

Oracle® Field Service/Palm™ Devices

Oracle Field Service/Palm™ Devices Concepts and Procedures

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Understanding Oracle Field Service/Palm™ Devices

This topic group provides overviews of the application and its components, explanations of key concepts, features, and functions, as well as the application's relationships to other Oracle or third-party applications.

Topics covered are:

- About Field Service/Mobile
- Palm Device Application Flow
- Field Service/Palm™ Devices Features

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About Field Service/Mobile

Oracle Field Service/Laptop and Oracle Field Service/Palm™ Devices are remote applications that work with Oracle Field Service. Oracle Field Service/Laptop and Oracle Field Service/Palm™ Devices let you access your field service information while on the road. You can work independently from the corporate network and then synchronize your changes back to the central database, either over a phone line, a LAN/WAN, or by wireless connection.

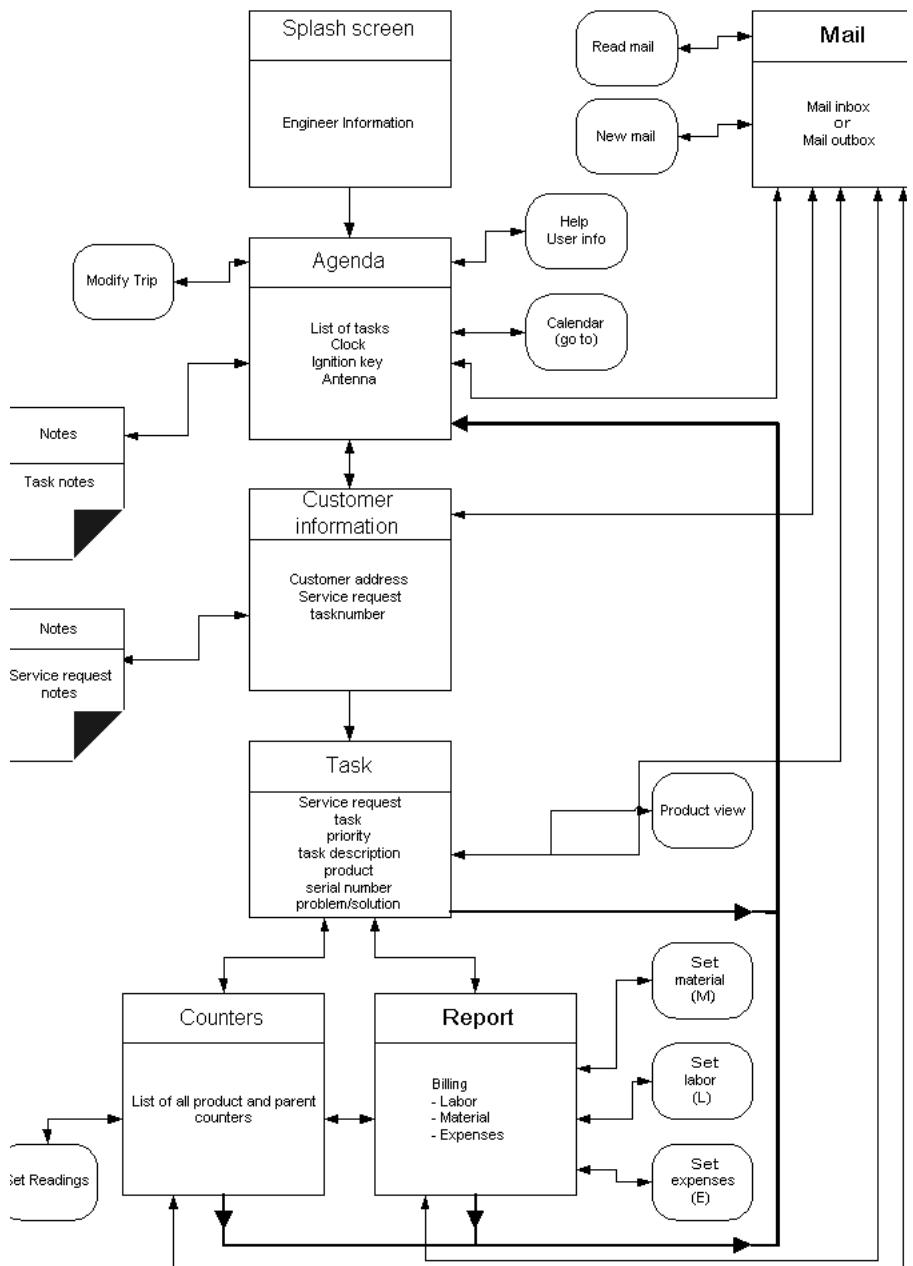
The Palm Device

Oracle Field Service/Palm™ Devices provides all the data you need on your hand-held devices running for UNIX and for Windows to perform service tasks while away from the office. To be effective, the data residing on the Palm needs to be regularly updated with Oracle Field Service, and data that you entered into your Palm Device needs to be transferred to Oracle Field Service. This process of transferring data to and from your Palm Device is known as synchronization.

The Mobile Device Gateway

The CRM Gateway for Mobile Devices consists of a mobile client and a central application. It provides data transport between the Oracle CRM enterprise database and the Oracle mobile client database. The CRM Gateway for Mobile Devices sends correct data to each service representative. It only transports changed, new, or missing data because it knows what data resides on each device. The CRM Gateway for Mobile Devices also acts as the communication server. Based upon transaction priority it decides if information needs to be sent wireless or if it can wait until manual synchronization. This is an economic way to manage wireless communication.

Palm Device Application Flow



- When new mail messages arrive, the mail notification icon is up. It's down when all the mail has been read. Reading and sending mail does

not disturb the working process.

- The shortcut menu is disabled but shortcuts are available on your Palm Device when using the Oracle Field Service/Palm™ Devices application. A description of the shortcuts can be found in the Help User info screen.
- Data beaming is disabled when using the Oracle Field Service/Palm™ Devices application.

Field Service/Palm™ Devices Features

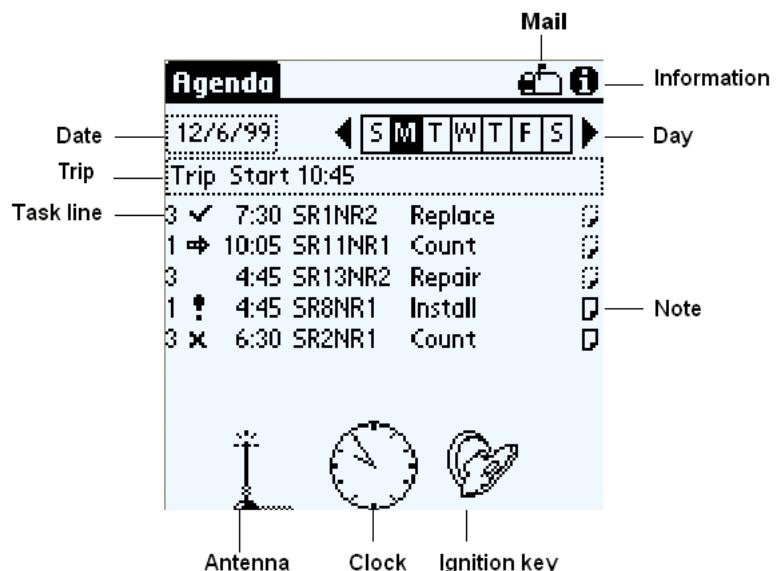
The Field Service/Palm™ Devices application provides the following features:

- The Agenda
- Customer Info features
- Managing your Tasks
- Counters
- Reporting on a Task by means of Debrief

The Agenda

When you start the Field Service/Palm™ Devices application the first time the screen displayed is the Agenda screen with the service tasks for the current day. At a glance you see the schedule for the day and the status of the tasks dispatched to you. Start your working day by turning the ignition key to record your working hours. Perform your tasks from the top down in order to not to disturb the service schedule.

The Agenda screen displays the following:



An explanation on the items displayed in the Agenda screen:

Item	Description
Task line	<p>The task line provides the following information:</p> <ul style="list-style-type: none">Severity, is set to 1, 2 or 3 (1=high).Status, the field is empty when the task is still open, displays an 'arrow' when working, a 'V' when the task is completed, a '!' when the task was interrupted, and an 'X' when it was canceled.Start time the planner scheduled the task to start.Service Request reference number.A short description of the task.

Item	Description
Note	Tapping the note icon displays additional information related to the task when not dotted, and is used to enter a note.
Antenna	The antenna indicates if mobile communication is possible or not. It will be hanging down when it is not possible.
Clock	The clock displays the time.
Ignition key	The ignition key is turned on by tapping it at the start of a working day, and it is turned off at the end of the day.
Date	The date can be changed by tapping it. The agenda shows the tasks for the selected date.
Day	Day can be changed by tapping it, the agenda shows the tasks for the selected day.
Trip	The on-duty time is displayed as a Trip with a start and end time. It appears when you tap the ignition key. Tapping it shows you a list of worked hours.
Mailbox	Mailbox shows whether you have new or unread mail and can be accessed by tapping it.
Information	Tapping displays information about the Field Service/Palm TM Devices application and some guidelines on how to use it.

Customer Info features

The Customer Info screen gives you detailed information on the customer for the task selected. You can view the following:

Item	Description
Cust nr	Reference number related to the customer.
Name	Customers name.
Address	Customer address.
Address 2	Additional address field.
City	City name.
Zip	Zip or Postal code.
State	State name.
Phone	Phone number of contact at customer.
Service req	Service request reference number.
Service reqNote	Note displays dispatcher information and is used to add notes.

Managing your Tasks

A task is considered to be a unit of work. Tasks are created in relation to service requests. Service requests are created in the back office. A planning of all tasks is made and a schedule is send to you by the dispatcher. Information regarding the work required for the task is send along with this schedule. This information needs to be updated and checked. Use the task screen to view and update the following:

Item	Description
Task Nr	Task reference number.
Task	Description of work that needs to be done.
Status	Update status to enable the dispatcher to monitor progress on your working day. Possible statuses are user definable.
Priority	Priority given to task.
Product	Product name is displayed. Open note to view detailed information on product and installed base.
Serial nr	Serial number of product is shown.
Problem	Description of problem.
	Note: To update on problem description add a Service req Note.
Solution	Description of solution.
	Note: To update on solution description add a Service req Note.

You also need to report on labor time, materials used, and expenses made. Use the Debrief screen to do so, for more information see Reporting on a Task by means of Debrief.

Counters

A counter is an entity that records usage of a product. A lot of machines you are servicing contain one or multiple counters for all kinds of purposes. A selection of counters with their last reading for the machine you are servicing have been sent along with the task. Update or add a value for the counter after selecting it. Use Miscellaneous Reading to perform a test and Reset Counter to reset the counter, for example after a replacement of the counter.

A counter reading consists of the following:

- Name
- Time stamp

- Value
- Unit of measure

Reporting on a Task by means of Debrief

You use the Debrief screen to view, add, and update on labor time, materials used, and expenses made for a specific task. This information needs to be accurate because after the Palm device is synchronized with the Field Service database, the information is used to generate an invoice.

Reporting on Labor

Define the different types of labor you performed to complete a task. Reporting on labor is done by selecting a labor type and associating an amount of labor time, and an action. In the Set Labor screen define the following:

Item	Description
Start	Select a start time by using the hours and minutes bars on the right.
End	Select an end time by using the hours and minutes bars on the right.
Action	Set action to labor.

Reporting on Material

Report on all the materials involved during completion of the task. For each material report on the amount used and kind of action performed. After selecting a material in the Set Material screen define the following:

Item	Description
Revision	The revision number is populated automatically.
Lotnumber	The lotnumber is populated automatically.
Serial Nr	If a serial number applies for the selected material the field is shown, the serial number should be entered.
Qty	Enter the quantity for the selected material.
Uom	Associate an unit of measurement for the quantity entered.
Action	Associate an action for the material you are reporting on.

Reporting on Expenses

Define the different types of expenses you made to complete a task. Reporting on expenses is done by selecting an expense type, associating an amount of the expense type, and an amount of money involved. In the Set Expense screen define the following:

Item	Description
Qty	Enter the quantity for the selected expense.
Uom	Associate an unit of measurement for the quantity entered.
Action	Associate an action for the expense you are reporting on.
Amount	Enter the amount of money for the currency selected.
Currency	Select the currency used.

Using Oracle Field Service/Palm™ Devices

This topic group provides process-oriented, task-based procedures for using the application to perform essential business tasks.

Topics covered are:

- Synchronizing the Palm Device
- Working with the Oracle Field Service/Palm™ Devices

Synchronizing the Palm Device

Before you start the Field Service/Palm™ Devices application, you must synchronize to obtain your service tasks from the Oracle Field Service database. You must frequently synchronize your Palm Device with Oracle Field Service to make your updated information available to others and to keep your Palm up to date. Use this procedure to manually synchronize your Palm Device service data with Oracle Field Service through the CRM Gateway for Mobile Devices.

Prerequisites

Each Palm user must be assigned an account on the Mobile Device Gateway before data can be synchronized.

Refer to the CRM Gateway for Mobile Devices User's Guide for more information also see About Field Service/Mobile.

Steps

1. Tap the **Applications** icon on the Palm Device to display the application picker.
2. Tap the **OL Sync** icon from the application launcher.
3. Tap **Sync**.

Working with the Oracle Field Service/Palm™ Devices

There are some general guidelines on how to handle the service tasks with your Palm Device.

Prerequisites

None.

Steps

1. Tap the **Applications** icon on the Palm Device to display the application picker.
2. Tap the **Field Service** icon from the application launcher. A startup screen with the service representatives name is displayed briefly. Then the Agenda screen appears.
3. Tap the **Ignition key**. Your working hours are recorded and stored. A trip start time entry appears at the top of the tasks.
4. Tap the first open task line. The Customer Info screen appears. View dispatcher notes when available or add them at **Service req.**

5. Tap **Task** to open the Task screen.
6. Update the status of the task by selecting an option from the dropdown list.
7. View details of the component you are working on at **Product**.
8. View problem and solution.
9. Tap **Count** to open the Counter screen.
10. Update the reading by tapping it.
11. Add a reading for a counter by tapping **Add**.
12. Tap **Debrief** to open the Debrief screen. Report on labor time, materials used, and your expenses as necessary.
13. Tap **Task** to return to the Task screen. Update the status of the task by selecting an option from the dropdown list.
14. Return to the Agenda by tapping **Agenda**. Open another task if necessary
15. At the end of the day, tap the **Ignition key**. The trip end time is automatically filled in.