CYIENT
Nothing Less

Less build.
More field impact.

Go live with Salesforce Field Service in just 6 weeks, built for organizations with 20–200 field crews.



The challenge: Delivering field service with limited time and resources

Field service organizations are under pressure to improve service reliability while enabling a leaner workforce. Many struggle with disconnected processes, manual scheduling, limited operational visibility, and lengthy implementation cycles. The result is slower service delivery, higher operating costs, and reduced productivity.

Why Cyient

We bring together industry-aligned field service expertise, proven delivery models, and reusable implementation assets to help organizations accelerate adoption.

Accelerated deployment

A focused deployment approach designed to deliver business value in just **3-4 weeks**.

Reduced implementation effort

A **pre-configured solution foundation** that minimizes build effort while supporting rapid configuration and deployment.

Lean delivery model

Delivered using **two dedicated Salesforce resources** covering functional, configuration, technical, integration, and Agentforce implementation requirements.

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Repeatable industry template

Industry-aligned starter configuration built around common field service processes and workflows.

Built-in AI foundation

Agentforce capabilities provide technician briefing and note summarization use cases from day one.

Key capabilities of Cyient's P1 accelerator

Foundation

Customer and service-site model, operating hours, and core Field Service setup.

Work management

Standard work types, work orders, service appointments, and reporting capabilities

Appointment and dispatch

Booking, scheduling policy, dispatcher console, skills, and territory management.

Mobile execution

Technician status updates, mobile checklists, work plans, notes, and digital signatures.

Incomplete work management

Reason-code capture and dispatcher-led follow-up or rebooking processes.

Integration

One customer/service-site REST API or file-based integration.

Agentforce and security

Technician briefing and note summarization capabilities with human review, supported by core security roles and build and UAT environments.



The field service flow: Request. Dispatch. Resolve.

1 — Request / Job created

Create work order using an approved standard work type

2 — Book appointment

Create service appointment and preferred time window

3 — Schedule and dispatch

Match territory, skill and availability

4 — Mobile execution

Technician updates status and completes checklist

5 — Outcome

Complete or mark incomplete with reason

6 — Close / Follow-up

Service report + sign-off or dispatcher rebooks follow-up

Ready for go-live in 6 weeks

Weeks 1-2 — Discovery

Requirement discovery, process alignment, and operating-model definition — territories, resources, skills, work types, and work order structure.

Week 3 — Foundation

Core Field Service setup, foundation configuration, and operating-model enablement.

Week 4 — Configuration

Appointment management, scheduling policies, dispatcher console, and mobile execution enablement.

Week 5 — Integration & AI

Basic integration, completion and incomplete-work processes, service reporting, and Agentforce capabilities.

Week 6 — Testing and Go-live

System testing, user acceptance testing, production deployment, and hypercare support.

Key field service use cases

Emergency fault response

Create a priority work order, identify required skills, and dispatch the right technician.

Planned site inspection

Book appointments, execute checklists, and capture outcomes through mobile workflows.

Asset investigation

Schedule technician visits, record findings, and track completion status.

Install and reconnection

Assign qualified technicians and capture customer or site sign-off.

Safety and hazard inspection

Support priority scheduling with mandatory safety checklists and reason codes.

Incomplete visit management

Capture the reason for incomplete work and enable dispatcher-led follow-up scheduling.

Go-live timeline by industry

Industry	Electrical, water, HVAC (utilities)	Fire and safety, solar	Telecom	Industrial, facilities	Mining
Ready to go live	6 weeks	6 weeks	7 weeks	7 weeks	8 weeks

Why Cyient + Salesforce

Together, Cyient and Salesforce provide a practical path to modern field service operations.

- **Salesforce** provides the Field Service platform, scheduling, dispatch, mobile capabilities, work management, and AI-powered innovation.
- **Cyient** brings industry-aligned templates, implementation experience, reusable assets, and a proven deployment model that accelerates adoption and reduces complexity.

The result is a repeatable field service foundation that helps organizations modernize operations faster while creating a platform for future expansion.

Deploy faster. Reduce complexity. Establish the foundation for future growth.

Get in touch with our experts today.

Cyient is a global lifecycle engineering services company powering mission-critical industries from design to aftermarket across products, plants, and networks. With 300+ customers and 15,000+ associates across 30+ countries, we combine human expertise, deep domain knowledge, and AI to deliver intelligent engineering for every lifecycle across Aerospace and Rail, Automotive and Mobility, Connectivity, Energy, Healthcare, Mining, Utilities, and beyond.

To learn how we deliver exemplary outcomes, nothing less, visit www.cyient.com.

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