

# Using Salesforce Field Service for Post-Hurricane Recovery

Hurricanes, storms and natural disasters are a time of high intensity for utility companies and *Rainn Eday*, CloudPower's Vice-President of Service, does not want to repeat last year's mistakes.



Scheduling inefficiencies during outages have **real-world implications:**



Hospitals running on generators



Families living without electricity



By implementing **Salesforce's Field Service**, Rainn and his team will be able to better manage Service Technicians and make scheduling more efficient.

Rainn creates two Scheduling Policies:

1



A **'STANDARD'** policy for everyday issues

2



A **'HURRICANE'** policy that can be activated in post-storm situations

He defines the Service Objectives and Work Rules for each one:

## Service Objectives

Rainn sets the goals and measures that are optimal for CloudPower.

### STANDARD POLICY

Optimize Efficiency and Cost-Effectiveness

- Minimize Travel
- Minimize Overtime

### HURRICANE POLICY

Optimize Employee Productivity

- Minimize Travel
- ASAP

## Work Rules

He places restrictions on which Service Techs can work on a specific appointment.

### STANDARD POLICY

Meet Basic Service Requirements

- Service Technicians:
- Cannot work on an appointment that conflicts with their lunch break
  - Can only work on a job that is 30 miles from their home
  - Must be an 'expert' level for a job requiring that skill

### HURRICANE POLICY

Fewer Constraints and Requirements

- Service Technicians:
- Must have the appropriate skills for the job
  - Cannot work longer than the regulatory maximum hours in a day

## Scheduling Policy

STANDARD POLICY

HURRICANE POLICY

## Priority of Work

## Field Service Schedule Optimizer

Based on the Scheduling Policy inputs and priority of the work, the best schedule for customers and the company is generated.



By leveraging **Salesforce's Field Service**, CloudPower can be more confident that its post-storm response will maximize employee productivity and minimize electrical downtimes for its customers.

Have Questions About Salesforce Field Service? Get In Touch!

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