

# EGAIN COMMUNICATIONS CORPORATION

## eGain Knowledge Version 10 Validated Integration with Oracle CRM On Demand 18



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[egain.com](http://egain.com)

*Comprehensive Knowledge Management Solution for Oracle CRM On Demand*

*Improves contact center productivity, Web self-service adoption, and customer experience through unified, multichannel knowledge management and rapid time to benefit.*

### Company Overview

eGain provides cloud and on-site knowledge management software for customer service.

### Integration Overview

The integration of eGain Knowledge Version 10 with Oracle CRM On Demand 18 allows contact-center agents to quickly resolve a broad range of customer queries using eGain Knowledge, while recording the interaction end to end in Oracle CRM On Demand. eGain Multisearch, a unique capability in eGain Knowledge, dramatically enhances the search experience and improves answer results by bringing together multiple content-access technologies with a simple search metaphor at the point of interaction. These include dynamic FAQs, topic trees, keyword search, natural language processing, and guided help—powered by patented Case-Based Reasoning (CBR).

### Integration Details

Oracle CRM On Demand is configured to insert a “solve using eGain Knowledge” link. When activated, the link launches eGain Knowledge and passes key details of the service request from Oracle CRM On Demand to eGain Knowledge. This kick starts the search process in eGain Knowledge 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.
- The same information can also be used to bootstrap a guided help session, especially for resolving queries of medium to high complexity.

When the interaction is complete, the agent clicks the “Accept Solution” button to pass control back to Oracle CRM On Demand, updating the customer service request information with the solution from eGain Knowledge. The interaction then becomes available end to end for immediate review and analysis.



### 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**

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**Environment**

*eGain Environment*  
eGain Knowledge Version 10  
  
*Oracle Environment*  
Oracle CRM On Demand 18

For additional information about partnering with Oracle, please contact [opninfo\\_us@oracle.com](mailto:opninfo_us@oracle.com) or visit [partners.oracle.com](http://partners.oracle.com)

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