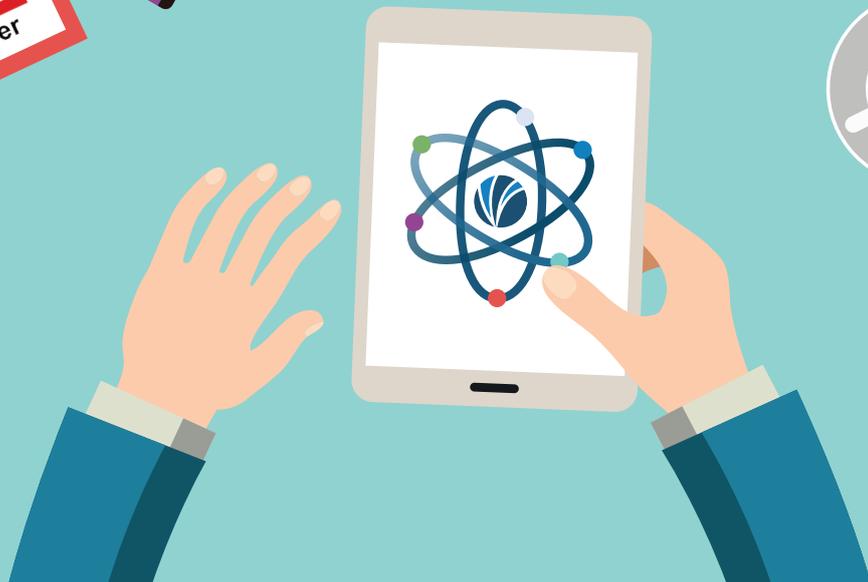




## The Leadent Gateway

Enhance your OFSC experience

The Leadent Gateway provides secure access to a suite of services, apps and APIs that help businesses get more value from their investment in **Oracle Field Service Cloud**.



Select any products from the suite to create your perfect solution

Our Leadent Gateway suite complements the OFSC experience, ensuring you get the most from your investment. The flexibility of the suite allows you to select only the solutions you need, to enhance the OFSC features that are most important to your business.



# Your Leadent Gateway Suite



Customer experience is vital to business success. We created Leadent Gateway to work with Oracle Field Service Cloud and help join the customer experience dots to ensure businesses get the most from their investment, and create a true end-to-end experience.



**Alastair Clifford-Jones** | CEO, Leadent Solutions



## Where's My Tech?

Deliver real-time information direct to customers

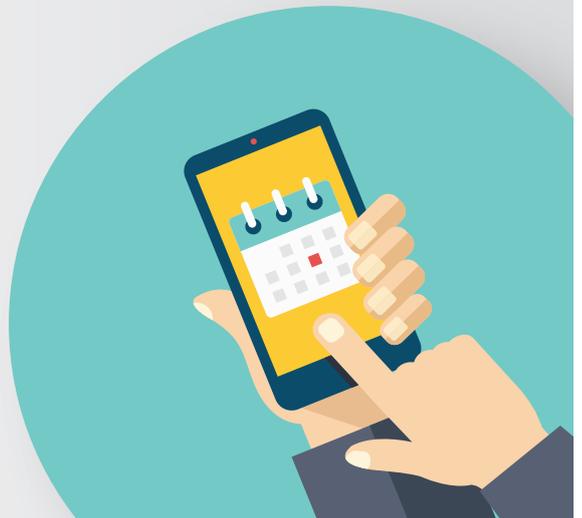
A web app that allows your business to deliver real-time appointment and technician information direct to customers. It provides the ability to deliver an excellent customer experience at a low monthly cost, while dramatically reducing calls to your contact centre.



## uBook

Provide quick and easy, self-service appointment scheduling

uBook enables your customers to book and reschedule their appointments via your website. Give your customers the power to organise their own schedule, while reducing contact centre calls and no-shows. It's all fully integrated with the OFSC Capacity module so you're safe in the knowledge that the process is managed to your requirements.





## Quota Relocate

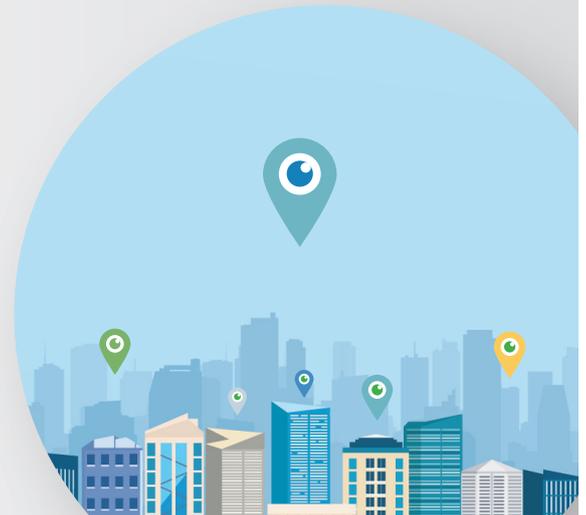
Intelligently relocate resource according to demand

You need to move your workforce around to cater for changes in demand. Whether it's for a day, a week, or more, Quota Relocate augments the OFSC capacity calculation by filtering the capacity according to your relocation calendar. This means that a technician that has been temporarily moved to a new location will only contribute to that location's capacity for the time they're relocated. This ensures you don't run the risk of overbooking in their home location.



## Bundle Assign

Using smart geospatial algorithms, Bundle Assign groups large numbers of short jobs into appropriately sized bundles, which are then allocated by the routing engine or by manual dispatch. Mobile workers need a fast way to complete these short activities so we built Bundle Assign into OFSC Mobility in a way that dramatically reduces the number of clicks needed to complete a job. This gives an easy and intuitive way for your field workers to record their progress. Incomplete jobs can easily be 're-bundled' with other outstanding work.



## Bundle Analyse

Make smart decisions using analytics

Part of a growing suite of Field Service Analytics tools, Bundle Analyse provides the capability to examine your job distribution and density alongside your engineer coverage to understand where you have too much resource coverage, and where you have too little. This allows you to make smart, informed decisions on recruitment, temporary relocations and even marketing.

We don't use distance to determine coverage, we use time. Using isochrone analysis to determine how far a resource can travel at various times of the day means you can focus on improving productivity and customer experience.



# The Oracle Field Service Cloud Implementation Experts

We understand, and have direct experience with, a range of leading workforce management solutions, and our technical team has a particular specialism in Oracle Field Service Cloud.

As an Oracle Gold Partner, we design and run the training for all Oracle implementation partners globally, and have a rapid implementation methodology which could see your business up and running with the system in 8 weeks.



Visit [www.leadentsolutions.com/services/leadentgateway](http://www.leadentsolutions.com/services/leadentgateway) to discover more about our suite of products.