

Oracle Field Service Cloud (OFSC) Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Oracle Field Service Cloud (OFSC) Training by Multisoft Systems is designed to help professionals master Oracle's advanced field service management platform used to optimize workforce operations, scheduling, routing, and customer service delivery. This training provides a comprehensive understanding of how OFSC uses predictive technology and machine learning to automate field service processes, ensuring efficient resource allocation and timely task completion.

Module 1: Introduction to Oracle Field Service Cloud

- ✓ Overview of Oracle Field Service Cloud platform
- ✓ OFSC architecture and core components
- ✓ Business benefits and use cases
- ✓ Field Service Management fundamentals
- ✓ Understanding OFSC entities and workflows

Module 2: OFSC Platform Configuration

- ✓ Setting up users, resources, and inventory types
- ✓ Configuring activity types and work types
- ✓ Calendar, shifts, and service area configuration
- ✓ Business rules and workflow configuration
- ✓ Screen configuration and display settings

Module 3: Resource & Workforce Management

- ✓ Resource setup and technician configuration
- ✓ Skill management and resource assignments
- ✓ Work zones and availability management
- ✓ Capacity planning and quota management

Module 4: Scheduling and Dispatch Management

- ✓ Scheduling strategies and routing optimization
- ✓ Dispatch board operations
- ✓ Smart routing and evaluation plans
- ✓ Intelligent scheduling and dispatching features

Module 5: Work Order and Activity Management

- ✓ Creating and managing work orders
- ✓ Task lifecycle and activity tracking

- ✓ Activity assignment and status updates
- ✓ Work completion and closure process

Module 6: Mobile Workforce Management

- ✓ Mobile application overview and setup
- ✓ Technician interface and execution workflows
- ✓ Offline functionality and mobile operations
- ✓ Real-time updates and task management

Module 7: Routing, Capacity, and Optimization

- ✓ Routing configuration and planning
- ✓ Capacity and quota management
- ✓ Automation and optimization tools
- ✓ Service efficiency and workforce optimization

Module 8: Integration and API Management

- ✓ Integration with ERP, CRM, and external systems
- ✓ REST APIs and inbound/outbound integration
- ✓ Event notifications and automation
- ✓ Data synchronization and system connectivity

Module 9: Reporting and Analytics

- ✓ Dashboard creation and configuration
- ✓ Performance monitoring and reporting
- ✓ Analytics tools and KPI tracking
- ✓ Service performance optimization

Module 10: Security and User Access Management

- ✓ Role-based access control

- ✓ User permissions and authentication
- ✓ Compliance and security measures
- ✓ Data protection and governance