ORACLE CONTACT ON DEMAND

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CRM ON DEMAND

THE WORLD'S MOST
COMPREHENSIVE CRM ON
DEMAND SOLUTION

• Easy to use
• Fast to deploy
• Powerful analytics
• Built-in contact center
• Prebuilt industry solutions
• Embedded sales, marketing, and service best practices

BENEFITS

• Maximize agent productivity with multiple simultaneous interaction handling across channels
• Support mobile workforce across multiple locations
• Quickly respond to market needs by adding agents when needed
• Route calls to the right agents for faster call resolution
• Improve operational efficiency through streamlined reporting and supervision across centers and agents

Get your contact center up and running quickly and cost-effectively. Oracle Contact On Demand provides a hosted, highly scalable, multichannel contact center solution that enables organizations to communicate more effectively with their customers at a fraction of the cost of traditional call centers, while maximizing organizational flexibility and increasing customer satisfaction.

Deploy a World-Class Contact Center—No Assembly Required

Oracle Contact On Demand delivers fast and flexible hosted voice, voicemail, email, chat, and Web communications at an affordable monthly subscription fee. Companies of all sizes can provide unparalleled sales and service support without investing in complex hardware, software, and computer telephony integration (CTI) resources required of an on premise contact center. Oracle Contact On Demand enables your agents to provide superior customer service from any location. A telephone and internet-connected PC are the only equipment needed.

Integrate Your Call Center and Oracle CRM On Demand Seamlessly

The Oracle Contact on Demand and Oracle CRM On Demand integration supports:

• Handling of multiple interactions simultaneously

• An independent workspace per interaction

• Access to all Oracle Contact On Demand toolbar actions

• Access to transfer capabilities

• Multi-party conference management

• Access to all additional tabs for supervisor users

• Ability to log into both applications simultaneously

The behavior for interaction handling is determined by configuration settings made by the administrator. For example, the administrator can define the Oracle CRM On Demand screens that pop up for different types of interaction, and define whether interactions are wrapped up automatically or manually through a dialog presented to the agent.

Enable a Flexible Workforce and Scale As Demand Grows

Extend customer interaction management to any agent, anywhere. Oracle Contact On Demand enables your employees to work from multiple locations seamlessly, without requiring duplicate investments in call center infrastructure or integration. You can support a highly mobile workforce while ensuring that customer

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interactions are handled consistently and professionally across channels.

A flexible staffing solution allows you to expand service hours for your customers and rapidly add highly specialized agents cost-effectively to respond to seasonal demand, company promotions, product recalls, or any other change in the market. With Oracle Contact On Demand, you pay only for what you need. Organizations can better support customer needs and increase first-call resolution rates, while reducing costs.

Maximize Agent Productivity and Supervisor Effectiveness

Agents and supervisors require intuitive, comprehensive, and easy-to-use tools to consistently provide and ensure superior service. Oracle Contact On Demand simplifies multiple simultaneous interaction handling, enabling agents to seamlessly transition between handling inbound and outbound call campaigns, replying to customer emails, and communicating via Web chats. Agents are empowered to better serve customers with Web-based access to comprehensive customer interaction histories that include agent notes, call recordings, chat session transcripts, and emails sent to or from the contact center.

Chat allows agents to communicate with multiple customers simultaneously, delivering real-time service and allowing faster answers at a lower cost. Agents can highlight the text in a chat to perform a keyword search in a predefined response library, and select a URL from a list to push to the customer. With the chat co-browsing feature, agents can push Web pages to the customer desktop for synchronized viewing, allowing either the agent or customer to navigate so that both parties will see the same page. This eliminates unproductive time spent directing your customer to the right page on your Web site.

Supervisor management tools deliver the right data at the right time in the right context, enabling supervisors to make real-time decisions that improve customer satisfaction and the contact center's performance. Integrated real-time dashboards, historical reporting, and powerful quality management capabilities simplify reporting and supervision across centers and agents. In addition, supervisors can easily monitor, collaborate, and manage agent calls. Indeed, a supervisor can act as an agent when required, which is made easier because the supervisor and agent user interfaces are integrated into a single user interface. Whisper coaching enables supervisors to speak to agents during customer calls without the customer hearing the sidebar conversation, and can be used on its own or in conjunction with supervisor-to-agent chat capabilities.

A supervisor can change both the membership of an agent workgroup and a specific agent's workgroup membership. Supervisors can therefore react to issues and rectify them by making real-time changes to workgroup assignments.

Intelligent Routing and a Unified Queue Drive Contact Center Success

Oracle Contact On Demand unifies communications—phone calls, voice mail, emails, chat, and Web communications—in a single queue with a highly scalable, hosted automated call distributor (ACD) and Interactive Voice Response (IVR) platform to enable intelligent call routing to multiple locations and workgroups with

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customizable greetings and on-hold options. Incoming calls and emails are automatically routed to the right agent or workgroup, based on flexible workflow rules such as agent skill sets and availability, customer profile, and real-time caller responses to IVR prompts. An innovative, menu-driven approach for defining routing rules results in faster, easier creation of routing scenarios.

Gain Deep Customer Insight

With a single queue, consolidated reporting on all communication types becomes reality. Oracle Contact On Demand provides real-time and historical reports that drive business insight into a broad range of customer communications metrics such as average handle times, call abandonment rates, dialed numbers (DNIS), and much more by using prebuilt and ad hoc reporting capabilities. This insight equips you to proactively address issues and continually improve performance across communications channels.

Bottom Line

Eliminate high costs and complexity in your call center and service organizations with Oracle Contact On Demand, Oracle's complete end-to-end hosted contact center solution that can be deployed in a matter of weeks. With Oracle Contact On Demand, organizations can deliver consistent, personalized customer service across a variety of communication channels – including phone, fax, email, chat, and Web – to increase customer satisfaction, build customer loyalty, and drive repeat business.

For more information on how Oracle Contact On Demand can streamline your contact center, please visit oracle.com/crm.

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