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COMMUNICATIONS AGENT-ASSISTED BILLING CARE



KEY BUSINESS BENEFITS:

- Deliver excellence in customer service and improve call center productivity
- Maximize value to the business from customer interactions
- Reduce implementation and operational cost

Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent-Assisted Billing Care integrates the billing management process between Siebel CRM and Oracle Communications Billing and Revenue Management (BRM) to empower customer care agents and improve customer service value by providing an integrated, real-time and actionable view of billing data from the CRM console.

Product Overview

For communications service providers (CSPs) to deliver a superior customer experience, your customer care agents must have easy access to accurate and complete customer billing and service information in order to increase first-call resolution rates, while reducing costs. You also need a single solution to improve agent productivity and minimize the number of applications that agents must use and learn.

With Communications Agent-Assisted Billing Care, companies of all sizes can provide unparalleled service and vastly reduce integration cost and complexity. By connecting Siebel CRM with Oracle Communications BRM on the back-end, this solution provides real-time access to critical billing information through a single point of entry, Siebel CRM. Agents can now gain real-time access to customer billing information, including four tiers of customer account balance data, three tiers of invoice data, payment and adjustment history, and collections information without having to toggle between multiple applications.

As a result, the Communications Agent-Assisted Billing Care Integration Pack helps service providers reduce operating costs by streamlining and automating billing management processes, and reducing the potential for error.

Integration of Key Oracle Applications

The Siebel CRM Integration Pack for Oracle Communications BRM: Agent-Assisted Billing Care integrates the following Oracle applications:

- Siebel CRM 8.1.1
- Oracle Communications BRM 7.4

Built on Oracle Application Integration Architecture, Oracle's next generation solution for uniting applications through pre-built business process integrations, the Communications Agent-Assisted Billing Care Integration Pack comes with a flexible, standards-based framework that can be easily extended to meet your unique

business needs.

Improving Value for Communications Service Providers

The integrated solution framework provides CSPs with the following key business benefits:

- **Deliver excellence in customer service and improve call center productivity**
 - Rich set of Siebel CRM interfaces provide an integrated, accurate and real-time view of customer, billing, and collections data, improving effectiveness and speeding issue resolution.
 - Perform all billing care functions directly from Siebel CRM, reducing call transfers between departments.
 - Access from Siebel CRM to key customer retention features in Oracle Communications BRM.
- **Maximize value to the business from customer interactions**
 - Enable real-time capture of payments and adjustments from Siebel CRM to Oracle Communications BRM.
 - Present customer usage data, charging details and profile information to Siebel CRM to enhance real-time upselling and cross-selling.
 - Provide integrated access to complete and accurate invoice details for customer inquiries and dispute handling.
- **Reduce implementation and operational cost**
 - Pre-built integrations decrease systems implementation and maintenance costs, reduce risks and enable faster time-to-market for CSPs.
 - Reduce training costs through customer care agents being trained on a single system.
 - Improve efficiency of call center handling with pre-integrated front-office and back-office applications.

For More Information

To learn more about Oracle Application Integration Architecture visit:

<http://www.oracle.com/aia>

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