SOFIA OVERVIEW

- Field resources management
- Location visualization
- Tasks proritatization
- Groups maintenance
- Customer availability Verification
- Optimizing Travel
- Job Duration Estimation
- Start/End Location Tracking
- Field force Efficiency Optimization
- Staff Availability Management
- SLA support

Sofia is a cloud based platform for Field Service Management (FSM) or Field Force Managements (FFM), enabling companies to deliver world class customer experience in the field by maximizing efficiency and minimizing costs.

The platform offers advanced task scheduling, dispatch, routing and navigation, work process automation, extended customer and partner communication capabilities, and robust reporting with advanced business intelligence.

SOFIA SOFT FEATURES

- Task/ Job/ Appointment booking
- Advanced work order creation and control
- Automatic tasks dispatch
- Interactive maps of available resources in the field
- Dynamic task scheduling
- Drag and drop tasks assignment to the field force
- Map visualization and route tracking
- Centralized administration
- Role base implementation – allowing personalization of user interface
- Full, detailed scheduled task log
- Advanced reporting on demand – delivering critical business insight by KPI and business metrics visualization
- Extended communication with field force teams members
- Dedicated mobile application
- Full outdoor and indoor navigation for field workers
- Cloud and on premise deployment;
- Integration with customer LOB applications: CRM/ERP
- End Customer communication with SMS/E-mail and dedicated WWW portal
- Dedicated end-customer platform or white label solution

VALUE ADDED

- Process automation, efficiency improvements, cost optimization, customer satisfaction growth.
- Critical information visualization and visual reporting

SOFIA CAPABILITIES

DYNAMIC SCHEDULE BOARDS

Customize and simultaneously view multiple schedule boards organized by any criteria (dispatcher, geography, skill set, territory, and more). Organize your boards and switch between list view, map views. Manage manual, interactive or automatic scheduling processes with complete control.

SCHEDULING ASSISTANT

Intelligent allocation of people, teams and resources based on your business rules defined by customer, organizational, or regulatory requirements. Organize and find available resources by any number of categories, including skill sets, geography, customer preferences, and more. Search results in list or map views.

DRAG AND DROP

A flexible drag-and- drop schedule board allows dispatchers to assign resources and set up schedules for multiple work orders using a list or map view. Real-time visualization and status indicators enable rapid and efficient reallocation in response to changes or emergency situations.

KNOWLEDGE MANAGEMENT

The knowledge base provides ready access to crucial field service-related information including product manuals, technical support documentation, repair notes, announcements, and much more.

PERFORMANCE MANAGEMENT

Track performance with interactive graphical scorecards and dashboards.

BUSINESS INTELIGENCE

Real-time visibility into KPI's, with drill-down to expose detail, keeps the organization focused. Insights into multiple facets of field service from agent performance, parts inventories, routing and scheduling can be analyzed - along with sales, marketing, and supply chain data.

SELF SERVICE

Out of the box reports and business user-friendly tools for easy custom reporting.

VISUALISATION

Stunning graphic representations of real-time business insights that can be modified and expanded upon.

COMMUNICATION

A robust platform to communicate with customers using dedicated emails or SMS' as well as providing customer dedicated portal with access to all crucial information about scheduled jobs or tasks.

CUSTOMER LIFECYCLE MANAGEMENT

An option for deep integration with Microsoft Dynamics CRM providing all the enterprise-class features and functionality of the software natively integrated with your field service solution.

INDOOR NAVIGATION

Advanced outdoor and indoor navigation enabling field agents easy routing when np GPS is available.

SOFIA SOFT Sp. z o.o.
ul. Azymutalna 9, 80-288 Gdańsk, Poland

Tel: 48 58 770 34 92
E-mail: sofia.biuro@sofiasoft.pl