

ORACLE POLICY AUTOMATION CONNECTOR FOR SIEBEL

GREATER BUSINESS AGILITY

KEY FEATURES

- Easily map Siebel business objects to Oracle Policy Automation data model
- Embed interactive rule-driven interviews directly in Siebel
- Save self-service screening results into Siebel for case worker or agent processing
- Integrate decision-making via standard Siebel web services and integration objects
- Capture and view decision reports for a full audit trail of decisions made
- Support for effective dating, incorporating change of circumstances data
- Siebel 7.8 and Siebel 8.x supported

KEY BENEFITS

- Respond quickly to legislation and policy changes
- Improve accuracy and speed of call center processing
- Reduce cost of handling appeals and disputes
- Separate benefit eligibility and any other rules from Siebel application script, and use them across applications
- Self-service case submission that is easy to keep up to date
- Lower training threshold for complex case resolutions
- Reduce cost and risk of future Siebel upgrades

Dramatically accelerate your Siebel project implementations and simplify future upgrades with Oracle Policy Automation Connector for Siebel. Link powerful and flexible customer self-service with Siebel case management. Integrate rules captured by policy owners in Microsoft Word and Excel into Siebel workflows and processes to ensure all users are making consistent, accurate and up to date decisions.

Greater efficiency for complex decision making

Oracle Policy Automation Connector for Siebel allows organizations to deliver consistent, transparent and accurate decision-making for benefit entitlements, border control, tax filings, warranty rules, complex billing scenarios, insurance claims, and similar policy document-based applications, in conjunction with their Siebel solution. It helps organizations to respond quickly to legislative or business changes that require eligibility rules to be frequently updated, while maintaining transparency of those rules across the business.

Oracle Policy Automation Connector for Siebel simplifies integration between Oracle Policy Automation components and Siebel's web services framework. It provides multiple methods for easily mapping Siebel data to policies modeled in Oracle Policy Automation, making it quick and simple to deploy high performance guidance and policy-driven calculations into a Siebel landscape. This approach to deploying and maintaining business logic within a Siebel solution reduces the cost and risk of future upgrades and of maintaining your existing application, by minimizing the amount of Siebel scripting needed.

The connector provides the ability to streamline new account and case processing, by saving directly into Siebel the results of self-service screening interviews. Also, an embedded view in Siebel allows guided policy-driven decision-making to be easily made available to call center agents. This significantly reduces training costs, lowers the risk of mistakes, and provides a full audit trail of how case decisions were made.

Oracle Policy Automation Connector for Siebel has also been tuned for demanding social care scenarios, including retrospective payments that reflect changes in citizen circumstances over time. Socialized healthcare, child welfare, and other human services agencies can be confident that the risk of project delays and budget over-runs will be reduced by using Oracle Policy Automation Connector for Siebel, and that their business agility will be significantly improved.

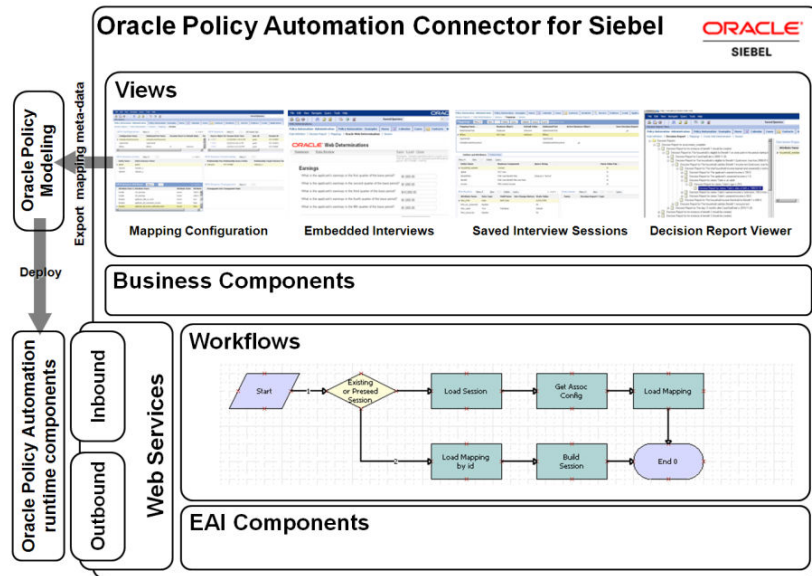


Figure 1: Technical overview of Oracle Policy Automation Connector for Siebel

Contact Us

For more information about Oracle Policy Automation Connector for Siebel, 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