

# CGI quickstart Salesforce Field Service Lightning



**Salesforce Field Service Lightning (FSL) addresses a critical issue that many manufacturing organizations face: how to quickly respond to customer needs, schedule, dispatch and deliver quality field service while reducing inefficiencies, improving accuracy, and giving operations real-time visibility into the workforce.**

Organizations that are still dispatching work orders with calendar applications, spreadsheets, and even paper are missing key opportunities to streamline processes and save costs. While these tools may be familiar and convenient, they are unreliable and leave organizations susceptible to revenue loss. Luckily, there is a better way. Salesforce FSL has become vital for fast-growing businesses.

## Capture data and focus on success

Salesforce FSL automates the appointment scheduling process. This means that field service calls are resolved faster and the right service resource is assigned to the job, driving higher customer satisfaction. Service resource productivity is increased by having all the tools needed on mobile devices to quickly process the work order and service report. From installations and repairs to preventative maintenance, everything is kept in one place to maintain that critical 360-degree customer view.

## CGI's Field Service Lightning quickstart program

CGI offers a quickstart program over 6 weeks that can be added to any existing Salesforce organization. The quickstart scope includes:

- Up to 10 work types
- Configuration of the FSL mobile app
- Create up to 30 skills
- 8 reports and one dashboard
- Customize the dispatch console
- Create and load up to 5 service territories
- Create and load up to 15 service resources with 3 skills each
- Up to 3 standard workflow rules or process builder equivalents
- One English service report template



Our Salesforce credentials include:

- 10 centers of excellence
- 9.4 Salesforce customer satisfaction rating
- 500+ certified team members
- 2018 Salesforce 'Best Bolt in Manufacturing' Award
- 2017 Manufacturing Solution of the Year nominee
- 2015 Salesforce Innovator Award



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## About CGI

### **Insights you can act on**

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### **For more information**

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