

# ORACLE DAILY BUSINESS INTELLIGENCE FOR CUSTOMER SUPPORT

## KEY FEATURES

### SERVICE REQUEST

#### COMPLIANCE REPORTING

- Create reports on response time compliance
- Create reports on resolution time compliance

#### FLEXIBILITY TO SUPPORT YOUR BUSINESS

- Predefined Key Performance Indicators for tracking management goals
- Collect data from a single instance for a view of customer support information across the enterprise
- Analyze data from multiple business perspectives using common dimensions

#### COMPARATIVE ANALYSIS

- Observe trends over time periods of 7, 30, 90, and 365 day rolling periods or Day, Week, Month, Quarter and Year periods

#### DRILL FROM AGGREGATION TO SOURCE TRANSACTION

- Analyze high level aggregated data, drill into details, and continue drilling into the service application for real-time status
- Analyze the KPIs by drilling to the transactions that contributed to the indicator

*Oracle® Daily Business Intelligence (DBI) for Customer Support enables customer support professionals to increase customer satisfaction and optimize customer support efficiency. It provides a collection of enterprise customer support indicators, daily aggregated information with actionable details and trends, as well as multi-dimensional analysis and period-to-period comparisons. It provides comprehensive customer support measures for actively monitoring backlog, service request activity, resolution and closure performance. Oracle DBI is fully integrated with Oracle E-Business Suite to ensure that the data you capture and create with your business applications is transformed into information that drives competitive advantage.*

### Increase Customer Satisfaction and Optimize Customer Support Efficiency

In today's high customer service oriented business environment, it is challenging to identify and respond to day-to-day changes that impact customer support performance. With DBI for Customer Support, executives, managers, and customer support professionals can realize their goals with information that enables them to:

- Ensure high customer service levels
- Improve efficiency of the customer support organization
- Make better decisions with access to global support information
- Drill to real-time details

### Ensure High Customer Service Levels

**Monitor Service Request Backlog:** Increase customer satisfaction by monitoring and addressing escalated and un-owned requests.

**Analyze Service Request Compliance:** Increase service request compliance through custom reports around response time and resolution time compliance.

**Analyze Resolution and Closure Performance:** Analyze resolution and closure performance by severity, customer, product, request type, assignment group, resolution, and channel. The overall resolution and closure performance is broken down into cycle time buckets to enable more detailed analysis (Figure 1).

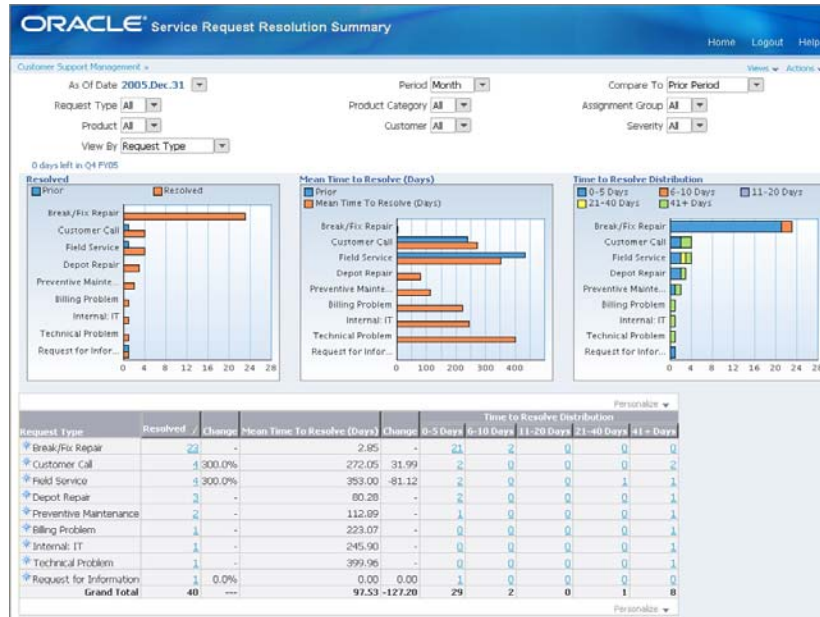


Figure 1: Service Request Resolution Summary report

**Improve Efficiency of the Customer Support Organization**

Guide the organization towards “Do it right the first time and every time” performance through the analysis of reopened request. In-depth analysis of total number of reopened service requests by customer, product, request type, assignment group, channel, or severity enables managers to increase level of customer satisfaction.

**Make Better Decisions with Access to Global Information**

For enterprises on single global instance, global information from the extended enterprise is available in one place instead of having to consolidate data from several regions or multiple locations.

**Drill to Real-Time Details**

DBI for Customer Support enables the customer support manager to drill down to granular details from high level aggregated data. From a Detail Report, drilling on the service request number opens the Service Request Live View in the Service application.

**Simple Set-up**

DBI for Customer Support is both straightforward and simple to implement. It utilizes existing set-ups that are already implemented in existing Oracle Applications. The result is an easy to use, out-of-the box, streamline reporting application that can be used almost immediately to provide an enterprise’s daily measurements.

**Aggregation to Source Transaction**

DBI completes the circle from aggregation to granular detail by drilling into the transactions that contributed to the key performance measures. This allows users to

**KEY BENEFITS****IMPROVE CUSTOMER SATISFACTION**

- Manage unowned and escalated requests on day-to-day basis
- Analyze reopened requests and improve customer satisfaction and support efficiency
- Monitor time to resolve and time to close for a specific customer

**ANALYZE TRENDS TO IMPROVE SERVICE LEVEL**

- Analyze trends over period to date of Day, Week, Month, Quarter, Year or rolling time periods of 7, 30, 90 and 365 days

**RELATED PRODUCTS:**

Part of Oracle Corporate Performance Management solutions, which includes:

- Activity-Based Management
- Business Intelligence Solution
- Daily Business Intelligence
- Demand Planning
- Enterprise Planning & Budgeting
- Financial Consolidation Hub
- Profitability Manager

**RELATED SERVICES**

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- OnlineDBA
- OnlineDBA for Application

identify and view the specific transactions that are behind the aggregation to answer the questions that arise.

**Configurable and Extensible for your Industry**

Decision makers need information that is timely and relevant. With DBI, KPI's and reports can be renamed, hidden, or rearranged on the appropriate DBI Dashboard. DBI is also extensible, allowing you to create new KPIs and reports, based on both Oracle and non-Oracle data sources. New content added to DBI Dashboards will persist through version upgrades, for maximum ROI and reusability.

**Oracle E-Business Suite—The Complete Solution**

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

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