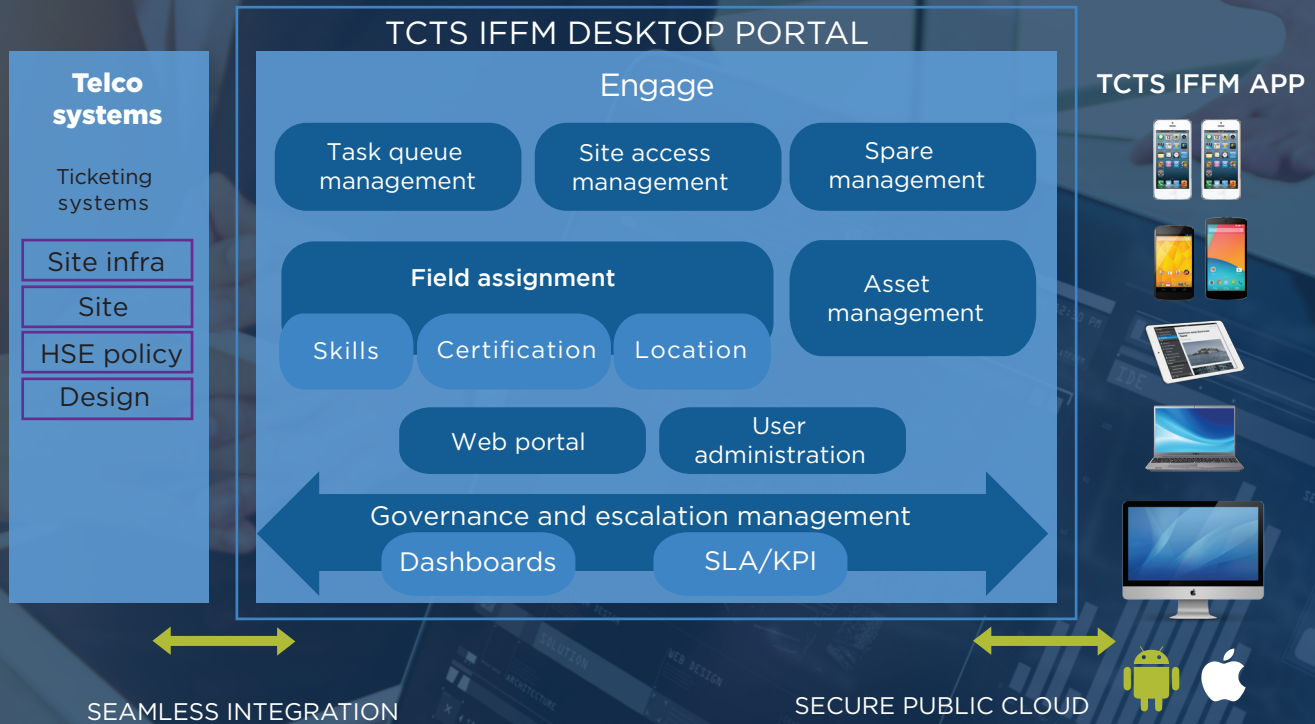


**___THINK___
TRANSFORM.**

IFFM key features

- Simple & compact user interface
- Single platform to manage fixed line & mobility operations
- Prompt to keep device GPS & data on
- OHS checklist mandatory before any action on the ticket
- SMS intimation in case of no data connectivity
- App for delivery heads to track escalations, KPIs & field force efficiency
- Broadcast messages to field force in special failures & severe outages
- Chat service with service desk to bridge any information gap
- Customer portal to track their tickets
- Multi-tenancy and secure hosting flexibility
- Compatible with majority of Android and iOS smartphones
- Available in regional languages

Solution framework



Dispatcher desk modules

Real-time location tracking <ul style="list-style-type: none"> Real-time map view of field force availability Offline location tracking 	Job assignment to field force <ul style="list-style-type: none"> Trouble ticket, work order assignment Unplanned and special activities assignment 	Master databases <ul style="list-style-type: none"> Field force skillset and certification mapping Site data and access details 	Reports & dashboards <ul style="list-style-type: none"> Field force performance Jobs history reports Field force automation adoption reports
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Field force modules

Jobs view <ul style="list-style-type: none"> Inbox for tasks Accept/Reject tickets Action on jobs 	Check-in <ul style="list-style-type: none"> Shift management Current status updates 	Inventory view <ul style="list-style-type: none"> Scan feature new equipment Auto-update on the database 	Location & navigation <ul style="list-style-type: none"> Current location capture Navigation to the site 	User authentication <ul style="list-style-type: none"> Multiple level of user rights administration Customised modules view 	Other activities <ul style="list-style-type: none"> Daily patrolling report, route liaison report Special audits & infra health updates
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