OVERDELIVER ON CUSTOMER EXPECTATIONS

KEY FEATURES
- Case tracking
- Threaded conversations
- Out-of-the-box support contracts and service-level agreements
- Transaction and customer histories
- Dynamic agent desktop
- Knowledge foundation
- Analytics
- Integrated customer feedback
- Enterprise integration

KEY BENEFITS
- Deliver higher customer satisfaction
- Improve key performance indicators (KPIs), including first-contact resolution (FCR) and average handle time (AHT)
- Increase agent productivity
- Lower costs

CASE MANAGEMENT WITH ORACLE RIGHTNOW DYNAMIC AGENT DESKTOP CLOUD SERVICE

Using Oracle RightNow Dynamic Agent Desktop Cloud Service for case management enables you to capture, track, assign, and manage customer service requests, from initial contact through resolution, regardless of the channel. With it, you can capture the collective knowledge of your service agents and leverage it across the entire service organization.

Contact Center Challenges
Contact centers face the constant challenge of delivering a great customer service experience while controlling or reducing costs. Common challenges include
- High agent turnover, resulting in a revolving door of new agents needing to be ramped up quickly
- Agent turnover, also resulting in experiential knowledge walking out the door
- Disparate information residing in multiple systems, resulting in reduced agent productivity
- Inability of agents to efficiently and consistently deliver accurate information

The case management capability of Oracle RightNow Dynamic Agent Desktop Cloud Service enables you to capture and track service requests throughout the resolution process. It drives a consistent agent response, regardless of agents’ skill sets or locations. Customers do not need to recommunicate information, and service incidents and cases are resolved in a timely, efficient manner. And having everyone on the same page helps you drive down contact center costs by solving problems more quickly. Oracle RightNow Dynamic Agent Desktop Cloud Service also enables you to capture the collective experiential knowledge of your agents and leverage it across your agent pool.

Case Management Capabilities
Oracle RightNow Dynamic Agent Desktop Cloud Service offers the following key case management capabilities:
- **Multichannel, cross-channel case tracking.** Centralize case tracking and management across all channels.
- **Threaded conversation.** Capture blended channel communications in a single customer record.
- **Support contracts and service-level agreements.** Set and measure service expectations for customers as well as staff; features include incident entitlement, privileged access, and response requirements.
- **Transaction history.** Easily access each customer’s complete history of inquiries across all channels.
- **Customer history.** Provide a personalized response based on a customer’s previous interactions.
Dynamic agent desktop. Deliver contextually relevant, just-in-time information to the agent.

Knowledge foundation. Enable agents to easily find answers to customer inquiries; the knowledge foundation automatically learns and adapts to ensure that content remains accurate and relevant.

Analytics. Optimize performance and efficiency with full insight into every aspect of the case management process—including response times and first-contact resolution rates.

Integrated customer feedback. Capture customer satisfaction data with automated postcase feedback, which becomes part of the customer record and helps refine the service experience.

Enterprise integration. Centralize disparate knowledge on the agent desktop for rapid case resolution.

Deliver a Great Service Experience

Customers are impressed by a company that follows through on their issues and resolves them quickly and completely. A favorable customer service experience can make sure customers remain engaged with your business and can even turn them into advocates. Make sure the service experience you deliver is a great one, with Oracle RightNow Dynamic Agent Desktop Cloud Service’s case management capabilities.

Contact Us

For more information about Oracle RightNow Dynamic Agent Desktop Cloud Service, visit oracle.com/rightnowcx or call +1.800.ORACLE1 to speak to an Oracle representative.