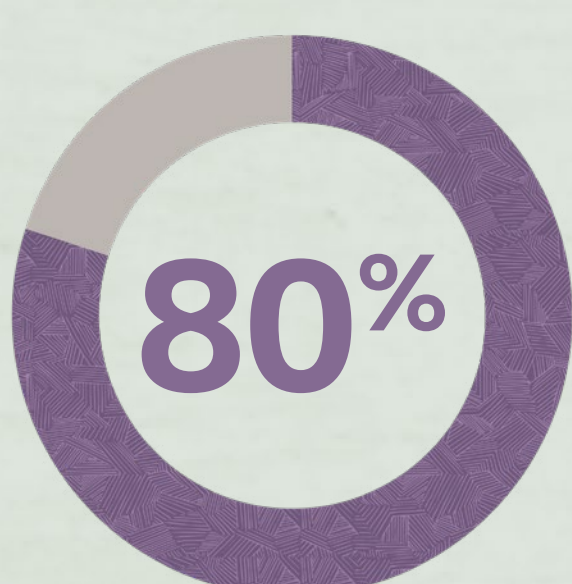


Top 3 ways to prepare your field service techs for the unexpected

Being able to quickly solve unforeseen issues is critical to your team's success. But when knowledge and experience fall short, it can be a challenge.



Junior employees and low performers cost organizations 80% more in service expenses.¹



How do you make sure your technicians can handle any situation?

Equip them with the latest field service knowledge and collaboration tools.



of field service technicians agree that greater knowledge is required to perform their jobs.²

Top three ways to help field service techs tackle unexpected issues



01 Create mobile knowledge and guidance

Technicians don't always know what skills, tools, or parts they'll need until they are onsite. An online knowledgebase, live video support, and augmented reality (AR) can help them diagnose and resolve issues—on the first visit.

By 2025, more than 50% of field service management deployments will include mobile AR collaboration and knowledge-sharing tools—up from less than 10% in 2019.³



02 Use artificial intelligence to improve support

AI-assisted search and chatbots can help technicians quickly find information in your knowledgebase. AI can also identify patterns in service requests, keeping your knowledge resources relevant and up to date.

Only 33% of organizations have incorporated AI into their knowledge management strategy beyond a limited extent.⁴



Has your team incorporated AI into your field service strategy? If not, now's the time to upgrade your technology to gain an edge over your competitors.



03 Promote knowledge sharing and collaboration

Experienced technicians are your most valuable source of knowledge. Gaining experience takes time, but digital collaboration tools can make expertise immediately accessible to all your employees.

Online collaboration tools and digital workplaces can boost productivity by up to 30%.⁵



When you encourage knowledge sharing across your team, new employees gain skills and experience at a faster rate. All of this knowledge stays in your organization when your veteran technicians move on or retire.

Learn more

Find out how field service knowledge management can help your technicians be ready for the unexpected.

[Explore Oracle Field Service Management](#)

SOURCES

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- ² The Service Council, "Voice of the Field Service Engineer," April 2021 (gated)
- ³ Gartner, "Critical Capabilities for Field Service Management," September 20, 2020
- ⁴ Deloitte, "2020 Global Human Capital Trends Report," 2020
- ⁵ McKinsey, "Digital Collaboration for a Connected Manufacturing Workforce," May 5, 2020