



Field Service Lightning for Manufacturing

Deliver faster, smarter, more personalized service from the phone to the field.

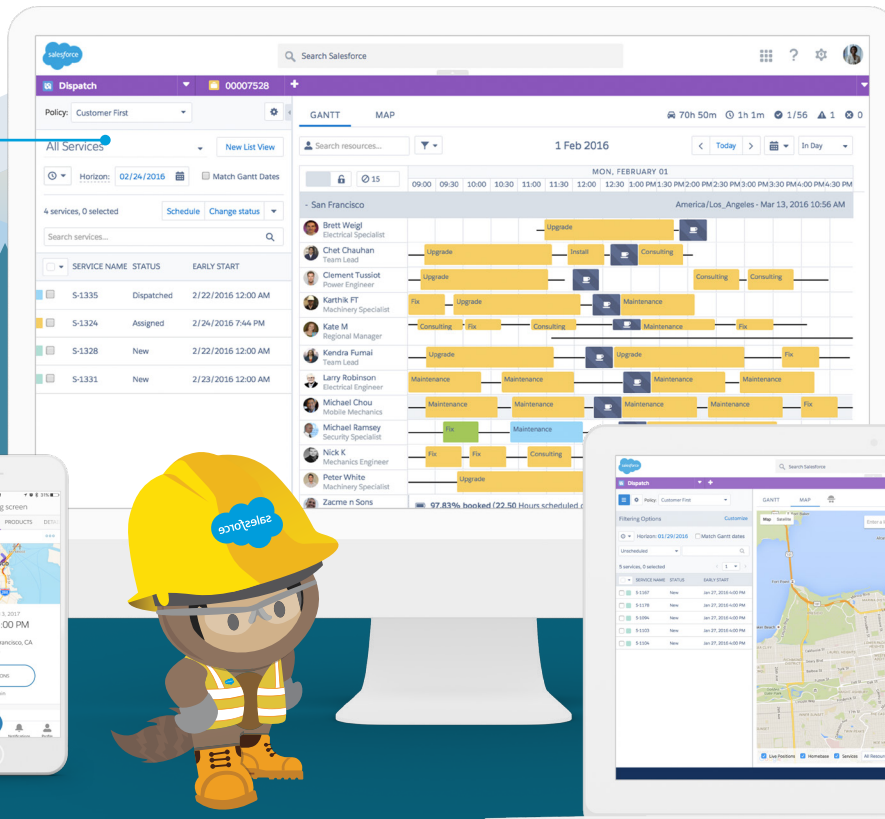
In today's world, the sale is only a small portion of the revenue you drive from your customer. It's all about building an ongoing customer relationship with multiple sources of revenue. But manufacturers make complex products that can't be fixed with just a phone call. Small errors can make service performance plummet – and costs skyrocket. Managing technicians in the field across disconnected processes can create a fragmented experience for customers, leading to low customer satisfaction and, eventually, to lost customers. This is why field service matters more today than ever before.

With Field Service Lightning for Manufacturing, improve customer satisfaction and reduce product downtime through faster, smarter service. You also gain full visibility into field service operations, work orders, and customer warranty and entitlement information to ensure your field service team has all the information needed to get the job done right. And intelligently optimized job scheduling puts your team in the right place at the right time. When the value of a customer relationship far exceeds the original product purchase price, great service becomes the foundation for long-term growth.



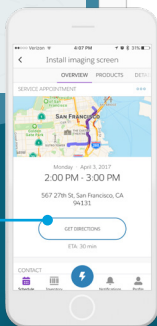
Intelligent Scheduling, Dispatch, and Optimization

Automate appointment booking based on rules and intelligence to maximize field service productivity.



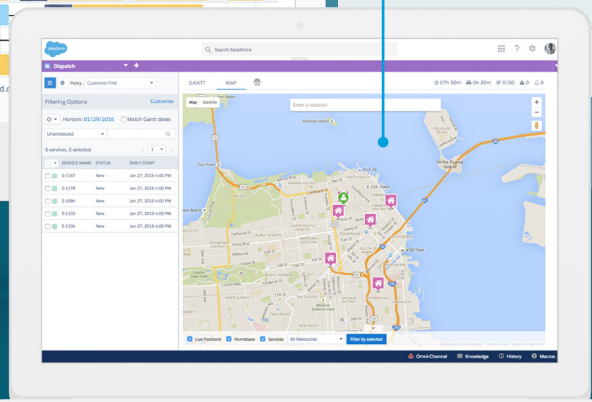
Dedicated, Mobile Experience

Effortlessly extend service to every mobile experience.



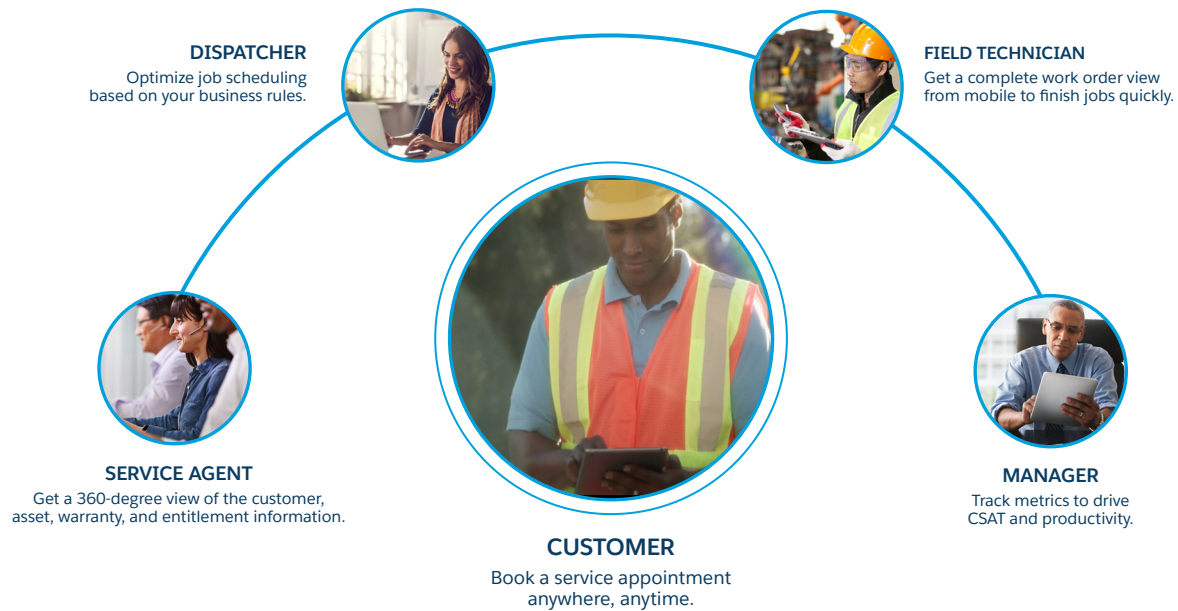
Enhanced Productivity and Customer Engagement






Improve visibility across the customer and asset lifecycle.



Built on Service Cloud, the World's #1 Customer Service Platform

Connect customers, agents, dispatchers, and field technicians on one platform.



-  **Access information anytime via any mobile device.**
 - Get a 360-degree mobile work order view for technicians on the go.
 - Access service appointment, customer, and job information.
 - Manage parts, inventory, and equipment all in one place.
 - Quickly capture customer signatures right on your phone.
-  **Create work orders on any case, fast.**
 - Easily track repairs and standard maintenance.
 - Automatically track SLA compliance with built-in milestones.
 - Tie work orders to accounts, contacts, cases, and service contracts.
 - Ensure full work order completion with detailed line items.
-  **Schedule work intelligently.**
 - Empower agents to instantly book appointments.
 - Provide convenient appointment self-booking to customers.
 - Automatically assign appointments to the right employee based on time, skills, location, and business rules.
-  **Maximize field service operations productivity.**
 - Dispatch and manage jobs from a single console.
 - Automatically schedule bulk jobs.
 - Gain real-time visibility into service delivery.
 - Visually manage workforces with maps and Gantt charts.
-  **Manage complex assets and parts easily.**
 - Keep track of products with multitiered asset hierarchy and ability to scan barcodes.
 - Quickly identify which parts of an asset need repair, resulting in faster, more accurate service.
 - Manage and track parts and inventory in the field.
-  **Connect service to actionable analytics.**
 - Drive higher customer satisfaction with visibility into KPIs.
 - Integrate your business data into one easy-to-use application.
 - Drill into operational data to gain insights into every job and take action straight from the app.



Together, let's manufacture a whole new kind of customer success.

The Salesforce Customer Success Platform for Manufacturing helps manufacturers go beyond the product and deliver personalized customer service. With Field Service Lightning for Manufacturing, deliver faster, smarter service from the phone to the field. Visit salesforce.com/manufacturing to learn more.