R12.2 Oracle Field Service Fundamentals Ed 1 Course Contents

- Overview of Field Service
 - The Service Suite
 - The Service Request to Resolution Process
 - Creating a Field Service Task
 - The Dispatch to Debrief Process
 - Scheduling a Field Service Task
 - Executing a Field Service Task
 - Debrief Components
 - Closing a Field Service Task and Request
- Prerequisite E-Business Suite Setups and Integrations
 - Mandatory and Recommended Implementations
 - Field Service: Mobile
 - Prerequisite Common Application Components
 - Prerequisite Setups for Creating, Scheduling, and Completing a Task
 - Responsibilities of the Field Service Implementer
- Oracle Field Service Implementation
 - Setting up Field Service Resources
 - Setting up Territories and Scheduling
 - Using Skills for Scheduling
 - Generating Trips
 - Implementing Preventive Maintenance
 - Scheduling Tasks Longer than a Standard Shift
- Implementing and Using the Oracle Field Service Dispatch Center
 - Dispatcher Tasks in Service Resolution
 - Dispatch Center Right-Click Menus
 - Managing Schedules and Trips
 - Google Maps and GPS in Scheduling
 - Dispatch Center Setups
- Setting Up and Using Field Service Advanced Scheduler
 - Advanced Scheduler Key Features
 - Selecting and Scheduling Tasks
 - Finding Eligible Technicians for Tasks
 - Scheduling Cost Options
 - Parts Order
 - Understanding Trip Optimization
 - Advanced Scheduler Parameter Setups
- Setting Up and Using Field Service Technician Portal and Debrief
 - Technician Tasks in Service Resolution
 - Features of the Technician Portal

- Parts Order for a Task
- Parts Order for Trunk Stock Replenishment
- Debrief Components
- Debrief and Post-Debrief
- Debrief Setup
- Task Status Transition Flow
- Setting Up and Using Oracle Spares Management
 - Spares Management Supply Chain
 - Field Service Logistics
 - Usable, Excess, and Defective Parts
 - Technician Priority Orders
 - Parts Search and Ordering
 - Part Priority
- Setting Up and Using Field Service Administrator Portal
 - Administrator Tasks in Service Resolution
 - Administrator Portal: Key Features
 - Administrator Portal Setup
 - Debrief Correction Process
 - Charges Correction Process
- Appendix: Profile Options and Scheduling Parameters for Field Service
 - Setting Up Profile Options
 - Dispatch Center Profile Options
 - Advanced Scheduler Rules and Parameters
 - Scheduler Cost and Window to Promise Parameters
 - Debrief Profile Options
 - Spares Profile Option for Excess and Defective Returns
- Summary of R12.1 Oracle Field Service Fundamentals
 - Overview of Field Service
 - Debrief Process
 - Setting Up Field Service Resources
 - Setting Up Territories and Scheduling
 - Setting Up and Using the Dispatch Center
 - Setting Up and Using the Technician Portal
 - Setting Up and Using the Administrator Portal
 - Oracle Field Service Learning Path