ORACLE RIGHTNOW PLATFORM

In this complex, ever-changing world, every interaction matters. To deliver customer experience excellence, you need to rapidly adapt to evolving business needs; provide consistent and insightful interactions; and deliver proven, reliable service. That’s where Oracle RightNow Platform excels. Among the tools that constitute Oracle RightNow Platform are Oracle RightNow App Builder products, Oracle RightNow Service Experience Platform, and Oracle RightNow Virtual CIO Cloud Service.

Design, Build, Connect

The Oracle RightNow App Builder products form a complete suite of tools for configuring, extending, and integrating customer experience applications on Oracle RightNow CX Cloud Service.

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

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

• Desktop applications for e-mail/office integrations
• Back-end systems for return merchandise authorization, enterprise resource planning, and e-commerce integration
• Telephony integration
• Cloud application integration
• The Web, for search engine integration, knowledge syndication, and social network mashups

Oracle RightNow App Builder Experience Designer Cloud Service empowers business analysts and designers with visual tools for easily tailoring engaging and consistent customer experiences within and across all interaction channels.

Access Anytime, Everywhere

Oracle RightNow Service Experience Platform is a cloud delivery platform that provides the reliability, security, and scalability necessary 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).

Enjoy peace of mind with security that includes industry-leading security compliance certifications such as Department of Defense (DoD) Information Assurance Certification and Accreditation Process (DIACAP), National Institute of Standards and Technology (NIST), Payment Card Industry Data Security Standard (PCI DSS), Payment Card Industry Security...
Standards Council (PCI SSC), Health Insurance Portability and Accountability Act (HIPAA), Statements on Standards for Attestation Engagements (SSAE No. 16), and Federal Information Security Management Act (FISMA). Secure, industry-specific cloud offerings include the PCI cloud, government cloud, and government cloud for DoD. Oracle RightNow Service Experience Platform also provides a multilayered approach to security covering physical, server, network, storage and backup, application, and procedural security.

The scalable, available-everywhere infrastructure provides six fully redundant geographically dispersed world-class data centers and a POD architecture. Scalability is extreme, as evidenced by the following 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 as well as your ability to manage risk. Transparency equals trust. Oracle RightNow Virtual CIO Cloud Service gives CIOs and IT managers client-specific, actionable insight into the mission-critical operations of their Oracle RightNow CX Cloud Service deployments, including

- Real-time channel status monitoring for practicing risk management
- Real-time bandwidth and usage statistics for measuring efficiency
- Metrics indicating trends that correlate with customer interactions
- SLA response and resolution for measuring delivery
- Inventory of purchased items

Contact Us

For more information about Oracle RightNow Platform visit oracle.com/rightnowcx or call +1.800.ORACLE1 to speak to an Oracle representative.