

JD EDWARDS ENTERPRISEONE CASE MANAGEMENT



Consistently manage interactions across all channels.

Personalize the customer experience.

Increase cross-sell and up-sell opportunities.

The Issue: Maintaining “One Face to the Customer” Service Across Multiple Channels

Customers choose when and how they transact business. Based on circumstances at any given time, they decide whether to phone, fax, email, or visit any one of the local stores that handle your products and services. These multiple access points, together with the growing tendency toward automated channels, present a challenge to customer intimacy.

To maintain and build customer loyalty, you must be able to provide consistent information and service levels across channels—creating an easy transition from one customer issue to another. By integrating information from all channels and all areas of the enterprise, you are in a better position to make the most of every interaction. Each contact becomes part of an ongoing conversation that builds knowledge about how to better serve your customers.

As the focal point of integrated communications, your contact center is no longer just a cost center. To retain customers, you must convince them that your company can meet their full range of needs. To do that, you must quickly understand their requests and act on them appropriately.

The Solution: A Consistent Multichannel Customer Experience

Oracle’s JD Edwards EnterpriseOne Case Management provides your customer service agents with instant access to all the customer information needed to resolve any issue—including billing, sales and service orders, cases, entitlements, equipment information, recent interactions, and even suggested products to cross-sell and up-sell. With timely answers to customer concerns, your service agents are more likely to make sales from ordinary service calls.

Prompt, Informed Response to Customer Concerns

Multichannel interaction management enables your support center to receive, prioritize, and manage customer interactions across all channels, including voice, web, fax, and email. It also includes interactive voice response (IVR), voicemail on the queue, abandoned callbacks, and outbound preview dialing.

Flexible business rules can be set up to establish escalation routines that meet customer service policies and contract terms. Easy conversion to a service order is also available if on-site service is required. And, a quick sales order entry screen is available for entering a new order without having to transfer to another agent.

Case Management captures all interactions, so anyone who is authorized can view all customer communications—calls, email, opportunities, sales orders, and meetings. This capability helps ensure that sales people aren’t caught off guard by being unaware of a customer service incident. It also helps customer service representatives reinforce the focus that a sales person may be pursuing

independently of service issues.

Personalized Case Management

As customer interactions occur, they can be routed based on product, customer level, geography, or other parameters. To make sure that a customer's issue is resolved within contracted time limits, you can apply business rules to service requests based on customer agreements so that instant messages or email are automatically sent to alert the appropriate person for follow-up or escalation. And, for improved response to your customers worldwide, Case Management handles multiple languages and multiple time zones for guaranteed response times.

It's a powerful advantage when the people who deal directly with customers have the consistent and accurate information they need to resolve issues on the spot. And, if they are knowledgeable about complementary and new products, they can enhance the customer's overall buying experience. Your customers get results, and you get more satisfied customers that provide more business.

Feature/Function Highlights

- Multichannel capabilities
- Case management
- Rule-based alerts and escalation
- Multilanguage support
- Access to sales and service
- Call routing and workflow

Solution Integration

- Service Management
- Sales Force Automation
- MultiChannel Interaction Manager
- Branch Scripting
- Solution Advisor
- Address Book
- Sales Order Entry
- Accounts Payable
- Accounts Receivable
- General Accounting
- Inventory Management

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