Grow your service ecosystem for a competitively differentiated service experience

Consumers today live in the experience economy, one where they can research a product at the touch of their fingertips, make a purchase in seconds, and if there’s an issue, expect it to be quickly resolved.

Brands that work with these consumers should focus on providing a service experience that’s innovative and intelligent, and looked at from three different vantage points: a service lens, an agent lens, and a business lens.

Service lens – Customers want their service issues, no matter how simple or complex, resolved in the channel of their choice at the time of their choosing. People are not scared of technology, they’re generally fine with using self-service first. But when they need assistance, they expect it to be a high-value experience for their time. They don’t want to engage an agent reading a call script.

Agent lens – Agents have choices just like customers do, and gravitate to a working environment where they have technology that makes their jobs easier. If any agent is not in an environment conducive to their success, they’re not going to want to remain there.

Business lens – The performance of the service department can rapidly impact a company’s brand, either positively or negatively.
Digital Customer Channels

Are you able to identify customer signals and respond at the right time on the right channel?

People today expect choice in the channels that they use to interact with brands. Companies need to be able to offer service anytime, anywhere, through any channel, including chat, co-browse, video-chat, mobile, IoT, and messaging.

Customers demand consistency in their service interactions, which can only be accomplished through connected customer data on service history. Additionally, they are typically fine starting a service interaction via self-service, if there’s a seamless connection to an agent when needed.

Oracle products to enable excellence in Digital Customer Channels:

Knowledge Management
Digital Assistant
Co-Browse
SMS
Live Experience
Intelligent Advisor
Chat
Video Chat
Service Monitoring for IoT Assets
Customer Portal

Benefits of excellence in Digital Customer Channels:

Create pixel-perfect, branded pages that look like the rest of your website
Connect through social and messaging applications
Deliver always-on service via digital assistants and engage via chat, video, or co-browse to resolve issues at any time

Manage all customer interaction channels in a single, connected platform
Enable customers and agents to access front and back office data through any channel engagement
Leverage tools such as live engagement, intelligent advice, and automation to enhance the customer experience

“Companies with the strongest omnichannel customer engagement strategies retain an average of 89% of their customers, compared with 33% for companies with weak omnichannel strategies.”
— Aberdeen Group

Pain points on the road to Digital Customer Channels:

Channel proliferation
Deficiency in providing an instant and authentic response on any channel
Inability to deliver innovative and rich experiences across digital channels
Difficulty delivering an agent experience that seamlessly integrates channels

Lack of customer insight
Disconnected cross-channel conversations
Inconsistent and disjointed channels
Lack of personalization through channel experience

Cost center versus profit center
Skyrocketing service costs and lack of analytics
Difficulty upskilling agents across channels
Complexity of load balancing channels
80% of Gen Z believe technology and automation will create a more equitable work environment.

— Dell Technologies

Digital Automation

Automate processes and energize teams to deliver outstanding services

The basis of digital automation is to provide timely and relevant information to both customers and service teams. This personalized, transparent, and adaptive advice comes via online dynamic interviews and leveraging digital assistants to service instantly.

- Increase positive customer experiences with quick and efficient knowledge delivered
- Decrease cost of service and time spent on less complex tasks
- Increase customer retention with innovative and differentiated automated tools

Oracle products to enable effective Digital Automation:

<table>
<thead>
<tr>
<th>Knowledge Foundation</th>
<th>Digital Assistant</th>
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<tbody>
<tr>
<td>Knowledge Advance</td>
<td>Intelligent Advisor</td>
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Benefits of effective Digital Automation:

- Provide personalized and instant service 24/7
- Manage a full record of knowledge history with audit tracking and versioning
- Find and provide context-based intelligence immediately
- Drive compelling interactions with rich media support
- Empower business users to define the rules of engagement
- Re-define advice given through online dynamic interviews
- Give personalized, transparent, and adaptive advice in every interaction
- Improve decision-making based on insights generated from the customer journey
- Switch channels seamlessly between agent and Digital Assistant
- Automate and scale responses via digital assistants, at the point of need

Pain points on the road to Digital Automation:

Channel proliferation
New and inconsistent channel options
Customers are serial channel switchers
Inconsistent answers

Inefficient internal processes
Siloed knowledge and expertise — tribal knowledge
Customer expectations on experience and innovation on the rise
Change management issues

Cost center versus profit center
Skyrocketing service costs
Complexity to manage
Lack of visibility and connection
Simplified Agent Experience

Simplify the human side of service, balancing automation with high-value customer engagement

It’s important for businesses today to consider whether their service organization has the tools needed to deliver authentic and differentiated experiences, or if instead, the service team is shackled by technology. Agents can’t deliver great experiences if they need to navigate a multitude of systems just to do their jobs. Unifying systems and giving agents easy access to the information they need is an enabler of great service experiences. Insight from earlier interactions, from all channels, is a differentiator your agents will be thankful for. Our solution is full multi-channel out-of-the-box and is built for agent productivity. You can manage all customer interactions across the different channels in a single connected solution.

Context is critical. It’s not about more information, it’s about relevant context. You want your agents to see what they need in each given specific situation to set them up for success. Additionally, customized desktop experiences catered to the agent’s needs will be their home page to what they need for their go-to solutions. Every single one of our customer’s agent desktops is different. Our competitors’ service desktops all look virtually the same and our customers value the freedom to design agent workspaces according to their unique needs.

Oracle products to enable a Simplified Agent Experience:

<table>
<thead>
<tr>
<th>B2C Service Agent Desktop</th>
<th>Agent Scripting</th>
<th>Experience Routing</th>
<th>Workspace</th>
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<td>Workflow</td>
<td>Guided Assistance</td>
<td>Engagement Engine</td>
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Benefits of a Simplified Agent Experience:

Enable your agents to manage any channel in one view with a Unified Desktop

Empower authentic service with relevant information for a contextual experience

Customize desktop experience specific to agent need for ease of use

Improve workflow and route to the correct agent the first time with Incident Management

Leverage the right automation tool at the right time

Empower easy user experience with out-of-the-box tools

Seamlessly integrate systems from front or back office for a unified agent experience

Enable the connecting in of new channels and view advanced analytics

Pain points on the road to a Simplified Agent Experience:

Channel proliferation
New and inconsistent channel options
Customers are serial channel switchers
Lack of integration

Inefficient internal processes
Siloed knowledge and expertise – tribal knowledge
Customer expectations on experience on the rise
Change management issues

Scaling for the future
Increasing complexity and disconnected systems
Inability to handle large volumes of requests
Increased need for agents to be able to work from anywhere

“73% of organizations require agents to use 3+ applications during a call.”
– Contact Babel Decision Maker Guide
Oracle Intelligent Service

Everything you need to grow your service ecosystem to power a differentiated service experience

- Innovative new channels in one solution
- High-value human engagement made possible through simplified agent experiences across all channels
- Digital automation of processes in one solution

Set your service department up to succeed

- Customer choice: How do I meet the customer on their turf versus driving service interactions that are more convenient for our business?
- Innovative service: How can I get my customers to solve their own problems, even when extremely complex?
- Driving authenticity: How do I allow my agents to focus on building authentic relationships and reduce the burden of technology?

Oracle CX Service is built to help solve service challenges, with the goal of increasing customer and employee retention, driving revenue generation, and avoiding damage from bad service.

Oracle CX Service provides a single solution to offer service through all the channels that customers demand, automate service processes, and simplify the human side of service.

Contact your Oracle Sales Representative to learn more about Oracle Intelligent Service.