

JD Edwards EnterpriseOne Solution Advisor



PRODUCT HIGHLIGHTS

- Reduce the time needed to resolve issues
- Improve customer service
- Offer customers self-service troubleshooting tools

FEATURE/FUNCTION HIGHLIGHTS

- Multiple solution libraries
- Basic and advanced searches
- Relevance ranking
- Media object search
- Solved count and usage count metrics
- Item association
- Permanent case and work history association

The Issue: Resolving Customers' Issues Quickly and Cost-Effectively

Your customers want you to resolve their issues as quickly as possible. However, while your customer service representatives are often the first point of contact for customers calling your company about a problem, they may not have the knowledge or experience necessary to solve complicated problems. But, it's not always possible—or cost-effective—to have trained engineers fielding each customer call.

The Solution: Easy-to-Use, Searchable Repository of Issues and Fixes

With Oracle's JD Edwards EnterpriseOne Solution Advisor, you can provide your customer service reps with a searchable repository of known issues and associated fixes. Information is no longer kept in silos. Instead, it can be shared with your entire organization. As a result, reps are better able to resolve issues when they are first contacted, eliminating the expense of scheduling follow-up calls or sending technicians to customers' sites.

Speed Issue Resolution

Solution Advisor is designed to reduce the time it takes for your customer service reps to resolve issues by giving them the information they need to solve even the most technical problems. The job is made easier with intelligent searching functionality that speeds the return of only the most relevant information.

Reps can use keywords to search across multiple object types, including cases, work orders, scripts, and solutions. Solution Advisor enables reps to choose the number of records being returned, so they are able to widen or narrow their search as needed.

To save additional time, Solution Advisor returns results in the order of their relevance to the search. It determines relevance by calculating a score for each returned element based on how well it matches the search criteria and how often the solution is used. Rather than searching through a list of results that are ranked indiscriminately, your reps can quickly focus on only the most likely solutions to your customers' issues.

It is not always convenient for customers to work through solutions while on the phone with reps. Solution Advisor makes it easy to email solution details to those who want to attempt fixes at a later time. Customers can call back into the service center to get more support or to report that the problems have been resolved.

Get the Most from Your Organization's Information Assets

Knowledge of your company's products, faults, and associated fixes is a key asset. It is important to have a tool that can organize this information and help you quickly find what you are looking for. Solution Advisor makes this easy to do.

Each solution can be associated with an item, such as a product you manufacture, so that when a rep creates a case to record an issue a customer is having with a particular product, the system automatically displays a list of solutions that have resolved previous cases for that same product.

And, as each case or work order becomes associated with a solution, Solution Advisor updates the solution record with the relationship information. Each solution record includes all cases and work orders to which the solution has been applied, regardless of whether the solution solved the case or work order. With this information, you can track the number of cases and work orders associated with particular solutions or determine if other solutions have been associated with a specific case or work order.

Solution Advisor also simplifies administration of your solutions. It enables you to track the viability of the documented issue resolutions with metrics that capture:

- How often a solution is selected
- How often a solution or "fix" resolves the case or work order for which it was selected
- Which are the most frequently used solutions for each case and work order

Solution Advisor ensures that your knowledgebase of information will grow with you as you learn about new problems and develop new solutions to those problems. You can easily add to the system through the solution entry program. New solutions are automatically considered to be drafts, and they become available for viewing only after they have been approved and activated. Also, as customer service reps find new ways to solve problems, they can use Solution Advisor to document and share the solution with the rest of the organization. The information they enter is captured as an additional ad hoc solution that, once approved, can be accessed by other customer service reps.

Enabling Your Customers to Help Themselves

Solution Advisor does not just give your reps the information they need to resolve problems—it also lets you speed customer service by helping your customers help themselves. You can use Solution Advisor with JD Edwards EnterpriseOne Customer Self Service to extend your knowledgebase of known issues and fixes directly to your customers through a web-based portal so that they can perform their own searches. In addition to enabling your customers to resolve their problems more quickly and efficiently, this self-service functionality can dramatically cut down on the number of calls made to your call center.

Solution Advisor provides the flexibility for you to choose which solutions you make available to customers. You can adjust the visibility of each solution depending on your

needs by making each one visible to either all system users or just internal users. This means you can deploy Solution Advisor for use by different people yet keep all the information in a single system.

Solution Integration

This module is designed to be integrated with these JD Edwards EnterpriseOne products across your operations using common tools and a Pure Internet Architecture:

- JD Edwards EnterpriseOne Customer Relationship Management
 - Customer Self Service
 - Case Management
 - Branch Scripting
 - Service Management

CONTACT US

For more information about JD Edwards EnterpriseOne, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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