

SIEBEL COLLABORATION



KEY FEATURES

- Spend less time on administrative work, more time with customers
- Help team members access information they need through instant messaging
- Capture all conversations related to customer requests
- Improve outbound telemarketing and inbound call handling
- Easily identify each sales participant through Team Space
- Access members via instant messaging
- Capture unstructured emails, shared documents, meeting notes, and discussion boards

Siebel Collaboration leverages the complementary capabilities of Siebel and Microsoft® SharePoint®—allowing customer information to flow seamlessly between Microsoft Outlook® and Siebel applications. This solution allows sales experts, partners and customers to work collaboratively in managing opportunities and service requests. Siebel Collaboration creates an accessible, collaborative environment in which employees can work on a task list, schedule meetings, manage business contacts, or simply share files.

Improve Your Customer Experience With Team Collaboration

In today's fast-paced workplace, companies need employees to spend less time on administrative work and more time with customers. Employees need simple, easy-to-use tools for managing their time and contacts. Siebel Collaboration was developed to work with the industry-leading collaboration platform, Microsoft SharePoint.

Share Customer Information Between Microsoft Outlook® And Siebel Applications

Whether employees are working with a task list, scheduling meetings, or managing business contacts, Siebel Collaboration integrates with Microsoft applications to create a collaborative environment for managing opportunities and service requests and to provide quick insight into all customer interactions. The application enables employees, partners, and customers to engage in discussions, share files, and manage tasks. It also allows them to store, manage, and associate interactions with a specific Customer Relationship Management (CRM) business initiative.

Team Space For Sales

Improve collaboration among sales teams through shared documents, emails and notes.

Team Space for Sales helps you organize project teams around complex sales opportunities. This feature helps teams capture the unstructured emails, shared documents, meeting notes, and discussion boards that take place during the sales process and associate them to the opportunity. Team Space helps sales professionals to easily identify which team members are participating on a given opportunity and access these associates via instant messaging.

Team Space For Service

Enable your service agents to work closely with experts throughout your company, as well as outside, to quickly resolve problems.

The Team Space for Service function enables agents to quickly organize a project site and invite key individuals from throughout the organization. Siebel Service users access the Team Space inside of the Siebel application, while other invited parties communicate directly in the Microsoft SharePoint team space environment. They can also contact members of the project (such as engineering, services, marketing and partners) via instant messaging, and use a discussion forum and document library for sharing critical information. By leveraging project site information, all can respond quickly and accurately to future service inquiries.

Threaded Discussions

Allow organization members to interact in a collaborative, user-friendly forum.

The Threaded Discussions function uses Microsoft SharePoint's discussion forum feature to enable all parties working on a service issue or sales opportunity to communicate. This feature allows users to converse in a topic-response hierarchy, receive email alerts about new entries and associate attachments with discussion threads.

The resulting discussion forum provides a platform to capture the unstructured conversations that are an everyday part of responding to customer requests. New participants can easily come up to speed by reviewing discussion entries. Product managers, team members and others can easily interact in a collaborative forum that is easy to use.

Document Libraries

Organize document libraries, associated to a sales opportunity or service request, for organization-wide access to the most up-to-date information.

Files that are distributed as email attachments are frequently lost in email folders and on hard drives. Document Libraries archives these documents and makes them available to be checked in and out by members of the team for document versioning. The function also lets you automatically send out emails about document updates.

Instant Messaging

Enable instant, online communication between all members of the team.

This function identifies who in the organization is involved with a sales or service issue. It enables instant, online communication between all members of the team. Members' names are displayed with an associated presence icon that indicates their status on the network. Through this function, members may ask questions of other members or invite individuals or groups into a chat session or Web conference.

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