ORACLE TELESERVICE

KEY FEATURES

CONTACT CENTER

• Complete 360 degree view of the customer, regardless of communication channel
• Graphical display of key customer metrics for quick customer health assessment
• Alert agents on critical customers, service and revenue opportunities based on pre-defined rules
• Dynamic call scripts guide the issue resolution and accurate data capture
• Integrated service request management
• Review order, invoice, and payment history, create orders, create disputes, accept payments, and make adjustments on an invoice
• View and manage customer installed products, services, contracts, and service entitlements
• View and manage customer records such as addresses, contact points and preferences, organization profile, and relationships
• Send physical or electronic collateral

COMPREHENSIVE CTI INTEGRATION

• Pre-built adapters for leading telephony platforms
• SDK for building custom integrations to almost any PBX/ACD and middleware combination
• Identify customer based on phone number (CLI /DNIS) or IVR input
• Screen pops with the identified customer and transactional data
• Warm transfers
• Integrated Outbound call and email management
• Ability to handle callback requests from the Web

Oracle® TeleService is a contact center application that efficiently delivers effective and personalized customer service. Oracle TeleService is a key component of the Oracle E-Business Suite’s Customer Relationship Management solution, an integrated solution that drives profitable customer interactions.

Supports a Variety of Applications in Multiple Industries

Oracle TeleService offers capabilities that help you deliver a seamless service experience across all channels and throughout the entire service process - from initial phone call, to knowledge base solution search, all the way to scheduling on-site service appointments. Hundreds of organizations worldwide in diverse industries such as high technology, manufacturing, communications, utilities, and local and federal government use this highly configurable solution to deliver world class service to their customers, employees, and partners. Oracle TeleService is used by these leading service providers for the following applications:

• Contact Centers (tier 1)
• Technical Support (tier 2)
• Shared Service Centers
• IT and HR Help Desks
• Investigative Case Management
• 311 Citizen Services

Figure 1. Oracle TeleService provides complete end-to-end issue resolution processes that leverage enterprise information
INTELLIGENT SERVICE DELIVERY

- Comprehensive service request management
- Complete customer interaction and service history
- Work management through support of multiple assignment models
- Highly configurable agent dashboards to meet specific needs of Customer Support, Service Desk, and Case Management
- Metadata-based, flexible search framework leverages Oracle Secure Enterprise Search as the search engine for search of service requests
- Automatic entitlement verification with support for default service level agreements
- Detection of potential duplicates and linking of related or duplicate requests
- Automatic task creation and assignment drives service fulfillment
- Automated escalations and notifications
- Customer asset management through Installed Base
- Update counter/meter Readings
- Manage customer service logistic activities like RMAs, loaners, advance exchanges
- Integrated pricing and billing
- Approval management and electronic signature capture
- Automatic closure of service requests
- Remote support with web collaboration

KNOWLEDGE MANAGEMENT

- Integrated knowledge base
- Single interface for searching across multiple knowledge base Repositories, including, service requests, forums and external knowledge systems
- Leverage the power of Oracle Secure Enterprise Search to search external knowledge
- Retrieval of knowledge from internal and external knowledge systems using

Increase Customer Satisfaction While Reducing Service Costs

Oracle TeleService provides personalized service and fast issue resolution by integrating all communication channels with enterprise information for a 360-degree view of customers and issues. It automates your contact center with workflows that drive the entire issue resolution process. Fast, consistent support is delivered with dynamic call scripting that intelligently guides interactions. Automatic entitlement enables you to meet your contracted service levels. Integrated knowledge management makes your agents increase first-call resolution. All types of customer service logistic activities, like returns, loaners, and advance exchanges, can be easily initiated and billed. Integration with Oracle Field Service provides efficient on-site service scheduling/appointment booking. Self-service capabilities provided by Oracle iSupport reduce the service costs by allowing users to solve most of their problems over the web rather than through costly interactions with agents. It even turns service interactions into revenue generators by identifying opportunities for upgrades and cross-sells. With Oracle TeleService you can serve your customers better, faster, and cheaper, while increasing their loyalty and value.

With Oracle TeleService you can:

- Resolve issues faster
- Reduce service costs
- Drive revenue from service interactions

Resolve Issues Faster

Oracle TeleService drives faster issue resolution by standardizing service delivery and making all relevant information readily available to agents.

Complete Customer Information Access Ensures Timely Responses

Oracle TeleService gives agents access to complete customer data, including installed products, contracts, invoices, orders, and service requests. The complete 360-degree view of the customer facilitates a quick assessment of customer health and trouble spots.
Oracle Secure Enterprise Search
- Attach documents and embed images to solutions
- Advanced solution-scoring algorithm
- Knowledge Management tracks solution views and learn which solutions are most useful based on customer feedback
- Tailor solution-authoring process to fit your needs
- Maintain security while searching and authoring across the knowledge base

ITIL COMPATIBLE INTEGRATED HELPDESK MANAGEMENT
- Provides a vital day-to-day multi-channel solution for managing interactions between employees and IT support organizations
- Implement Information Technology Infrastructure Library (ITIL) best practices for incident, problem, change, and configuration management processes
- Certified by Pink Elephant through the PinkVerify™ process to be ITIL compatible in four process areas:
  - Incident Management
  - Problem Management
  - Change Management
  - Configuration Management

INTEGRATED CASE MANAGEMENT
- Facilitates interdepartmental case handling and knowledge sharing while promoting accountability
- Optimizes the presentation of case information
- Business flow-based design enables efficient management of complex cases
- Manage all of the relevant constituents and parties involved in a case

Skill-Based Assignments and Centralized Knowledge Base Increase First-Contact Resolutions
Oracle TeleService enables you to assign the service requests and tasks to agents with the right skills and availability. In addition, Oracle Knowledge Management provides a central solutions repository for recurring and common customer issues so that even less-experienced agents can provide rapid and accurate responses. Oracle Secure Enterprise Search is leveraged to allow agents to securely search service requests and knowledge content stored in external knowledge repositories such as files servers, databases, and email servers.

Automated Service Processes Ensure Coordinated Service Delivery
Oracle TeleService streamlines and automates every step in the service process from initial customer request through issue resolution and billing. It provides service request and task workflows, automatic entitlement verification, automatic duplicating check, automated work assignments, automated knowledge search, as well as automated notifications and escalations. Automatically created tasks initiate resolution and coordinate work and provide the foundation for tracking every step of the resolution process. Integration with Oracle Field Service and Oracle Depot Repair allows agents to schedule field visits and create RMAs to initiate depot repair. After a technician or call center agent completes a task and debriefs the work performed (parts, labor, travel, expenses), the appropriate charges can be automatically calculated and forwarded to OM and A/R for invoicing. Price Lists are used to price the service and parts; while Contracts and Warranties are used to discount the charges they cover. This automation shortens the billing cycle and greatly reduces billing errors. Automatic closure of service requests when all work has been done and invoiced ensures correct issue status tracking.

Integrated Field Service and Depot Repair
Oracle Field Service extends the reach of Oracle TeleService to help you dramatically enhance customer service, productivity, and revenue through comprehensive and efficient on-site service delivery. Oracle TeleService can also be used to drive your repair depot through tight integration with Oracle Depot Repair.

In addition to these powerful integrations, Oracle TeleService provides sophisticated service logistics functionality including:
- RMA Returns
- Replacement Shipments
- Advanced Exchange
- Loaner Shipment and Return

Reduce Cost of Service
Oracle TeleService reduces service costs by eliminating common errors and shaving precious seconds from every call. A variety of agent interfaces are offered to optimize your service agent’s productivity including:
- High volume, telephony integrated Forms Contact Center
• High volume, telephony integrated Forms Service Requests
• Highly configurable, personalizable Customer Support, Case Management, and Helpdesk HTML UIs

Configurable, Easy-To-Use Interfaces Boosts Agent Productivity

Giving your agents a productive work interface is the key to cutting service costs. Oracle TeleService’s intuitive user interface gives agents quick access to all their common tasks. Configurable and personalized agent dashboards are provided for external customer support, internal help desk support, and case management to optimize the creation, management, and resolution of issues. These dashboards provide agents a graphical display of key customer data for fast assessment of customer health and sophisticated tools for managing the assigned work.

![Figure 3. Optimized Agent Dashboards](image)

Telephony Integration Reduces Call Time

Reduced agent call time flows straight to your bottom line. Oracle TeleService leverages Oracle Advanced Inbound (CTI) to help you save time on every call with full IVR and Screen Pop capabilities. The Screen Pop facility automatically identifies the customer and immediately displays relevant customer, order, invoice, and service transactional data. Multiple CTI integration options are offered to integrate with leading and niche telephony systems:

• Rich featured server-side Advanced Inbound Telephony Adapters for major telephony platforms
• SDK to build custom server-side and client-side integrations to almost any PBX/ACD and middleware combination. In client-side integration,
CTI enabled E-Business Suite forms such as Contact Center, Service Request, and eBusiness Center form integrate with a 3rd party softphone directly, without using the components of the server-side adapters

- Hosted telephony option through integration with Oracle Call Center On Demand provides hosted call center infrastructure for a monthly fee if you do not want to make costly investments in traditional telephony platforms.

![Automated screen pops provides the agents with the right customer and transactional information on their desktop – TeleService Service Request Form and Advanced Inbound Softphone displayed above](image)

**Integrated Self-Service Reduces Agent Service Costs**

Integration with Oracle iSupport—a secure, 24/7 Web portal for self-service support reduces your service costs by allowing users to solve most of their problems over the web rather than through costly agent service.

**Standardized, Workflow-Driven Processes Eliminate Errors**

The workflow-driven issue resolution process ensures problems are assigned to the right agent, generates notifications and required escalations and ensures process consistency and repeatability to reduce costly errors. Process standardization ensures correct entitlement verification, issue categorization, call wrap-up, and security compliance. Dynamic call scripts use decision rules to guide agents through interactions and provide default values that further reduce errors.

**Gain Actionable Business Insight to Improve Service Effectiveness**

Oracle Service Daily Business Intelligence enables the analysis and insight required to proactively manage support activity. Organizations can quickly assess the health of their operations through up-to-date key performance metrics and act on exceptions, thus reducing costs and managing service effectiveness. Oracle Business Intelligence Suite Enterprise Edition, a next-generation analytics toolset, can be also used to build interactive dashboards to provide real-time intelligence.
Figure 5. Daily Business Intelligence provides actionable business insight

**Drive Revenue from Service Interactions**

Oracle TeleService helps your agents to not only satisfy your customers, but also to grow them.

**Personalized Relationship Management Plans Present Targeted Offers**

Oracle TeleService allows you to create rule-based relationship plans that proactively prompt the agent to take action when a customer meets pre-defined conditions; for example, to suggest renewal when a service contract is about to expire. These plans create a more personalized experience for the customer while helping to turn your service organization into a revenue center.

**Access To Product and Contract Information Enables Timely Upgrades and Renewals**

When agents have ready access to all relevant customer information, they can easily suggest appropriate up sells. Oracle TeleService puts the information about the customers’ products, services, contracts, and entitlements at the agent’s fingertips—allowing agents to suggest contract renewals, upgrades, and replacements for obsolete products.

**Scripting Integration Guides Agents Through Up Sell and Cross Sell**

In the era of Do Not Call lists and severe restrictions on outbound sales efforts, inbound service calls are an increasingly important source of sales opportunities. But service agents often have limited training in sales techniques. Oracle TeleService seamlessly uses dynamics call scripts defined using Oracle Scripting to guide agents step-by-step through up-sells and cross-sells. Decision rules built into the script enforce your best sales practices and automate objection handling.

**Oracle E-Business Suite – The Complete Solution**

Oracle E-Business Suite enables organizations to efficiently manage customer processes, ship orders, collect payments, and more—all from applications that are
KEY BENEFITS

• Single, robust platform for managing service-related information and processes across multiple service delivery channels including web-self service, agent-assisted service via the contact center, and field service
• Drive revenue through up-sell and cross-sell, cut service operating costs, and improve the overall effectiveness of customer service operations.
• Reduce revenue leakage by verifying entitlements with integration to Oracle Service Contracts.

RELATED PRODUCTS

• Oracle iSupport
• Oracle Advanced Inbound
• Oracle Scripting
• Oracle Email Center
• Oracle Field Service
• Oracle Depot Repair
• Oracle Secure Enterprise Search
• Oracle Collaboration Suite
• Oracle Call Center on Demand
• Oracle Business Intelligence Suite Enterprise Edition

RELATED SERVICES

The following services are available from Oracle Support Services:
• E-Business Suite Accelerators
• Oracle Application Solution Centers
• Oracle University
• Oracle Consulting

This information architecture provides a single definition of your customers, services, employees and products – all aspects of your business. Whether you implement one module or the entire Suite, Oracle E-business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.