
R12.2 Oracle Field Service Fundamentals

In this course you will learn implementation considerations for products that help to manage a field service organization, including Oracle Field Service, Oracle Advanced Scheduler, and Oracle Spares Management.

Objectives

- Set up R12.1 Oracle Field Service
- Identify the features of Oracle Field Service
- Describe how Oracle Field Service integrates with the Oracle eBusiness Service Suite and other Oracle eBusiness Suite applications
- Understand the impacts of key implementation decisions

Topics

- Overview of Field Service
- Prerequisite E-Business Suite Setups and Integrations
- Oracle Field Service Implementation
- Implementing and Using the Oracle Field Service Dispatch Center
- Setting Up and Using Field Service Advanced Scheduler
- Setting Up and Using Field Service Technician Portal and Debrief
- Setting Up and Using Oracle Spares Management
- Setting Up and Using Field Service Administrator Portal
- Appendix: Profile Options and Scheduling Parameters for Field Service

- Summary of R12.1 Oracle Field Service Fundamentals