ORACLE RIGHTNOW GUIDED ASSISTANCE CLOUD SERVICE

Oracle RightNow Guided Assistance Cloud Service enables you to build guides that lead agents and consumers through a series of questions and answers to direct them to the help and information they desire. These guides can be used with Oracle RightNow Customer Portal Cloud Service to help customers and as part of the Oracle RightNow Dynamic Agent Desktop Cloud Service to assist agents. All guides are built with a single tool.

Benefits

You want to help your customers help themselves, and you want your agents to be more productive. The challenge comes in enabling your customers as well as your agents to perform complex configuration and troubleshooting and find the right forms easily, on their own. How do you provide these capabilities without forcing agents and customers to learn, implement, and maintain different technologies? Oracle RightNow Guided Assistance Cloud Service can help.

For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:

• It can be positioned where customers need help—on a Web page or in an answer.
• Guides can be deployed in multiple locations across your Website.
• Guides can be delivered on a PC or any Web-enabled mobile device with a modern JavaScript-enabled browser.

Figure 1. The customer-facing user interface of Oracle RightNow Guided Assistance Cloud Service can assist customers in finding the help they need.

For agents, the benefits of Oracle RightNow Guided Assistance Cloud Service include the following:

• It models the best practices of experienced agents.
• It reduces training time.
• It delivers answer consistency.
• It provides extra help for handling complex or rapidly changing questions.
Figure 2. The agent-facing user interface of Oracle RightNow Guided Assistance Cloud Service reduces agent training time and improves answer consistency.

Features

Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page. To assist consumers, the guides created with Oracle RightNow Guided Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels. Agents can access Oracle RightNow Guided Assistance Cloud Service whether they’re serving customers via phone, chat, or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it’s easy for agents to find the most appropriate guide.

Oracle RightNow Guided Assistance Cloud Service includes a WYSIWYG editor for building guides. It also includes reports that organizations can use to track guide usage and effectiveness. In addition, the same guides can be deployed both internally and externally.

Getting Started with Guides

Before you begin using Oracle RightNow Guided Assistance Cloud Service to create your own guides, you should attempt to identify the following to pinpoint the areas where you most need to make guides available:

- The top five call center issues
- Five issues with long average handle times that can be resolved via self-service
- Five issues that have low first-call resolution

Contact Us

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