

JD EDWARDS ENTERPRISEONE CUSTOMER SELF SERVICE



Lower the cost of routine service transactions.

Expand customer service options.

Free service agents to address complex issues.

The Issue: Improving Customer Access and Lowering Costs

Customers have come to expect real-time, 24-hour access to purchasing and order status information. But providing live, round-the-clock support is much too costly for most organizations. The obvious solution is electronic customer self service, but poorly integrated systems can do more harm than good. To be effective, self-service sites must be secure, easy to navigate, and—most important—up-to-date. Allowing your customers electronic access to real-time information can significantly lower your costs for routine transactions and inquiries.

The Solution: Extend Your Organization for Added Convenience and Control

Oracle's JD Edwards EnterpriseOne Customer Self Service is unique compared to other self-service applications in that it allows you to give your key customers controlled access to your organization based on rules that you define. The applications available to them are just restricted-access versions of the same applications that your internal employees use every day. This means that there is no duplication of data and no batch downloading of information. As a result, you are able to provide the real-time information that they need at a much lower cost.

Personalized Access

Customer Self Service can recognize the customer and personalize the experience by providing only the information that is specific and relevant to that customer. To simplify ordering, your customers have access to product catalogs, personalized order templates, and inventory availability. They can manage their own organizational information, track status of orders and account balances, register product information, and enter services requests.

Real-Time Response

The system can diagnose the nature of the customer inquiry and provide problem resolution through the Oracle's JD Edwards EnterpriseOne Solution Advisor, Customer Order Management, and Logistics systems. It can also inexpensively communicate about routine issues, order status, and shipping changes.

By providing your customers with fast and cost-effective access to your enterprise information—whenever and wherever they need it—you make it easier for them to do business with you. And, you can free your service agents to focus on more complex issues and build stronger customer relationships.

Feature/Function Highlights

- Customer online access to:
 - Order status
 - Shipment tracking

- Inventory availability
- Account balances
- Account information
- Invoices
- Cases
- Service work orders
- Service contracts
- Equipment Information
- Order templates
- Product catalogs
- Problem analysis
- Personalized customer alerts
- Sales order entry and review
- Forecast entry and update
- Customer information entry and update
- Customer user profile management

Solution Integration

- Demand Forecasting
- Demand Consensus
- Sales Order Management
- Order Promising
- Inventory Management
- Transportation Management
- Accounts Receivable
- Collaborative Portal
- Service Management
- Case Management
- Solution Advisor
- Branch Scripting

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