



Fortify safety with SalesForce Field Service Transformation

Enhancing worker and customer safety

The global economic and health landscape has reshaped innovation and the necessity for technology to augment and enhance the productivity of sales teams while focusing on safety, especially in cases that require in-person customer visits.

Self-service is an option; however, existing infrastructure fails to cope with an increase in service request volumes, leading to long wait times for resolution, and eventually, customer dissatisfaction and churn.

Our vision is to provide the best in class field sales application that helps you focus on customer delight, better insights into cross-selling and upselling opportunities, and maximizing productivity at optimized costs.

How can Virtusa help you

Virtusa's Intelligent Field Service solution complements existing Service Cloud implementation and enables you to execute seamless and touchless customer and employee experience. The approach follows Virtusa's domain and engineering specialization and improves the experience across every customer touchpoint. Some of the key ways in which we help our clients include



30% improvement in field service engineer efficiency



45% reduction in CPE swaps through guided resolution steps



50% reduction in repeat service calls through detailed root cause analysis



80% consolidation of multiple devices in a single mobile app

Capabilities

Virtusa's Intelligent Field Service solution seamlessly integrates applications and sales aids to improve efficiency. Built on the Field Service Lightning platform, our solution empowers sales teams to harness the full scope of your Salesforce tools to deliver the best customer experience. It comes bundled with productivity tools, sales accelerators, and data sharing capabilities.

Key features encompass:

Feedback system: Closing the loop with customer feedback with an added incentive and referral program for field engineers

Customer experience: Self-service to book appointments, diagnose common failures, view field engineer details

Schedule management: Automated, smart scheduling based on ticket priority, engineer skillset, resource priority, etc., fieldwork traceability

Partner API management: Capability to integrate with 3rd party APIs

Safety toolkit: Technician checklists, touch-free signoffs, intelligent route scheduling

Success stories

We have helped clients deliver streamlined service experience with an intelligent and productive workforce.

1 **Driving self-service efficiencies from smart field force management**

Virtusa helped a leading telecom company enhance their field technician scheduling and dispatch process to improve engineer efficiency by 30%. And, in the way, helped reduce repeat service calls by 50%.

AR and AI-enabled remote test and diagnostic capabilities helped to accurately identify the location of the main fault and offered smart, guided resolution. An AI-powered mobile app recommended the best route considering traffic conditions, ticket priority, and other such markers.

2 **Enhancing customer experience through effective sales rep appointment scheduling**

Virtusa helped a large payer enable its agents to schedule appointments with health plan sales reps from within the service console and leverage territories and skills as well as scheduling policies to ensure a correct match between customer request and sales rep.

This has resulted in a 25% reduction in avg. call handling time and 15% faster ticket closure, which has led to significant improvements in customer satisfaction.

