ORACLE SERVICE CLOUD

To provide customer experience excellence you need the ability to rapidly adapt to evolving business needs, provide consistent and insightful interactions, and have the confidence of proven, reliable delivery. The Oracle Service Cloud delivers flexibility of open standards integration and business administration extensibility with transparent cloud management—all protected by unmatched security and compliance.

Design, Build, Connect

The Oracle Service App Builder products form a complete suite of tools to configure, extend, and integrate customer experience apps on Oracle Service Cloud.

Oracle Service App Builder Custom Objects enables integrators and developers to extend customer experience apps with custom objects into the database schema that are consumable by all areas of Oracle Service to support unique business processes.

Oracle Service App Builder Connect PHP API delivers open standards-based APIs that rapidly and cost-effectively integrate the Service Cloud into:

- Desktop applications for email and Microsoft Office integrations
- Backend systems for return merchandise authorization, enterprise resource planning, and e-commerce integration
- Telephony integration
- Cloud application integrations
- Web for search engine integration
- Knowledge syndication
- Social network mashups

Oracle Service App Builder Experience Designer empowers business analysts and designers with visual tools and wizards that easily tailor engaging and consistent customer experiences within and across all interaction channels.

Open and Extensible

Underpinning the applications is a set of foundational tools and technology that enable the applications and accelerate their development. Oracle’s strategy is to be open, complete, integrated, and best-of-breed. You will see this across the CX Portfolio of products. These applications work well together, as well as standalone. By taking an open and extensible approach, we enable our applications to work with third-party applications that our customers may have already implemented.
Access Anytime, Everywhere

Oracle Service Mission-Critical Cloud is a cloud delivery platform that provides the reliability, security, and scalability demanded for mission-critical business.

The reliable, available anytime architecture provides a consistent track record of high availability as well as an uptime guarantee backed by service level agreements (SLAs).

The scalable, available everywhere infrastructure provides multiple, fully redundant, geographically dispersed world-class data centers and pod architecture. A pod is a fully contained configuration running Oracle Service. Each pod has a matching pod in a geographically separated recovery center to ensure service continuity should disaster strike.

The latest Oracle technology is deployed in a fully redundant architecture. No single point of failure exists. Scalability is extreme with the following proven transactions:

- More than 2.5 billion customer interactions per year
- More than 10.2 billion database transactions per week
- Nearly 1 billion answers viewed annually
- More than 1 billion contacts on 150 terabytes of storage

Operational Transparency

Your success depends on your ability to deliver effectively and efficiently, and manage risk. Transparency equals trust. Oracle Service Cloud gives CIO’s and IT managers client-specific, actionable insight into the mission-critical operations of their Oracle Service deployments, including:

- Near-real-time channel status monitoring to practice risk management
- Near-real-time bandwidth and usage statistics to measure efficiency
- Ability to correlate technical and customer interaction metrics to improve business decisions
- SLA response and resolution to measure delivery
- Inventory of purchased items
- Self-serve common cloud tasks making management efficient

Peace of Mind Security

Oracle Service Mission-Critical Cloud also provides a multilayered approach to security covering physical, server, network, storage and backup, application, and procedural security. Secure, industry-specific cloud offerings include commercial cloud, PCI cloud, HIPAA cloud, government cloud, and government cloud for the United States Department of Defense (DoD).

Enjoy peace of mind security that includes industry-leading security compliance certifications.
Contact Us
For more information about Oracle RightNow Platform visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment.

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Hardware and Software, Engineered to Work Together