

OnActuate Field Force Manager (FFM)

Maximize employee productivity and increase the profitability of your field service team with mobile field service management software.

Start your day on the right foot with OnActuate Field Force Manager (FFM). OnActuate FFM is a mobile field service management solution designed to increase communication between your field service workforce and improve how they interact and serve your customers. Enhanced task updates and mobile based routines provide efficiencies of technology to the field service and field sales teams. By reducing manual data entry and providing an easy-to-use solution that integrates with Dynamics 365 Finance & Operation, OnActuate FFM gives field service managers, field sales reps, and technicians the tools they need to plan, record, and deliver efficient services from anywhere on the map.

With instant access to customer, schedule and inventory information, field service reps can stay current on order status, services updates, and any historical data to ensure the best customer service experience. With more accurate and timely information being entered automatically through the mobile app, your managers can spend their time on optimizing operations, scheduling, route planning and monitoring performance. Built on the Microsoft Power platform, this solution integrates well with Microsoft office 365 and secure Azure Active Directory.

Feature Highlights

- Efficiently create and distribute daily and weekly planners with automatic scheduling
- Create Daily Call Record (DCR) for field agents along with the location of accounts
- Quickly track attendance of field agents for better performance management
- Find the shortest route possible with route optimization and GPS navigation
- Record your meetings and customer with speech to text conversion using Cortana
- Automate tasks using bots provisioned by Power Virtual agents
- Integration with Geo fencing and ability to enable GPS tracking.
- Submit and update customer orders in real-time with work order management
- Get your expenses in on time with quick and easy expense submission
- Work in offline mode in case of low or missing network connectivity
- Easy to install with minimal training required
- Out of box integration with Dynamics 365 suite of applications and ready to integrate with most enterprise business applications like SAP, Oracle, Workday etc.
- Secure data protection in Microsoft Azure environment.

Screenshots



Support

- Need a proof of concept? Email our OnActuate labs team at info@onactuate.com for a prompt response.
- Have more questions? Visit <https://www.onactuate.com/field-force-manager/>