

ORACLE iSUPPORT

KEY FEATURES

- Secure enterprise search integration
- Employee support for Help Desk solution
- Remote support with Web Collaboration
- Approval management and electronic signature capture
- Multiple support sites
- Multiple personalizable support sites to meet the needs of various customer segments.
- Multi-lingual support
- Personalized Support Experience
- Personalized home page content and layout
- Proactive and targeted notifications keep users informed about special events such as product upgrades, recalls

SERVICE REQUEST MANAGEMENT

- Configurable service request creation flows and service request interfaces based on business context
- Report and track service requests online
- Gather critical data using templates during creation
- Optionally enforce unified knowledge base search prior to request submission
- Descriptive flex fields support to add custom service request data fields without programming
- Automatic association of the best contract/ default service level agreement for the service requests created over the web
- Support for attachments
- Suggestion of duplicates to an agent for service requests created over the web

Oracle® iSupport is the self-service application that provides Web-based support for customers and employees. iSupport is a key component of the Oracle Customer Relationship Management solution, the integrated suite that drives profitable customer interactions.

Deliver Personalized Support While Lowering Service Costs

Whether customers need answers to product questions, updated documentation at 3 A.M., or to initiate a return, self-service Web support is the most direct path for them and the lowest-cost service channel for you. Oracle iSupport provides a secure, 24/7 Web portal for all types of self-service support. Customers can easily search the online knowledge base, or learn from other users through online forums. Personalized announcements on the home page keep them informed about upgrades and recalls that apply to products they own. Self-service account management and returns are convenient for your customers and drive down your support costs. Contextual cross-sell and up-sell even turn service interaction into revenue opportunities. Integration with Oracle TeleService makes it possible for an agent to step in and provides live assisted service. The result: higher customer satisfaction at lower service cost.

| Request Number | Reported On | Last Updated On | Problem Summary | Status |
|----------------|-------------|-----------------|-----------------------------|--------|
| 39298 | 20-DEC-2006 | 20-DEC-2006 | CD drive is not functioning | Closed |
| 39698 | 20-DEC-2006 | 20-DEC-2006 | Not able to log in | Open |
| 39498 | 19-DEC-2006 | 19-DEC-2006 | test map | Open |

Figure 1: iSupport provides 24/7 personalized self-service for your customers and employees

Complete service request history

- Rule-based automated notification of service request contacts
- Automatic assignment of service requests to the most qualified resource

KNOWLEDGE MANAGEMENT

- Search and Browse knowledge base
- Search across multiple repositories with the Unified Search
- Multiple search options
- Right knowledge to the right user using knowledge Security
- Intelligent knowledge base improves as it learns based on usage and feedback
- Downloadable documents attached as part of the solutions
- Simple knowledge authoring tools
- Process driven solution authoring

TECHNICAL LIBRARY

- Search and browse selected documentation based on security rule

|

INTERACTIVE ONLINE FORUMS

- Interactive discussion forums help users find help from peers
- User group driven access to forums
- Forum Moderators

TRANSACTIONAL INQUIRIES

- Track orders, invoices, payments, shipments, returns, contracts, repair orders, and service requests.
- Manage purchased products and configurations; Product Registration
- Report product usage information to maintain accuracy

With Oracle iSupport you can:

- Drive service to low cost web channel
- Deliver convenient, personalized service
- Turn service interactions into revenue opportunities

Drive Service to Low Cost Web Channel

Oracle iSupport reduces service costs by allowing customers to solve most problems over the web rather than through costly agent service.

Online Knowledge Base Resolves Most Issues Without Agent Assistance

Every problem solved online is one less expensive call or email to support staff. Oracle iSupport allows users to easily search or browse the online knowledge base solutions to common problems, frequently asked questions, troubleshooting guides, and up-to-date documentation. Knowledge security provides each user with the right level of access. For example, dealers or service personnel can have access to repair procedures while end users do not. The knowledge base automatically learns from experience which items are useful to users in solving particular problems.

Self-Service Status Tracking Reduces Phone Calls And Emails

Even when customers initiate service requests with a phone call, your organization can still save money by making sure the customer doesn't need to make a second call to check status. Oracle iSupport's self-service tracking eliminates a large share of inbound follow-up calls by letting customers verify service transactions online. Customers can conveniently view the status of their orders, invoices, payments, shipments, returns, repairs and service agreements 24/7. Oracle iSupport reduces inbound call volume and spares your customers the burden of additional calls.

Intelligent Service Request Management Helps Resolve Issues Faster

When there is no substitute for live agent support, Oracle iSupport helps your agents provide the best outcome in the least agent time. Complete service request management lets customers submit service requests, manage open requests, and view agent-recommended solutions online. Configurable intelligent request capture provides context driven creation flows and forms that capture all information appropriate to each type of problem. The system asks different questions based on the requested service type, problem type, product, and urgency.

RETURNS

- Self-service Returns
- Comprehensive single order / multiple orders returns flows

UP-SELL AND CROSS-SELL

- Real-time personalized cross-sell, up-sell recommendations

MONITOR USER

SATISFACTION

- Enhance customer satisfaction and optimize service operations by getting feedback from users by using surveys

WEB CALL BACK REQUESTS

- Live support through web call back requests

SELF-REGISTRATION AND DELEGATED SELF-SERVICE USER MANAGEMENT

- Configurable Self-service user registration flow
- Self-service password retrieval users
- Delegated self service account creation, approval and access security setup
- Delegated self-administration allows the customers to manage their own users

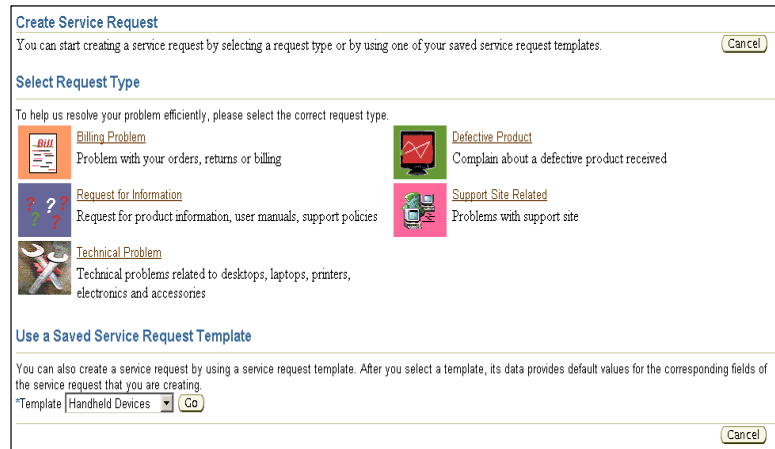


Figure 2: Intelligent request capture and management helps live agents resolve issues faster

Deliver Convenient, Personalized Service

Oracle iSupport helps you meet ever-increasing customer expectations by providing a superior, personalized customer experience.

Complete 24/7 Service Channel Lets Customers Solve Problems At Any Time

Recent market research suggests that many customers prefer to go online for support—if they receive the same quality service they get from an agent. Oracle iSupport ensures they do by making the same full range of support resources that are available from agents available online 24/7. Since you can expose to customers the same information that is available to live agents, customers can get the same quality of answers online that they do from live support. The system even gives you the option of linking Web support to live agents, so that users know help is at hand if they get stuck.

Personalized User Home Page Presents The Most Relevant Information

Customers are most comfortable when they can see the information they care about without navigating through too many choices. The ability to personalize iSupport's home page lets users choose their preferred content and layout. Targeted announcements on the home page inform users about product upgrades and recalls without a site search. iSupport even allows you to post other personalized communications on the home pages of customers who match criteria such as geography, status, or product owned. For example, customers who own printers can receive a special offer on replacement ink cartridges.

History Access Gives Customers 360-Degree View Of All Their Interactions

A 360-degree view of all customer interactions can be as useful to the customer as it is to you. iSupport enables you to give customers access to all of their interactions with the support organization. Beyond support history, the system works seamlessly within Oracle E-Business Suite for an enterprise-wide view. Customers can go online to see summaries and details of all of their transactions across enterprise. These include orders, invoices, payments, shipments, returns, repair orders, service agreements, and details of the products they own. With iSupport, the global information you maintain on customers is more valuable to both you and them.

KEY BENEFITS

- Deliver personalized and convenient 24/7 support
- Drive service to low cost web channel using knowledge management tools
- Web-Store integration converts offers into sales

RELATED PRODUCTS

- OracleTeleService
- Oracle iStore
- Oracle Scripting
- Oracle Email Center
- Oracle Field Service
- Oracle Depot Repair
- Oracle Secure Enterprise Search
- Oracle Collaboration Suite

RELATED SERVICES

The following services are available from Oracle Support Services:

- E-Business Suite Accelerators
- Oracle Application Solution Centers
- Oracle University
- Oracle Consulting

Turn Service Interactions into Revenue Opportunities

Oracle iSupport lets you take full advantage of service contacts to grow customer revenue and loyalty.

Context-Driven Targeted Offers Drive Revenue During Service Process

In many service interactions, an additional purchase is part of the solution. iSupport exploits this window of opportunity with contextual cross-sell and up-sell capabilities. Prompting customers with relevant offers while answering the question asked or addressing the issue raised can increase both revenue and share of customer wallet¹. Working seamlessly with business rules, segments, and offers from Oracle Marketing, iSupport dynamically displays personalized selling recommendations on the support home pages of matching customers. With Oracle iSupport, you can not only satisfy your customers but also grow their value.

Web-Store Integration Converts Offers Into Sales

When a service interaction makes customers aware of a new purchase need, you must make it easy and natural for them to follow through. Oracle iSupport shares a common Web framework with Oracle iStore to make it easy to go from self-service support to purchase. Clicking an offer on the personalized support page takes customers to that product in iStore. Customers have a single interface and a seamless experience from support to offer to checkout.

Personalized Segment-Based Self-Service Portals Target Different Customer Segments

Different types of customers have different needs. With iSupport's multi-site framework, your service organization can deploy support sites for different customer types within a single iSupport instance. You can organize sites by customer segment, product line, geography or any other set of criteria. Sites can differ in content, appearance, and even language. With iSupport, you can provide a comprehensive Web presence that is appropriate to end users, partners, and every different type of customer you serve.

Oracle E-Business Suite – The Complete Solution

Oracle E-Business Suite enables organizations to efficiently manage customer processes, 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, services, 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.

Copyright 2006, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

¹ The Forrester Wave™: eService, Q1 2005 by John Ragsdale