See What's Coming in Oracle Service Cloud

Release Content Document

August 2015

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ORACLE SERVICE CLOUD AUGUST RELEASE OVERVIEW

The latest release of Oracle Service Cloud delivers powerful new products and added functionality for Web Customer Service, Knowledge Management, and Field Service Management. The Platform and Policy Automation product pillars have also been enhanced.

Community Self Service delivers new capabilities natively built into Oracle Service Cloud that enable peer-to-peer knowledge sharing, greater visibility into customer conversations, and better collaboration between customers and their brands.

Additionally, the August release continues to build on Oracle's new market-leading Knowledge Management solution, Knowledge Advanced, adding functionality such as deep search and content analytics reports. Knowledge Advanced for Customer Portal and Knowledge Advanced for Agent Desktop have been enhanced as well.

WEB CUSTOMER SERVICE

When customers today have questions, feedback, or opinions about a company or product, they often seek ways to share and engage with their peers. They are looking for ways to connect with both the brand and with other customers in order to share experiences, ask questions, and get help. Organizations understand that embedding a customer community within the cross-channel experience is a key component of delivering modern customer service.

ORACLE SERVICE CLOUD COMMUNITY SELF SERVICE

Oracle Service Cloud Community Self Service is community and peer-to-peer knowledge sharing functionality built natively into the Oracle Service Cloud product. Community Self Service is managed through the Oracle Service Cloud agent console and the Customer Portal pages and widgets, making it easy to configure and maintain as a fully integrated component of a cross-channel web customer service strategy.

When customers search for answers, community content is blended with official company knowledge, enhancing published content with customers' expertise and perspectives. This blended content helps customers find answers, solve problems, and make purchasing decisions with greater confidence. Because Community Self Service functionality is an embedded part of the support experience, customers don't have to leave the website to participate in the community and can benefit from the insights generated there.

E-MAIL MANAGEMENT

Oracle Service Cloud E-Mail Management provides case management features complete control over the handling of inbound and outbound e-mail messages, whether responding to service inquiries or broadcasting mailings and customer surveys.

LIMITING SOURCE EDITING IN ANSWERS

Using this feature, managers can limit the ability of agents to edit answers inserted within an e-mail response or incident. Limiting source editing helps to secure the integrity of answers by giving managers control over what answer content agents can edit in either HTML design or source mode.

HANDLE INCREASED MESSAGE SIZE AND ALERTS

Beginning with the August 15 release, customers can now send and receive up to 25 MB of e-mail attachments on hosted e-mail accounts. Built-in alert functionality has also been added to notify agents if the e-mail response fails, allowing agents to act on the notification and resolve the issue quickly.

CROSS CHANNEL CONTACT CENTER

Oracle Service Cloud Cross Channel Customer Service enables organizations to provide quick, consistent, proactive, and reactive assisted service across multiple channels. Oracle Service Cloud Cross-Channel Contact Center can help organizations to increase efficiency and reduce operational costs by enabling customers to resolve simple issues using self-service while directing the more complex issues to contact center agents.

AGENT BROWSER USER INTERFACE

The August release adds new functionality to the Agent Browser User Interface for managers and agents, including enhanced workspaces, Knowledge Advanced, analytics, and additional Browser Control support.

CORE SERVICE FEATURES

New core service features include an enhanced workspace with the ability to forward incidents with attachments and quickly insert pre-formatted text into incidents with standard text. Notifications have been added allowing users to easily access read and unread messages as well as broadcast notifications to other users.

ANALYTICS

New analytics functionality includes expanded charting with most charts types available in the Enhanced Console now supported in the Agent Browser UI. Search capabilities have been added to reports and dashboards making it even easier to locate information within a report.

KNOWLEDGE ADVANCED FOR AGENT BROWSER

Advanced Knowledge is now available within the Agent Browser User Interface. Knowledge Advanced allows agents to easily view and search knowledge within the current workspace. Additionally this release deliverers the recommended answers tab which provides relevant contextual based answers to agents with one click.

BROWER CONTROL SUPPORT

This release adds Support for the Browser Control enabling integration into third party websites and the ability to view external data from within Agent Browser UI.

ORACLE SERVICE CLOUD SOCIAL MONITOR

Oracle Service Cloud Social Monitor enables organizations to follow and respond to real-time social Web discussions related to their products and services.

ENHANCED ROUTING OF SOCIAL INCIDENTS

The latest enhancement to Oracle Service Cloud Social Monitor, allows for more fine-grained assignment of social incidents to specific queues. This enhancement helps to improve service quality by more precisely routing social incidents to the best-skilled agents and increases customer satisfaction by more quickly responding to comments from unhappy customers.

NEW DIRECT MESSAGING POLICY

Oracle Service Cloud Social Monitor now supports Twitter's new Direct Messaging Policy that allows direct messages to be sent privately to Twitter users. With this new functionality, brand owners can reply to a direct message even if their customers are not following their brand.

FACEBOOK GRAPH API V2.0 MIGRATION

On April 30th 2015, Facebook began migrating all applications to version 2.0 of the Facebook Graph API. Starting with this release, Oracle Service Cloud Social Monitor will move to the new Facebook Graph API 2.0. As a result of this update, Facebook has tightened control over shared information and customers will experience some minor changes in functionality. Keyword search across all Facebook content is no longer supported; however, keyword search on Facebook fan pages is still supported. Additionally, Facebook API v2.0 no longer returns the username for anyone who authors a post; instead users can expose the Display Name column on social monitor reports rather than the User Credentials column.

KNOWLEDGE MANAGEMENT

Knowledge management is essential for delivering exceptional customer experiences and increasing customer loyalty. In the contact center, empowered, efficient agents must have access to timely information when they need it. Customers, too, expect to find answers to their questions quickly and easily, when and where they need it. Oracle Service Cloud Knowledge Management provides a fully-integrated knowledge management solution that delivers a seamless, consistent experience across all channels, from self-service contact center to communities and social sites.

ORACLE SERVICE CLOUD KNOWLEDGE ADVANCED

In this release, Oracle continues to add new capabilities to the Knowledge Advanced edition (currently still in limited availability*.) New, more advanced functionality has been introduced in Analytics, Advanced Knowledge Advanced for Customer Portal, and Advanced Knowledge for Agent Desktop.

* Oracle Service Cloud Knowledge Advanced is being made available only on a limited basis for select Oracle Service Cloud customers.

KNOWLEDGE ADVANCED ANALYTICS

New Knowledge Advanced analytic events and reports have been created to enhance content and search analysis. New Advanced reports are designed to help knowledge administrators discover information gaps, improve article quality and freshness, and improve search results.

ADVANCED KNOWLEDGE FOR AGENT DESKTOP

Several new capabilities have been added to Knowledge Advanced for Agent Desktop including unlinked answers, intents, and a subscription feature. Agents can comply with Knowledge Centered Support (KCS) methodology through the ability to unlink previously linked answers from a case (incident) record. The Intents feature is introduced, allowing agents to quickly find most relevant answers for common queries. The subscription feature is designed to improve the knowledge experience for agents by tracking changes to their favorite articles.

ADVANCED KNOWLEDGE FOR CUSTOMER PORTAL

Knowledge Advanced for Customer Portal introduces new functionality including a new look and style, intents, and answer highlighting. The new design and styling is compliant with Oracle Service Cloud style and allows for greater extensibility. Intents, which have also been added to the customer portal, allow knowledge administrators to configure the most relevant results for key user queries by displaying those search results categorically at the top. Answer highlighting enables users to quickly navigate and find answers even when searching within large documents such as PDF files or Word documents.

POLICY AUTOMATION

Policy Automation enables the automation of an organization's business rules, processes, policies, or regulations. With Policy Automation, organizations can automatically provide intelligent service to complex service requests.

INTERVIEWS

To enhance the customer or agent interview experience, a new capability allows them to attach documents during an interview. This multi-channel capability expands the interview business process to allow attachments to any object including custom objects.

RULE AUTHORING

To improve productivity during rule modeling and authoring, Microsoft Excel can be used to simplify multidimensional reference data such as product or service descriptions. This also makes it easier to collaborate with business users to confirm reference data is correct. To easily locate interview attributes, auto complete for field substitutions is supported.

LANGUAGES

In the August release, Finnish and Turkish language support has been added.

Additional flexibility has been added to support any language. This enables the author to create rules and interviews for the target customer's language. This allows the default sentence forms, the names of rule functions, and more, to be translated to meet business needs.

FIELD SERVICE MANAGEMENT

Built on time-based, self-learning, and predictive technology, Oracle Field Service Cloud transforms customer experiences as well as the effectiveness and productivity of your field service operation. Customers no longer when service will occur and how long a job will take because Oracle Field Service Cloud's patented approach eliminates guesswork and uncertainty. Users can plan, optimize, and manage fieldwork, scheduling and coordinating jobs for mid-to-large workforces in minutes. Then field teams can communicate with customers and each other to ensure that jobs are completed in a timely manner. This holistic field-service loop allows you to create efficient daily job schedules, work assignments, and routes while maintaining a real-time view of the field.

AUTO JOB SEGMENTATION

Auto job segmentation automatically divides long-duration activities into segments across multiple days scheduling "planned interruptions" to avoid the complex linking of activities. This feature adds a new multiday activity type to Oracle Field Service Cloud and enables you to set parameters for required resources, scheduling, and segmentation while providing consistency in viewing and managing tasks across field operations. Additionally, different resources can be scheduled for different tasks within one multiday activity, ensuring that each long-duration task is completed by the right resource and that jobs are completed as efficiently as possible.

SUPERVISOR CONSOLE

Oracle Field Service Cloud's supervisor console enables supervisors in the field to view resources and job progress in real-time using their mobile devices. This feature empowers field resources to manage themselves and rely less on central dispatch functions, providing field supervisors with the real-time status of their teams and the ability to take corrective actions when necessary. The modern user interface leverages alerts, collaborative chat, and voice calling so that users have instant communication with any group member, including on-call resources.

CONFIGURABLE USER TYPES

With configurable user types, administrators can create repeatable user types and apply them to groups of field resources. These user types are easily adjustable, allowing for the management of functionality and permissions across different resources. Configurable user types simplify the management of large, complex workforces and accelerate system deployments using a set, repeatable procedure.

KNOWLEDGE CLOUD INTEGRATION

This release offers users a turn-key integration to easily connect Oracle Field Service Cloud with Service Cloud Knowledge. This feature automatically associates relevant knowledge articles with specific activity types within Oracle Field Service Cloud and also allows users to query Service Cloud Knowledge for more

information. Integration with Service Cloud Knowledge empowers Oracle Field Service Cloud users to complete jobs faster and improve customer satisfaction with higher first-time fix rates and improved quality.

ORACLE SERVICE CLOUD PLATFORM

The Oracle Service Cloud Platform includes App Builder products, the Experience Platform, and the Virtual Configuration Interface Object (CIO) Cloud Service.

API ENHANCEMENTS

Enhanced API capabilities include the ability to query survey data such as questions and responses using ROQL (RightNow Object Query Language) queries. Benefits include the ability to perform extended Adhoc queries for BI and data warehouse tools.

PHP MAIL API ENHANCEMENT

Additional capabilities have been added to PHP Mail API mailboxes. These enhancements include the ability to select any mailbox when sending e-mails and override *reply to* and *friendly from* addresses. This will help avoid white-listing and enhance outbound e-mail integrations.

REST API EXPANSION

The August release expands the capabilities of the REST API by adding ROQL support for object and tabular queries to enable scalable integrations. Also included is the ability to optimize data retrieval to enable integrations across multiple service cloud releases.

SUPPORTED PLATFORM CHANGES

This release discontinues support for the following deprecated browsers:

- Windows Server 2003 as a terminal service
- Firefox v35 on the Agent Browser UI
- Firefox v35 on end-user applications
- Safari v7.1 on the Agent Browser UI
- Safari v7.1 on end-user applications
- Android v2.3 and v3.x operating systems for end-user applications

ORACLE SERVICE CLOUD INTEGRATION

 Oracle's Integration Cloud Service (ICS) a cloud-based, fully configurable integration framework, is a web-based, point-and-click integration experience. It includes robust monitoring and error management with capabilities to support both SaaS and on-premise integrations. Customers benefit from pre-built integrations to Oracle products.

The August release introduces an ICS connection between Oracle Service Cloud and Oracle Sales Cloud. The ICS framework is bidirectional synchronization between the two Oracle Cloud applications. It is fully configurable and guarantees data delivery between the two applications thus ensuring reliable synchronization. Delivered is a pre-built, fully-validated integration between the account or organization and contact objects of the two clouds. This integration provides a unified view of accounts, contacts, and other data elements. The framework can also be leveraged to build other integration points between Oracle Sales Cloud and Oracle Service Cloud.

A seamless, cloud-based integration reduces Information Technology (IT) operational costs, as the features can be fully configured by the business user with no IT involvement.

Integrated Cloud Applications & Platform Services