

# Lead the way with a more efficient mobile workforce.

Verizon Field Force Manager

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**If you run a mobile business today, your employees, products and services have to be in the right place at the right time to provide the best customer experience. And with the right management tools and resources, you can do it. You can create a highly productive and valuable profit center at the forefront of your business, that will win over customers and increase market share.**

To make this happen, you have to know what's going on when your mobile and remote workers are distributing goods, providing government services, performing maintenance, making deliveries, constructing buildings or delivering healthcare. Verizon Field Force Manager provides near real-time insights, so you can transform your field service operations, improve customer service and boost efficiency across your business.

## **Make better-informed decisions about your field team.**

Field Force Manager provides a web management application to give you visibility into what's happening in the field with your business. We offer application programming interfaces (APIs) to help you seamlessly integrate your payroll, invoice, travel reimbursement, and other back-office applications and business processes.

With this improved, comprehensive view of field service operations, you can make better-informed decisions to help your mobile employees be more productive, improve their safety and control operational costs.

It's easy to make dispatch decisions when you know exactly who is best for a job based on proximity, availability and skills. Our web management app features GPS technology to help you shorten routes, which can increase worker productivity and reduce fuel costs and overtime, while improving customer satisfaction.

Get the insights you need to improve productivity in the field and in the office. Field Force Manager helps you:



Know where your mobile workers are and dispatch jobs directly to their devices.



Coordinate job details with your team to help improve on-time arrival rates.



Manage customer requests, keep customers informed, automatically collect feedback and provide proof of service and delivery.



Improve time management by reviewing jobs in progress, verifying hours worked and approving timesheets.



Track inventory, payroll, job performance and customer satisfaction by collecting data on customizable mobile forms.

**Connect your mobile workers to a web management solution with back-office integration and a versatile mobile app.**

**Streamline how mobile employees work and report.**

Workers can use Field Force Manager on their mobile devices and easily connect to your back-office applications to report important job and customer data. Through the mobile app, field staff can quickly and accurately fill out service forms and send them back to the office. You'll know in near real time the status of jobs and important service information for proof of delivery, schedules, invoices, inventory, payroll and mileage reimbursements.

The Field Force Manager mobile app empowers employees to:

- Receive, accept and report on assignments.
- Fill out and send mobile forms with job-specific data.
- Take photos, capture electronic signatures and scan barcodes.
- Follow turn-by-turn directions to job sites.
- Digitally record shift and break time.
- Accurately track mileage, parking and toll expenses.

By receiving and reporting near real-time data, mobile workers can improve their travel and workload efficiency. Field Force Manager runs on any Verizon-enabled tablet or smartphone—including rugged devices. Powered by the largest and most reliable 4G LTE network, the mobile app runs on basic 4G LTE devices in addition to a variety of Android® and iOS devices,<sup>1</sup> as well as popular iPad® and Samsung® tablets.<sup>2</sup>

**Automatically stay in constant contact with your field force.**

There's no need to call and message workers to know their job status or availability. Through the cloud-based Field Force Manager software and the mobile app in the field, you can view coordinate and report on every

job down to its finest detail. On-the-go employees capture accurate information with mobile forms and send job details, including progress status and start and end times, automatically.

In the field, employees can document proof of service with images, customer signatures and other key job data like parts used and specific services provided. In the office, you can use skills-based job scheduling; dispatch and monitor jobs; and receive preconfigured alerts about job progress and completion.

Mobile workers can quickly update and communicate their availability for new assignments. And you can pinpoint current location, breadcrumb trails, and when workers enter and leave geofence or home locations, thanks to GPS location intelligence. Worker location and job information is saved in the rare instances when they're outside wireless coverage. Alerts and manager reports can also help you summarize worker location activities.

**Simplify monitoring and reporting with mobile data.**

The Field Force Manager web console helps you configure mobile teams into user groups, so you can view specific or complete job details, timesheets and travel data. You can schedule and automate report distribution at any frequency. To make monitoring and reporting easier, you can also set alerts to monitor speeding, arrival times, hours worked, compliance, geofences, at-home location and more.

Managers can easily take the complexity out of payroll activities by validating reported hours and mileage with automatic date, time, travel and location stamps. When you import reports into back-office apps and systems, you can better analyze trends with data analytics to continually improve the performance of field operations.



**See where your business is going.**

Field Force Manager combines the capabilities of a mobile employee efficiency app, a workforce management app, a back-office automation tool and a customer satisfaction tool—all rolled into one. These workforce management tools are offered in three flexible solution offerings: Limited, Basic and Pro.

	Limited	Basic	Pro
End customer feedback forms			x
Mobile timesheets		x	x
Supervisor timesheets			x
Job tracking and dispatch		x	x
Job configuration			x
Skills-based job scheduling			x
Job invoicing			x
Workflow automation			x
Availability calendar			x
Messaging (office to mobile worker)		x	x
Landmarks/locations	x	x	x
Location tracking and maps	x	x	x
Geofencing	x	x	x
Workzones	x	x	x
Mobile forms		x	x
Barcode scanning		x	x
Photo/signature capture			x
Formula field			x
Predefined alerts	x	x	x
Custom alerts	x	x	x
Smart mobile notifications		x	x
Standard out-of-the-box reports	x	x	x
Configurable reports	x	x	x
Scheduled reports	x	x	x
ADP compatibility		x	x
Web services	x	x	x

### Why Verizon

Verizon provides a complete mobile workforce solution under one umbrella. As your business expands, Field Force Manager will grow with you. We can easily customize the solution to fit your needs because of our workforce management and productivity expertise. We offer extensive coverage, fast speeds and reliable connections on our award-winning 4G LTE network, so you can connect to and manage what's important with help from a trusted partner.

### Learn more.

Find out how Field Force Manager can help you control operational costs, increase employee productivity and improve customer service. Contact your Verizon Wireless business specialist today, or visit us at [verizonenterprise.com/contact-us](http://verizonenterprise.com/contact-us).

1. Now supports iPhone® 8, iPhone X and Samsung Galaxy® Note8.

2. Available tablets include the iPad Air®, iPad 2, Samsung Galaxy Tab® 2 and Samsung Galaxy Tab E®.