

ORACLE POLICY AUTOMATION CONNECTOR FOR ORACLE CRM ON DEMAND

INTELLIGENT DATA CAPTURE

KEY FEATURES

- Flexibility to deliver separate self-service web interviews or embedded within the Oracle CRMOD user interface
- Pre-populate interviews with existing Oracle CRMOD data, and save collected data and decisions into Oracle CRMOD
- Self-service interviews are fully accessible
- Full multi-lingual support
- Support for on-premise and partner-hosted deployment
- Easily map CRMOD business objects to Oracle Policy Automation data model
- Hot deployment of updated policy models

KEY BENEFITS

- Improve customer satisfaction and prospect conversion rates
- Deliver a strongly differentiated self-service experience for customers
- Improve accuracy and speed of contact center processing, including for complex cases
- Easily explain reasons for why each decision is made
- Enable policy owners to easily validate and guide key decision-making logic
- Respond quickly and reliably to policy changes
- Achieve consistency across self-service and call center, and reuse same policies with other systems as required

Enhance your business investment in Oracle CRM On Demand with powerful self-service and assisted decision-making. Enable all users to make consistent, accurate and up to date decisions, even for your most complex policies and legislation.

Streamline data capture via intelligent, interactive interviews

Oracle Policy Automation Connector for Oracle CRM On Demand provides integration of policy document-based decision making with Oracle's CRM SaaS solution. This gives organizations a flexible method to easily capture prospect/client information to make automated determinations on product selection, eligibility, entitlements, premium calculations, claims processing, territory assignment, risk classification, underwriting, grants management, incentive calculations and regulatory compliance.

- The connector enables organizations to integrate rich, interactive interviews into onboarding and case-handling processes, both for customer self-service and for staff. Clients/prospects are presented with streamlined questions that pertain specifically to them based on their situation, delivering a personalized approach that improves customer experience and satisfaction.
- Oracle Policy Automation's detailed reporting capabilities provide users with full justification on how decisions are made, based on the policies that were applied. With Oracle Policy Automation's unique natural language approach, organizations can respond quickly to changes, while maintaining transparency of those rules across the business.

Oracle Policy Automation Connector for Oracle CRM On Demand integrates Oracle Policy Automation authoring and deployment components with Oracle CRM On Demand's web services framework to both pre-populate Oracle Policy Automation interview screens and to update CRM On Demand with decision outcomes. It allows policies modeled in Oracle Policy Automation to be quickly and easily deployed in an online environment through interactive, dynamically generated interviews for any chosen languages.

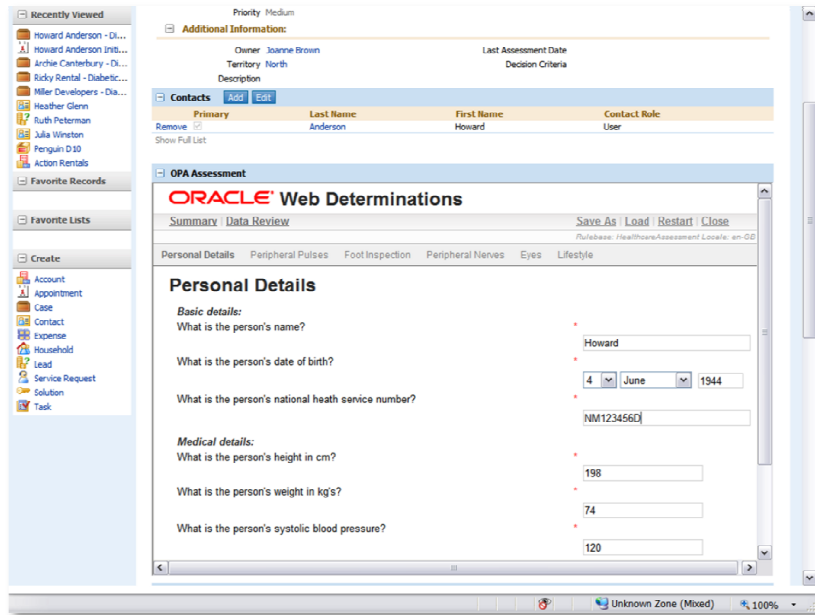


Figure 1. Streamlined data gathering via Oracle Policy Automation embedded in Oracle CRM On Demand

Contact Us

For more information about Oracle Policy Automation Connector for Oracle CRM on Demand, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together