MATRIX42 MARKETPLACE PRODUCTS

Field Service Management

The Matrix42 Field Service Management add-on extends your Matrix42 Service Management with the ability to plan your resources where they are needed. Whether in the calendar or Gantt view, you simply assign tasks to the next available service agent. Automatic skill mapping helps you find the right field service agent for the task at hand. The add-on's Duty Roster Dashboard helps you to keep track of all activities. The supported feature set and help can be found online at our Matrix42 help portal. The add-on will be charged based on year and amount of users.

Description

Field Service Management for Matrix42 Service Management



The Matrix42 **Field Service Management** add-on extends your Matrix42 Service Management with the ability to plan your resources where they are needed. Whether in the calendar or Gantt view, you simply assign tasks to the next available service agent. Automatic skill mapping helps you find the right field service agent for the task at hand. The add-on's Duty Roster Dashboard helps you to keep track of all activities.

Once assigned, as a field service agent, you will find your tasks and tickets in your personal Outlook calendar. Changes and information included.
The optional automatic or manual time recording also makes it easier for you to document your efforts.

Benefits for Field Service Managers

- Easily plan and allocate resources to tasks, tickets or service queues.
- Calendar and Gantt view available
- Automatic task splitting when the duration of a task exceeds the working time of the field service agent
- Get an overview using the Management Cockpit. It shows
    - the current planning status,
    - pending absences,
    - overlapping service orders and
    - planned service orders with qualification variances
- Manage needed and existing skills in Skill Management
- Use Skill Matching to identify skill gaps and find the right service agent for the job.

Benefits for Field Service Agents

- Outlook Integration synchronizes your assigned tasks and tickets with Microsoft Exchange Server (On-Premise and Office 365). These are displayed in your personal calendar.
- Capture your spent times automated or manual
    - Automatically keeps track of the time as soon as you start working on a task
- Maintain your working times and absences in your employee profile. Assignments will only be possible during these times.

The supported feature set and help can be found online at our Matrix42 help portal.

System Requirements

- Matrix42 Software, Asset & Service Management version 9.1.3.2818 or later
- Valid certificate 'M42FieldServiceManagement'

Important note: The license number is related to the existing license number of your Workspace Management product.

Additional information

Digital Workspace Platform (DWP) Compatibility	10.x, 11.x
AppFabric Required	No
License metric	Per User
Manufacturer	Matrix42 GmbH
Contract type	Subscription
Product link	https://marketplace-preview.matrix42.com/product/field-service-management-marketplace/