

JD EDWARDS ENTERPRISEONE CUSTOMER SELF SERVICE



JD EDWARDS ENTERPRISEONE

KEY FEATURES

- Lower the cost of routine service transactions.
- Expand customer service options.
- Free service agents to address complex issues.
- Provide customer service 7 x 24 x 365.
- Detailed order information includes:
 - Sales order entry and review
 - Order templates
 - Product catalogs
 - Inventory availability
 - Order status
 - Shipment tracking
 - Forecast entry and update
 - Invoices
 - Personalized customer alerts
- Customers securely obtain detailed account information.
- Submit service and warranty requests online.

Your customers expect access to service and information whenever it is convenient for them. You want to deliver this access with minimal costs and extensive capabilities. With JD Edwards EnterpriseOne Customer Self Service you do both – the ability to service customers 7 x 24 with minimal costs and extensive capabilities.

The Issue: Improving Customer Access and Lowering Costs

Customers expect real-time, 24-hour access to purchasing and order status information. But providing live, round-the-clock support is too costly for most organizations. Many third party digital customer self service solutions are available, but poorly integrated systems often do more harm than good. To be truly 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 significantly lowers your costs for routine transactions and inquiries.

The Solution: Extended Customer Service for Convenience and Control

Oracle's JD Edwards EnterpriseOne Customer Self Service is unique compared to other self-service applications because you give your customers controlled access to your organization based on rules that you define. The applications available to customers are restricted-access versions of the same applications your employees use every day. There is no duplication of data and no batch downloading of information so you are able to provide real-time information your customers want at a lower cost.

Personalized Access

Customer Self Service recognizes your customer and personalizes their on-line experience by providing only the information specific and relevant to them. 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

With Customer Self Service, JD Edwards EnterpriseOne diagnoses the nature of a customer inquiry and provides problem resolution through the Solution Advisor module and other complimentary order management and logistics modules. Customer Self Service also communicates 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. Plus, you free your service agents to focus on more complex issues while building stronger customer relationships for additional business.

Feature/Function Highlights

Order information

- Sales order entry and review
- Order templates
- Product catalogs
- Inventory availability
- Order status
- Shipment tracking
- Forecast entry and update
- Invoices
- Personalized customer alerts

Service information

- Cases
- Service work orders
- Service contracts
- Equipment information
- Problem analysis

Customer information

- Account balance and information
- Customer information entry
- Customer user profile management

Solution Integration

This module is integrated with these JD Edwards EnterpriseOne products and families across your operations using common tools with Pure Internet Architecture:

- JD Edwards EnterpriseOne Financial Management
 - Accounts Receivable
- JD Edwards EnterpriseOne Order Management
 - Sales Order Management
- JD Edwards EnterpriseOne Customer Relationship Management
 - Service Management
 - Case Management
 - Solution Advisor
 - Branch Scripting
- JD Edwards EnterpriseOne Supply Chain Execution (Logistics)
 - Inventory Management
 - Transportation Management

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