

EGAIN COMMUNICATIONS CORPORATION

eGain Knowledge Validated Integration with Oracle's Siebel Customer Relationship Management Release 8.1



345 E. Middlefield Road
Mountain View, CA 94043
Tel: +1.650.230.7500
Fax: +1.650.230.7600
<http://www.egain.com>



Validated Integration

Siebel Customer Relationship Management

Through the Oracle PartnerNetwork, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Comprehensive Knowledge Management Solution for Multichannel Customer Service

Improves contact center productivity, Web self-service adoption, and customer experience through comprehensive knowledge management capabilities.

Company Overview

eGain Communications Corporation is a leading provider of knowledge management software for multichannel customer service. Proven in cloud and on-site enterprise deployments for over a decade, eGain solutions help improve customer service experience, contact center agent productivity, self-service effectiveness and sales.

Integration Overview

The integration of eGain Knowledge Version 10 with Oracle's Siebel Customer Relationship Management (CRM) Release 8.1 allows contact center agents to quickly resolve a broad range of customer service queries using eGain Knowledge, while recording the interaction end to end in Siebel CRM. eGain Multisearch, a unique capability in eGain Knowledge Version 10, dramatically enhances the search experience and improves answer findability by bringing together multiple content access technologies with a simple search metaphor at the point of interaction. These technologies include dynamic FAQs, keyword search, natural language processing, and guided help powered by patented Case-Based Reasoning (CBR).

Integration Details

eGain Knowledge has customized Siebel CRM Release 8.1 to insert a Solve button. When activated, the button launches eGain Knowledge and passes key details of the service request from Siebel CRM to eGain Knowledge. This starts the search process in eGain Knowledge Version 10 as follows:

- Information in one or more fields of the customer service request can be used as keywords to initiate a natural language search in eGain Knowledge.
- The same information can also be used to bootstrap a guided help session for faster resolution by the agent.

When the interaction is complete, the agent clicks the Done button to pass control back to Siebel CRM, updating the customer information with the history from the eGain

Availability

North America

Tel: +1 800.821.4358

Outside North America

Tel: +44 (0)1753 464646

Email: info@egain.com

egain.com/contact/contact_sale

[s.asp](#)

Support

Tel: +1.866.SUSTAIN

Tel: +1.866.787.8246

egain.com/support/contact.asp

Knowledge interaction. The end-to-end interaction becomes available for immediate review and analysis.

Environment

eGain Environment

eGain Knowledge, Version 10

Oracle Environment

Oracle's Siebel Customer Relationship Management Release 8.1.1

For additional information about partnering with Oracle, please contact opninfo_us@oracle.com or visit partners.oracle.com

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