

JD EDWARDS ENTERPRISEONE MULTICHANNEL INTERACTION MANAGER



Improve service with integrated channel management.

Increase contact center efficiency and effectiveness.

Maximize up-sell and cross-sell opportunities.

Multichannel Interaction Manager

Do you remember the days when a call center was just that—a call center? When there were just phone calls? Those were simpler times. Now, it is a struggle to manage all types of interactions—phone, fax, email, web chats, and web collaboration. Regardless of how they reach you, your customers demand consistent response. Not only has the call center been transformed almost overnight into a “contact” center, but the contact center has also become a key component of a customer relationship strategy. For example, if a customer calls referencing an email sent yesterday, it’s important that the service rep has instant access to that email. Customers don’t want to repeat themselves. They want to pick up from where they left off, the last time they contacted you—no matter what means of access they use. Successfully managing your contact center can quickly translate into measurable returns. You can achieve cost reductions through increased productivity and efficient processes. A pleasant contact center experience can increase customer retention, which can result in more sales. An effective contact center can support strategic customer initiatives in marketing, sales, and service—programs such as loyalty and intelligent, value-driven customer segmentation.

Hidden Opportunity

A world-class contact center turns a necessary evil into an opportunity—an opportunity to measurably impact your organization’s bottom line. By enabling and leveraging less expensive channels like self-service and interactive voice response, your agents are able to serve more customers personally (and more effectively) through channels such as voice, fax, email, and web collaboration.

Integrated Customer Interaction Management

By capturing various types of interactions as they arrive in your organization, JD Edwards EnterpriseOne Multichannel Interaction Manager quickly becomes the foundation for your contact center operations. It is a full solution for interaction management that complements Oracle’s JD Edwards EnterpriseOne CRM software applications such as Sales Support, Integrated Field Service, Marketing, and Partner Relationship Management.

Leveraging the wealth of customer information found within the EnterpriseOne CRM and Supply Chain Management applications, Multichannel Interaction Manager intelligently prioritizes and routes interactions to the most appropriately skilled agent(s). Customers receive first call resolution and are consistently more satisfied with the insight they receive.

Simultaneously, your organization has detailed customer and operational data to improve your sales, marketing, and service operations—in addition to increasing

the effectiveness and efficiency of your contact center's operation.

Whether it is email response management, web collaboration, fax, or telephone, Multichannel Interaction Manager can effectively manage the interactions throughout your contact center. Coupled with the EnterpriseOne Support application, Multichannel Interaction Manager gives you the ability to manage the interactions your customers demand in a way that will keep them coming back.

Customer Retention at the Lowest Cost

With Oracle's JD Edwards Multichannel Interaction Manager, you can provide your customers with support for their communication through the medium with which they are most comfortable at any given time. Positive contact center experiences have demonstrated a significant impact on customers' willingness to continue buying from a company. Transforming your everyday customer interactions into superior sales, marketing, and services experiences can have a measurable impact on your company's revenue by helping to retain profitable customers. With Multichannel Interaction Manager you can manage the contact center efficiently to create positive customer experiences at the most efficient cost.

A Strategic Partner for Your Long-Term Needs

A solution is only as good as the company that stands behind it. That is why we are committed to innovation, superior value, and customer satisfaction. Our singular goal is to help you solve your most important business challenges. We do this by dedicating ourselves to continually enhancing the value of our solutions, not only with software research and development, but also with superior consulting, education, and training support. As your long-term business partner, we will work with you to help ensure that our solutions grow and change with your business—making your technology investment an asset that increases in value over time.

Feature/Function Highlights

- Universal queue
- Automatic call distribution (ACD)
- Intelligent call distribution (ICD)
- Skills-based routing
- Data-driven routing
- Programmable interactive voice response
- Voice mail management
- Abandoned call management
- Outbound voice
- Inbound voice
- Outbound fax
- Inbound fax

- Inbound email
- Outbound email
- Email auto acknowledge
- Email auto response
- Email suggested response
- Web request
- Web chat
- Web collaboration
- Response library
- Online interaction history and transcript (multichannel)
- Real-time supervisor queue management
- Online customer interaction reporting
- Visual interaction flow builder
- Support for PBX and IP-PBX environments
- Agent-to-agent, real-time peer measurement
- Group-to-group, real-time peer measurement

Solution Integration

- Marketing
- Sales
- Support
- Integrated Field Service

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