

IFS Loops: Digital Workers for Field Service Management



Help field service organizations close execution gaps across real operations. Turn decisions into completed service work – safely, quickly, and at enterprise scale.

The Field Service Execution Gap

Field service organizations don't fail because of poor insight – they fail because execution cannot keep up. Work stalls between FSM systems, scheduling engines, inboxes, and field teams. A single missed schedule update, delayed exception, or unresolved knowledge gap can ripple across service delivery and customer commitments. As service volumes and workforce complexity grow, execution becomes the bottleneck – not strategy or data.



Schedule Quality

Incomplete job data, mismatched skills, and missing parts force constant manual replanning.



Dispatch Disruption

Delays, cancellations, and SLA risks are identified too late to act on effectively.



Knowledge Gaps

Critical guidance is scattered across systems – hard to find, harder to trust.

What Are Digital Workers?

Digital Workers are AI-powered agentic personas designed to do the work – not just recommend actions. They continuously monitor conditions, understand field service workflows and constraints, make decisions within defined guardrails, and execute multi-step processes across systems. They escalate only when human judgment is required.

Think of them as digital colleagues for specific field service jobs – built to operate alongside dispatchers, planners, and engineers, or independently, depending on your operational needs.

Outcome Ownership

Carries decisions through to completion – not just alerts.

Context-Aware

Understands field service exceptions, handoffs, and downstream impacts

Governed Autonomy

Every action operates within defined rules, approvals, and audit trails.

Domain Intelligence

Trained on field service, scheduling, and asset operations data.

The Field Service Digital Worker Portfolio

Three purpose-built Digital Workers – each addressing a distinct execution challenge in field service management, all sharing the same governed IFS Loops platform.



Knowledge Manager

Context-aware knowledge discovery & answers

20–25% faster issue resolution

How It Works

Transforms fragmented enterprise knowledge into clear, trusted guidance available directly in the flow of work. Understands natural-language queries, retrieves from multiple sources, ranks by relevance and confidence, and flags knowledge gaps.

Key Capabilities

- Conversational query interpretation by intent, urgency & asset
- Multi-source search across manuals, job notes & resolved cases
- Confidence scoring and citation display for trust
- Knowledge gap detection and automated draft creation
- Context-aware retrieval for asset & configuration specifics



Service Planning Assistant

Optimized scheduling for changing demand & capacity

50–70% reduction in scheduling conflicts

How It Works

Operates between upstream service intake and downstream scheduling engines to improve schedule quality without replacing existing logic. Enriches job data, validates feasibility, and surfaces actionable intelligence.

Key Capabilities

- Job data enrichment using asset history and execution context
- Skill and duration validation before scheduling
- Parts and readiness checks to ensure execution feasibility
- Predictive demand forecasting and capacity planning
- Exception routing for missing data, skill gaps, or parts



Dispatcher Assistant

Optimized routing & SLA scheduling

30–50% reduction in manual reshuffling

How It Works

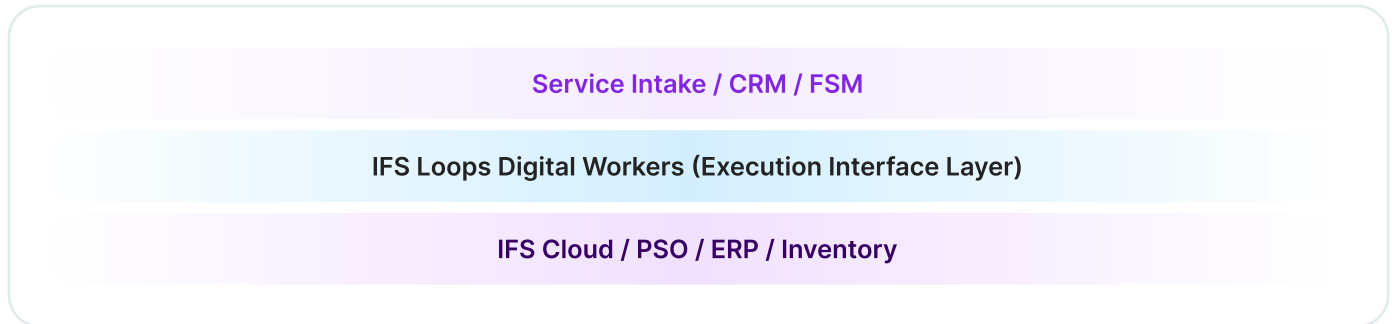
Continuously monitors live schedules, interprets exceptions, and assesses SLA impact. When disruption occurs, it analyzes feasible response options, supports customer renegotiation, and routes high-impact decisions to dispatchers with ranked, explainable options.

Key Capabilities

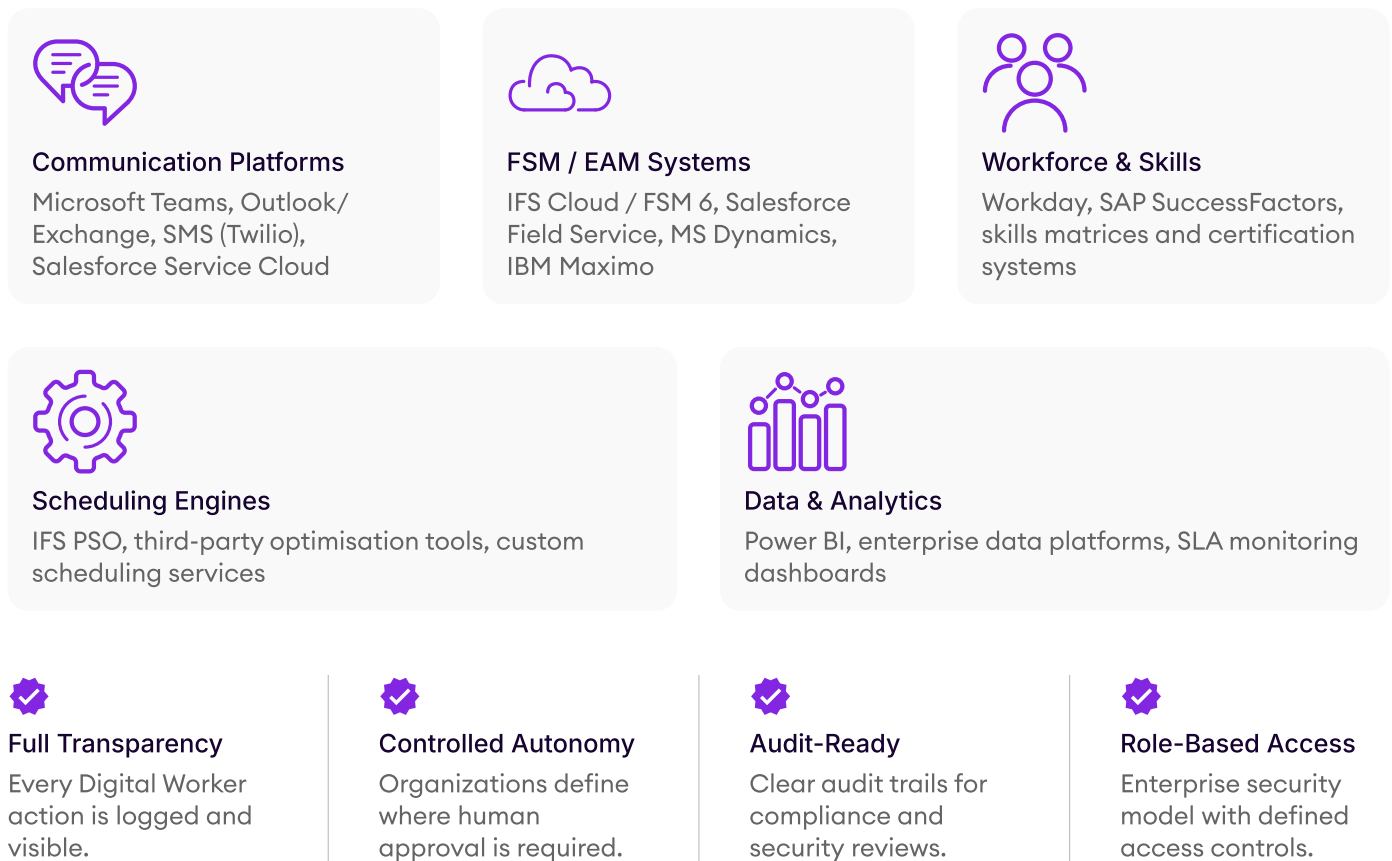
- Real-time exception detection across live operations
- SLA risk assessment with time-to-breach analysis
- Ranked reallocation options with full explainability
- Multi-channel customer appointment renegotiation
- Auto-proceed for low-risk actions; escalation for high-impact

How the Digital Workers Integrate

Digital Workers operate one layer above core scheduling and optimization engines – at the service execution interface layer. They replicate how a human dispatcher or planner works: interacting with schedules, jobs, and decisions through workbenches, Teams, and email APIs rather than directly manipulating optimization logic. This ensures faster deployment, lower integration complexity, and alignment with real operational workflows.



Enterprise Ecosystem



Enterprise-Grade Governance & Trust

IFS Loops supports secure and compliant AI-driven CX, with strong governance controls and audits designed to protect customer data in enterprise environments.



Business Value & Impact

Across the full field service lifecycle



For Customers

- Faster, more reliable service commitments
- Proactive communication when disruptions occur
- Higher first-time-fix rates and fewer repeat visits
- Improved overall service experience and trust



For Field Teams

- Less time searching for knowledge and guidance
- Fewer manual coordination tasks and follow-ups
- Clearer schedule context and fewer last-minute changes
- More focus on skilled, value-adding field work



For the Organization

- Absorb service volume growth without adding headcount
- Increased execution capacity across regions and assets
- Sustainable SLA performance at scale
- Governed, resilient operations despite system fragmentation

20–25%

Faster knowledge resolution

50–70%

Fewer scheduling conflicts

30–50%

Less manual reshuffling

65+

System integrations

Why This Is Not 'Just Another Agent'

Not scripts. Not bots. Not workflows. IFS Loops Digital Workers for Field Service differ in critical ways:



Outcome Ownership

Carries decisions through to completion – not stopping at alerts or dashboards.



Context-Aware Execution

Understands field service exceptions, handoffs, SLA impacts, and downstream effects.



Governed Autonomy

Every action within defined rules and audit trails, with human control where required.



Continuous Improvement

Learns from operational outcomes to refine decisions and exception handling over time.

Browse the Full IFS Loops Digital Worker Portfolio

IFS Loops integrates with 65+ systems across ERP, FSM, EAM, planning, and communications.

ifs.com | IFS Loops Digital Workers

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