

Szkolenie: Oracle R12.2 Oracle Field Service Fundamentals



Cel szkolenia:

This course will be applicable for customers who have implemented Oracle E-Business Suite Release 12, 12.2 or 12.2

In this course you will learn the position of Field Service in the Service Suite and how it integrates with and leverages the other service modules. You will also learn how Field Service integrates with other E-Business Suite applications, how to set up Field Service resources, and what are the functions and limitations of these resources.

Learn To:

Describe the position of Field Service in the service suite Explain the service request to resolution process Describe the tasks involved in the dispatch to debrief process Explain where and how Field Service's dispatch to debrief process fits in the service request to resolution process

Objectives:

- Set up R12.1 Oracle Field Service
- Identify the features of Oracle Field Service
- Describe how Oracle Field Service integrates with the Oracle eBusiness Service Suite and other Oracle eBusiness Suite applications
- Understand the impacts of key implementation decisions

Plan szkolenia:

- Overview of Field Service
 - The Service Suite
 - The Service Request to Resolution Process
 - Creating a Field Service Task
 - The Dispatch to Debrief Process
 - Scheduling a Field Service Task
 - Executing a Field Service Task
 - Debrief Components
 - Closing a Field Service Task and Request

- Prerequisite E-Business Suite Setups and Integrations
 - Mandatory and Recommended Implementations
 - Field Service: Mobile
 - Prerequisite Common Application Components
 - Prerequisite Setups for Creating, Scheduling, and Completing a Task
 - Responsibilities of the Field Service Implementer
- Oracle Field Service Implementation<
 - Setting up Field Service Resources
 - Setting up Territories and Scheduling
 - Using Skills for Scheduling
 - Generating Trips
 - Implementing Preventive Maintenance
 - Scheduling Tasks Longer than a Standard Shift
- Implementing and Using the Oracle Field Service Dispatch Center
 - Dispatcher Tasks in Service Resolution
 - Dispatch Center Right-Click Menus
 - Managing Schedules and Trips
 - Google Maps and GPS in Scheduling
 - Dispatch Center Setups
- Setting Up and Using Field Service Advanced Scheduler
 - Advanced Scheduler Key Features
 - Selecting and Scheduling Tasks
 - Finding Eligible Technicians for Tasks
 - Scheduling Cost Options
 - Parts Order
 - Understanding Trip Optimization
 - Advanced Scheduler Parameter Setups
- Setting Up and Using Field Service Technician Portal and Debrief
 - Technician Tasks in Service Resolution
 - Features of the Technician Portal
 - Parts Order for a Task
 - Parts Order for Trunk Stock Replenishment
 - Debrief Components
 - Debrief and Post-Debrief
 - Debrief Setup
 - Task Status Transition Flow

- Setting Up and Using Oracle Spares Management
 - Spares Management Supply Chain
 - Field Service Logistics
 - Usable, Excess, and Defective Parts
 - Technician Priority Orders
 - Parts Search and Ordering
 - Part Priority
- Setting Up and Using Field Service Administrator Portal
 - Administrator Tasks in Service Resolution
 - Administrator Portal: Key Features
 - Administrator Portal Setup
 - Debrief Correction Process
 - Charges Correction Process
- Appendix: Profile Options and Scheduling Parameters for Field Service
 - Setting Up Profile Options
 - Dispatch Center Profile Options
 - Advanced Scheduler Rules and Parameters
 - Scheduler Cost and Window to Promise Parameters
 - Debrief Profile Options
 - Spares Profile Option for Excess and Defective Returns
- Summary of R12.1 Oracle Field Service Fundamentals<
 - Overview of Field Service
 - Debrief Process
 - Setting Up Field Service Resources
 - Setting Up Territories and Scheduling
 - Setting Up and Using the Dispatch Center
 - Setting Up and Using the Technician Portal
 - Setting Up and Using the Administrator Portal
 - Oracle Field Service Learning Path

Poziom trudności



Certyfikaty:

Uczestnicy szkoleń otrzymają zaświadczenia o ukończeniu kursu sygnowane przez firmę Oracle.

Prowadzący:

Autoryzowany wykładowca Oracle.