

Managing a field service operation in today's digital world can be challenging. Customer expectations are constantly changing. And service agents, dispatchers, mobile employees, and managers need the right tools to meet those expectations. Salesforce Field Service can help your team increase productivity, lower costs, and achieve more positive customer experiences.

Agents, dispatchers, mobile employees, and managers deserve a complete view of the customer, full context into cases and assets, as well as access to all the information needed to help the customer anytime, anywhere, and from any device.

68%

68% of service executives agree field service is an important part of their customer experience strategy.

72%

72% of executives use field service management software for faster case resolution.

From intelligently scheduling employees, to assigning work, to gaining complete visibility into service operations and assets, Salesforce Field Service helps you deliver better service to customers anywhere.

Salesforce Field Service delivers smart scheduling, visual support, and asset management on the #1 CRM.

With Salesforce Field Service, you can transform every customer moment and optimize operations across the entire service chain — on one platform.

Seamlessly connect to customers.

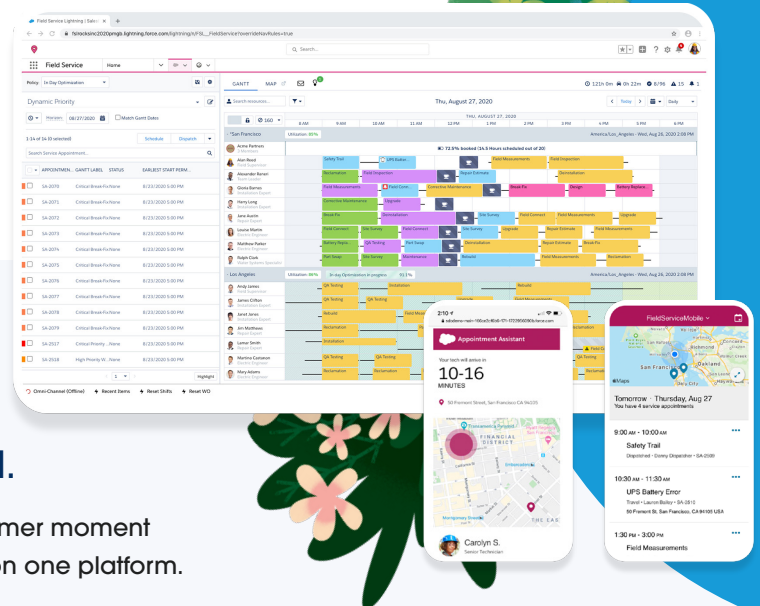
Track service delivery in the field with the Dispatcher Console. Easily customize your view to a map or a Gantt chart and see real-time alerts for jobs that need attention. Also, get insight into complex assets with multitiered asset hierarchy and connect with customers with real-time, visual support.

Deliver guided mobile experiences.

With the Salesforce Field Service mobile app, mobile employees and contractors can share job updates, access knowledge articles, view and update van stock or inventory, and generate service reports from any mobile device, regardless of connectivity.

Challenges facing field service operations today.

1. Siloed departments
2. Poor resource allocation
3. Disconnected CRM processes
4. Lack of support in the field
5. Remote work



Intelligently schedule and optimize work.

Schedule truth-based service appointments and optimize jobs so that the right mobile worker, asset, contractor, or crew is assigned to the right job. With the Customer 360 Platform, you can also integrate standard and custom objects with work orders.

Provide proactive service with platform power.

Integrate your third-party systems and your connected devices with MuleSoft to empower your field service organization to take action quicker and deliver a connected customer experience. With Field Service Analytics,* identify trends and problems early to optimize your mobile workforce.

Salesforce Field Service User License Comparison

Deliver end-to-end service with the leading FSM platform built on the #1 CRM.

Choose the Salesforce Field Service (SFS) edition that is right for your business.

✓ Included in base user license \$ Additional fee applies

| Salesforce Field Service Features – Delivered | Service Cloud | | Salesforce Field Service Dispatcher ¹ | | Salesforce Field Service Technician ² | | Salesforce Field Service+ | | Salesforce Field Service Contractor ² | | Salesforce Field Service Contractor ² | |
|---|---------------|----|--|----|--|----|---------------------------|----|--|----|--|----|
| The SFS features in Service Cloud are included with the purchase of SFS licenses. | EE | UE | EE | UE | EE | UE | EE | UE | EE | UE | EE | UE |
| Seamlessly connect to customers | | | | | | | | | | | | |
| Case Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Work Order Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Account and Contact Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ |
| Service Contract Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Asset Management and Product Tracking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Order Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Deliver guided mobile experiences | | | | | | | | | | | | |
| Salesforce Field Service Mobile App | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SFS Features Through Salesforce Mobile App | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Intelligently schedule and optimize work | | | | | | | | | | | | |
| Appointment Booking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Resource Scheduling/Optimization | | | ✓ | ✓ | | | ✓ | ✓ | | | ✓ | ✓ |
| Dispatcher Console** | | | ✓ | ✓ | | | ✓ | ✓ | | | ✓ | ✓ |
| Self-Scheduling | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ability to Be Scheduled and Optimized | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Provide proactive service with platform power | | | | | | | | | | | | |
| Contact Center Agent Console** | ✓ | ✓ | | | | | ✓ | ✓ | | | | |
| Service Entitlements | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Customizable Dashboards and Reports | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | |
| Chatter Collaboration | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Task and Activity Tracking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| AppExchange App Integration* | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Unlimited Online Training on Trailhead | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Customer Community Plus | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | ✓ | ✓ | | |
| Partner Community | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | | | ✓ | ✓ |
| Cross-selling and upselling features | | | | | | | | | | | | |
| Leads | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ |
| Sales Contracts | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Opportunities/Opportunity Teams | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ |
| Sales Console Template | | | | | | | ✓ | ✓ | | | | |
| Opportunity Splits/Territory Management | | | | | | | ✓ | ✓ | | | ✓ | ✓ |
| Salesforce CPQ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | | | | |

¹ Requires at least one (1) Service Cloud user license per org. ² Requires at least one (1) Dispatcher user license per org. * Available as a downloadable application via AppExchange. ** Dispatcher and Technician licenses may not be used for a contact center, call center, or customer case management application. Salesforce Field Service+ may be used for those applications. **Note:** All editions include a minimum of 1 GB data and 11 GB of storage shared by all users. Additional data storage is available on a per-org basis for each edition. This document includes contractual limitations which are reflected in the product terms.



For More Information

Contact your account executive to learn how we can help you accelerate your CRM success.

Corporate Headquarters

Salesforce Tower @ 415 Mission Street, 3rd Floor
San Francisco, CA 94105, United States
1-800-NO-SOFTWARE
www.salesforce.com

Global Offices

Latin America +1-415-536-4606
Japan +81-3-5785-8201
Asia/Pacific +65-6302-5700
EMEA +4121-6953700

