



Integrated Field Service in the Cloud

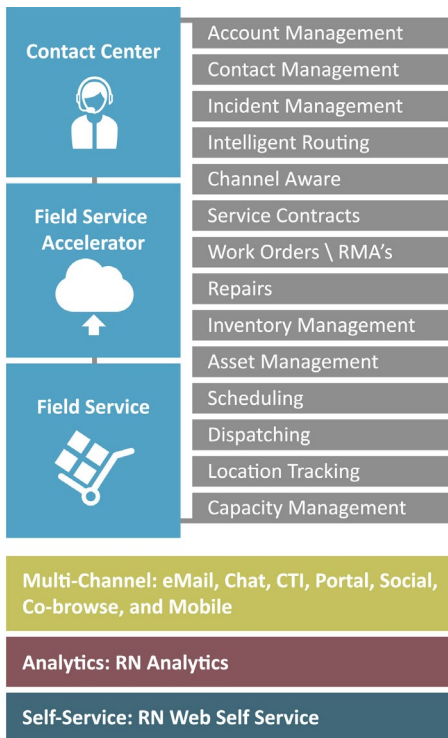
Solution Benefits

Differentiate your customer experience by implementing Field Service with Oracle Platinum Partner eVerge Group. Choose whether to deploy with prebuilt integrations for your existing call center solution or deploy with Oracle Service Cloud so that you can:

- Increase productivity and efficiency
- Align your call center with the field
- Empower your employees with real-time information
- Ensure successful service
- Increase customer and employee satisfaction

What Field Service Provides

Built to seamlessly integrate your call center and Oracle Field Service applications, this solution delivers key functionality like service contracts, work orders, quotes, warranties, asset registration, mobility and more. The solution can be customized for a variety of industries and use cases from manufacturing to financial services.



Getting Started

If your organization is new to field service, eVerge Group can deliver a proof of concept to demonstrate the value you can expect based on your processes and requirements.

We can also fine tune existing field service implementations by focusing on performance issues, reporting visibility, mobility requirements and much more.

Additionally, our data management experts can help you stay ahead of data quality issues to ensure that there is one version of the truth not just for your service team but also across the entire organization.

Contact us today to learn more about this solution and many others.

About Us

Oracle Platinum Partner and 2015 Partner of the Year eVerge Group has been implementing cloud and on-premise customer experience solutions at a variety of organizations for more than 20 years.

Client Feedback

“By far the best CX I’ve had with any company. eVerge is always my preferred Oracle partner, they understand the systems and always give multiple options based on budget and systems. Every project feels like a true partnership, they still know you once the projects done.”

- CRM Systems Manager, Nikon



Specialized
Oracle RightNow CX
Cloud Service