

## Siebel Public Sector 8.1.1

Only Oracle enables government agencies to automate case management intake processes through seamless integration of Siebel E-Support, Siebel case management, and the leading form technology in Adobe LiveCycle® ES.

Siebel Public Sector 8.1.1 allows government agencies to provide citizens and other constituents with streamlined self-service solutions. The integration between Siebel Public Sector E-Support 8.1.1 and Adobe LiveCycle® Forms enables government agencies to transform error-prone, manual application processes. Now government agencies can provide end-to-end form automation, reduce costs and increase responsiveness.

### Key Solution Components

- Siebel Public Sector 8.1.1
- Siebel Public Sector E-Support 8.1.1
- Oracle Application Server 10.1.3
- Adobe LiveCycle ES Form Server
- Adobe LiveCycle ES Designer

### Why Oracle?

Oracle's business is information. With applications in over 1,500 government agencies, Oracle has a demonstrated track record in the Public Sector for reducing the overall cost of service delivery and for enabling data sharing across departmental boundaries and administrative processes. The new Siebel Public Sector 8.1.1 E-Support solution leverages this proven track record to allow for the secure delivery of citizen self-service online 24x7. This new release of Siebel E-Support is completely built on service-oriented architecture (SOA) technology, so it can be integrated with various legacy systems and can expose data to the citizen portal. The integration with the market leading Adobe LiveCycle ES form server brings the self-service solution to the next level. It seamlessly automates the application intake process, making it very cost effective to manage the once lengthy, error prone, and manual form intake process.

### Citizen Centric Approach – Empower Citizens to Help Themselves

The rapid growth of Internet users and online transactions has reshaped the way constituents interact with government agencies. Numerous studies show that more than 70% of Americans use the Internet everyday for personal and business use, making self-service applications critical for agency success. Citizens want to know the status of their transactions. They demand the flexibility of communicating with government agencies online anywhere and anytime. The new Siebel Public Sector E-Support 8.1.1 solution empowers citizens to search government knowledge bases, locate branch offices, chat with online agents, submit application forms, check case status, and pay bills - all through the preferred online customer self-service channel. With Siebel Public Sector 8.1.1, Oracle delivers an unprecedented superior user experience to constituents.

### Key Features

- User Authentication (new)
- Online Form Locator (new)
- Suspended Intake / Resume Intake (new)
- Required Field Prompts / Form Data Validation (new)
- Application Review (new)
- Contact Matching (new)
- Form Upload (new)
- Master Case (new)
- Forms Integration Administration (enhanced)

### Best-of-breed Integration of CRM and Forms Technology

Because Siebel E-Support 8.1.1 is built on service-oriented architecture, it not only provides a better user interface, it also enables greater flexibility in personalizing content.

Government agencies have a wide variety of application forms by which to collect information from citizens and businesses. Whether for social service benefits, tax returns, visas, or permits - getting data from the applications into the case management systems has proven to be a real challenge for most agencies. Today, application data intake is a highly paper-based manual process. A successful intake solution means faster data collection, less errors and/or missing data, and reduced customer frustration. The integration between Siebel Public Sector E-Support 8.1.1 and Adobe LiveCycle Form Server enables agencies to automate the application intake process through end-to-end data integration. This provides faster and better customer service to constituents, and at the same time, reduces costs and case backlogs.

Adobe's PDF is the market-leading solution for electronic forms. Most government agencies make their forms available as PDF files today. Adobe offers solutions which permit customers to fill in and submit forms while allowing government agencies to automate the processing of data in those forms and easily synchronize that data with the back-end systems.

### Example

This solution can be used:

- To offer online applications for benefits such as child welfare, child support and unemployment insurance in social services.
- To handle online visa, passport, and citizenship applications in immigration and citizen services.
- To handle license and permit applications for citizens and businesses.

Adobe's LiveCycle ES product family also offers helpful features around form technology like a 2-D barcode, digital signature, dynamic layout, offline save, and rights management to improve the online user experience.

### Summary

Citizens want easier access to government information and services. With new self-service features and critical enhancements found in Siebel Public Sector 8.1.1, government agencies can dramatically improve responsiveness, reduce costs, and deliver more personalized, consistent services at every point of interaction through multiple channels.

### CONTACT US

Only Oracle provides best-in-class customer relationship management solutions across various government agencies to enable the most seamless and integrated customer experience. To learn more, please visit our website at [www.oracle.com/applications/crm](http://www.oracle.com/applications/crm) or <http://www.oracle.com/government> and our CRM Blog at: <http://blogs.oracle.com/crm> or call **1.800.633.0738** to speak to an Oracle representative.