

INQUIRA

InQuira On Demand Version 8.2.2 Validated Integration with Oracle CRM On Demand 17

Knowledge that Fuels Business Growth. Now On-Demand.



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Knowledge management for customer self-service and contact centers.

Company Overview

InQuira Inc. is a leading provider of enterprise knowledge solutions that connect people to the answers they need. Companies around the world rely on InQuira solutions to increase customer satisfaction and loyalty with personalized interactions through Web self-service, agent-assisted contact centers, and knowledge intranets. InQuira was founded in 2002 and is headquartered in San Bruno, California

Integration Overview

InQuira On Demand delivers enterprise-grade knowledge management (KM) capabilities that integrate with Oracle CRM On Demand 17. For the agent, this feature-rich cloud solution enables service organizations to realize high levels of efficiency, accuracy, and consistency in a wide range of service interactions. This integration provides the consumer with a powerful combination.

InQuira On Demand 8.2.2 for contact centers is embedded within the agent desktop in Oracle CRM On Demand 17 via a productized Web Applet integration designed for InQuira On Demand to maximize agent productivity, minimize keystrokes, and improve resolution rates. Answers are delivered directly within Oracle CRM On Demand from a within the service screen.

InQuira for Customer Web Self-Service On Demand now provides a complete self-service portal for Oracle CRM On Demand. Customers find answers with personalized guidance from InQuira's online knowledge capabilities and escalations are now extensions of the online experience flowing directly into Oracle applications.

Integration Details

InQuira's knowledge platform integration was thoughtfully designed to be at parity with the look, feel, and usability of Oracle CRM On Demand. This packaged integration includes a set of plug-in APIs and streamlined interfaces to deliver a combination of enterprise customer relationship management (CRM) and KM capabilities. Key integration areas include:

Configurable Mapping Module—Data mapping is configured through a mapping user interface to avoid any hardwired integration from InQuira specific business



Validated Integration

Oracle CRM On Demand

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.

Availability

New York City
350 Fifth Avenue
Suite 2020
New York, NY 10118

EMEA Office
50-52 Paul Street
Second Floor
London EC2A 4LB
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Support

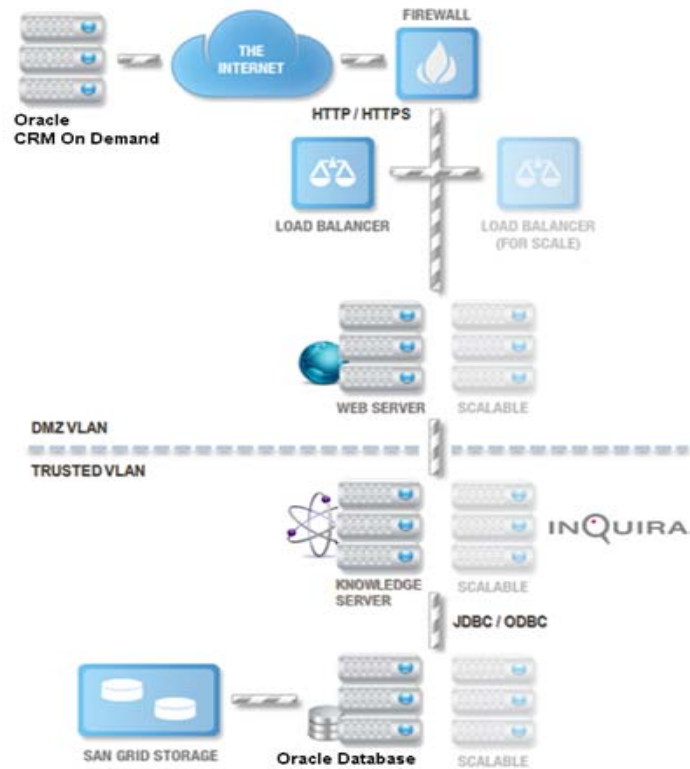
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objects to Oracle CRM On Demand service and custom objects. Multiple mappings can be managed and users have the capability to overwrite or append the existing configuration.

Oracle CRM On Demand Configuration—When answers from InQuira are linked to a case, they are persisted in Oracle CRM On Demand as a custom object. The answers are mapped to these objects and are persisted within Oracle CRM On Demand via Web service calls.

Web Service Operations—InQuira uses Oracle CRM On Demand Web services to authenticate and link answers to a case or to add or remove a case link key.

User Interface Design—The InQuira knowledge solution is configured as an HTML page with an IFRAME embedding the URL as a symbolic link.



Environment

InQuira Environment

InQuira On Demand, Version 8.2.2

Oracle Environment

Oracle CRM On Demand 17

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